



# Service Delivery Report

Q3 2025

## Customers self-serving in real time



**5,234,677<sup>1</sup>** Logins to MyAccount

**6,304,509** Logins to ROS



**14.7M** Customs Declarations Processed

**14,052,140** Imports

**615,370** Exports



**72,586** Credits/Reliefs claimed online.

**36,505** Business Taxes registrations

(includes CT, IT, PREM, RCT and VAT)



**184,770** PAYE taxpayer units (i.e. individuals and jointly assessed couples) filed PAYE

Income Tax returns via MyAccount

**116,179** Tax returns via ROS

**194,690** LPT transactions processed

**1,720,713** Payroll submissions made by **184,621** employers



**401,047** Repayments issued

**€3.2B** Value of repayments issued

## Customers accessing information on a 24/7 basis



**9.6 million** Website visits

**115,591** Tax and Duty Manuals (TDMs) downloaded

Top 3 downloaded TDMs:

1. Part 15-01-11A Rent Tax Credit
2. Part 05-01-06 Reimbursement of expenses to office holders
3. Part 38-03-13 Third Party Returns



Top 3 web pages visited on Revenue.ie

1. Online Services
2. Contact Us
3. Local Property Tax

Top 3 most played videos:

1. How to get a Statement of Liability
2. Calculating pension reliefs for Form 11
3. Filing a pre-populated Form 11



## Customers making direct contact

Online enquiries (MyEnquiries)



**498,180** MyEnquiries received in Q3

**607,785** MyEnquiries responded to in Q3



Estimated Response Time applied in **102,643** cases. It was met or exceeded in **41%** of the responses



**387,819** Phone calls with taxpayers

**380,543** calls had the 'hold my place in queue' service available with **14.75%** of those callers availing of the service

**20,228** In-person visits to public offices

**4,646** Appointment line calls answered

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

**12,538** Sessions started with ROS Chatbot

**602** Requests received by Disability Access Officers



## Did you know?

There are important due dates coming up in Q4.

- [Local Property Tax](#) 07 Nov
- Pay&file 2024 [Income Tax Form 11](#), 2024 [CAT Returns](#) - 31 Oct or 19 Nov if filing & paying on ROS
- [Capital Gains Tax](#) return for assets disposed between 1 Jan and 30 Nov - 15 Dec
- Last date for 2021 [Form 12 PAYE Income Tax return](#) - 31 Dec.

<sup>1</sup> There was an error in the original published version of the SDR Q3 and this has now been amended to reflect the correct position