



Service Delivery Report

Q3 2026*

Customers self-serving in real time



5,209,403 Logins to MyAccount

4,175,621 Logins to ROS



10.5M Customs Declarations Processed

9,919,649 Imports

556,047 Exports



87,348 Credits/Reliefs claimed online.

40,338 Business Taxes registrations
(includes CT, IT, PREM, RCT and VAT)



133,353 PAYE taxpayer units (i.e. individuals and jointly assessed couples) filed PAYE Income Tax returns via MyAccount

119,961 Tax returns via ROS

136,846 LPT transactions processed



1,769,555 Payroll submissions made by **189,110** employers

385,863 Repayments issued

€3.8B Value of repayments issued

Customers accessing information on a 24/7 basis

8.45 million Website visits

59,080 Tax and Duty Manuals (TDMs) downloaded
Top 3 downloaded TDMs:

1. Part 05-01-06 Reimbursement of expenses of travel and subsistence
2. Part 38-03-13 Third party returns
3. Part 15-01-11A Rent Tax Credit

Top 3 web pages visited on Revenue.ie

1. Online Services
2. Contact us
3. Customs RO-RO service

Top 3 most played videos:

1. How to get a Statement of Liability
2. PAYE End of year Review
3. Calculating pensions reliefs

Customers making direct contact

Online enquiries (MyEnquiries)



526,035 MyEnquiries received in Q3

641,225 MyEnquiries responded to in Q3



337,638 Phone calls answered with taxpayers, **13%** of those callers availed of the 'hold my place in queue' service

19,483 In-person visits to public offices

7,515 Appointment line calls answered

457 In-person and virtual appointments arranged

9,972 Sessions started with ROS Chatbot

760 Requests received by Disability Access Officers



Estimated Response Time applied in

67,298** cases. It was met or exceeded in **82%** of the responses



Did you know?

*Figures may be subject to change.

**For operational reasons, the ERT was not available for certain queries in the quarter.

Banking Modernisation

Launched in August 2025, 5 taxes are now managed in the Payments Hub (PH) with 871k payments processed and €9.1bn collected to date. Over 18k new Variable Direct Debits have been set up and refund bank details for ROS and MyAccount customers are now managed via PH. Phase 2 will shortly go Live using AI capability to scan and process customer cheques replacing the legacy ARP processing system.