



# Service Delivery Report

Q2 2025

## Customers self-serving in real time



**4,957,732** Logins to MyAccount

**5,489,210** Logins to ROS



**13.8M** Customs Declarations Processed

**13,356,152** Imports

**476,671** Exports

**70,811** Credits/Reliefs claimed online.



**23,794** Business Taxes registrations (includes CT, IT, PREM, RCT and VAT) applied for online



**198,530** PAYE taxpayer units (i.e. individuals and jointly assessed couples) filed PAYE Income Tax returns via MyAccount.

**89,044** Tax returns via ROS

**311,534** LPT transactions processed



**381,082** Repayments issued

**€3.2B** Value of repayments issued



**1,700,375** Payroll submissions made by

**182,739** employers

## Customers accessing information on a 24/7 basis



**8.86 million** website visits

**98,752<sup>1</sup>** Tax and Duty Manuals (TDMs) downloaded  
Top 3 downloaded TDMs:



1. Part 05-01-06 T&S Reimbursements
2. Part 15-01-11A Rent Tax Credit
3. Part 15-01-12 Health Expenses



Top 3 web pages visited on Revenue.ie

1. Contact Us
2. Local Property Tax
3. Customs RO-RO Service

Top 3 most played videos:

1. Statement of Liability
2. PAYE End of year review
3. Manage your receipts with the receipts tracker in MyAccount



## Customers making direct contact

Online enquiries (MyEnquiries)



**471,881** MyEnquiries received in Q2

**642,726** MyEnquiries completed in Q2



**417,498** Phone calls with taxpayers  
205,182 calls had the 'hold my place in queue' service available with 19% of those callers availing of the service

**16,845** In-person visits to public offices

**3,470** Appointment line calls answered

**588** In-person and virtual appointments arranged

**9,888** Sessions started with ROS Chatbot

**623** Requests received by Disability Access Officers



Estimated Response Time applied in **57,335** cases. It was met or exceeded in **68%** of the responses.

## Did you know?

You can claim additional credits, reliefs or declare additional income by filing your PAYE Income Tax return via myAccount within the 4-year deadline. In May of this year, Revenue issued reminders to approximately 160,000 customers who did not submit a return for 2021 following which more than 33,000 customers filed over 55,000 returns.

<sup>1</sup> There was an error in the original published version of the SDR Q2 and this has now been amended to reflect the correct position