



# Service Delivery Report

Q4 2025\*

## Customers self-serving in real time



**6,916,437** Logins to MyAccount

**6,384,334** Logins to ROS



**20.1M** Customs Declarations Processed

**19,429,755** Imports

**664,396** Exports



**107,062** Credits/Reliefs claimed online.

**37,448** Business Taxes registrations  
(includes CT, IT, PREM, RCT and VAT)



**145,658** PAYE taxpayer units (i.e. individuals and jointly assessed couples) filed PAYE Income Tax returns via MyAccount

**464,085** Tax returns via ROS

**2,382,427** LPT transactions processed



**1,790,199** Payroll submissions made by **187,969** employers

**451,438** Repayments issued

**€3.46B** Value of repayments issued

## Customers accessing information on a 24/7 basis



**12.9 million** Website visits

**140,877** Tax and Duty Manuals (TDMs) downloaded  
Top 3 downloaded TDMs:

1. Part 04-06-12 Annual average exchange rate
2. Part 15-01-11A Rent Tax Credits
3. Part 15-01-12 Health expenses



Top 3 web pages visited on Revenue.ie

1. Local Property Tax
2. Online Services
3. LPT Valuation Bands & Rates

Top 3 most played videos:

1. Submitting your LPT return online
2. How to get a Statement of Liability
3. Pay and File Guidelines



## Customers making direct contact

Online enquiries (MyEnquiries)



**604,301** MyEnquiries received in Q4

**700,382** MyEnquiries responded to in Q4



Estimated Response Time applied in  
**114,909** cases. It was met or exceeded  
in **64%** of the responses



**484,829** Phone calls with taxpayers

**467,162** calls had the 'hold my place in queue' service available with **19.5%** of those callers availing of the service

**17,805** In-person visits to public offices

**5,848** Appointment line calls answered

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

**16,398** Sessions started with ROS Chatbot

**489** Requests received by Disability Access Officers



## Did you know?

Revenue is continuously improving our 'Digital First' model of service delivery and provides 24/7 online access for customers across a range of services. For example, you can update your address on MyAccount and ROS, add your bank details and change your CT accounting periods on ROS. Log onto [www.revenue.ie](http://www.revenue.ie).

- Figures may be subject to change.