

Supporting businesses and protecting incomes

With the onset of COVID-19, Revenue contributed to the national effort to protect lives and livelihoods. We have leveraged our operational knowhow and IT systems framework to deliver critical supports to individuals, employers and other businesses quickly and efficiently.

Temporary Wage Subsidy Scheme

€2.8bn in subsidies
664,500 employees
66,600 employers

Employment Wage Subsidy Scheme

€1.42bn in subsidies
443,100 employees
39,800 employers

COVID Restrictions Support Scheme

€146m in supports
16,600 businesses
19,000 premises

Debt Warehousing

€1.9bn debt warehoused for
70,000 businesses

Repayments Prioritised

253,726 VAT repayments
issued to a value of €5.4bn,
up 5% on 2019

Accelerated Loss Relief

Interim claims from 184
companies for relief of €58m

Other Support Measures

- Accelerated PSWT interim refunds
- Early access to R&D payable credits
- Suspension of many outdoor compliance interventions
- Current tax clearance extended
- Reduced interest rates on non-COVID-19 debt
- Extended Pay & File deadlines
- Zero rate of VAT for PPE
- Relief from the payment of import duties and VAT for goods imported to combat COVID-19
- Critical pharmaceutical products and medicines given a Customs 'green routing'

Innovating while maintaining essential services

Revenue adapted rapidly to the challenges of 2020. With a majority of staff working from home, essential services on and off site continued to be delivered and enhanced, and support provided to other agencies.

Working Remotely

Over **4,000** Revenue staff regularly working from home, while maintaining services for taxpayers.

Ports & Airports

676 staff have maintained a constant presence at Ireland's Ports & Airports, helping to keep them open.

Data & Print Centres

77 staff at our Data & Print Centres have kept essential services running for Revenue and other State Agencies.

Supporting the HSE

150 staff deployed to support the HSE's contact tracing efforts

MyEnquiries Enhancements

Customers can now instantly check the status of their queries and claims submitted via MyEnquiries.

Quicker Response Times

50% higher MyEnquiries volumes compared to 2019 but responses provided in less than 5 days through peak periods.