

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.

- Figures may be subject to change.