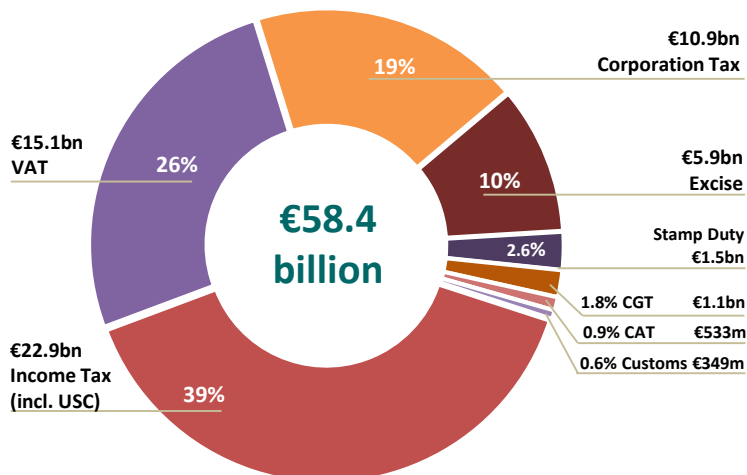
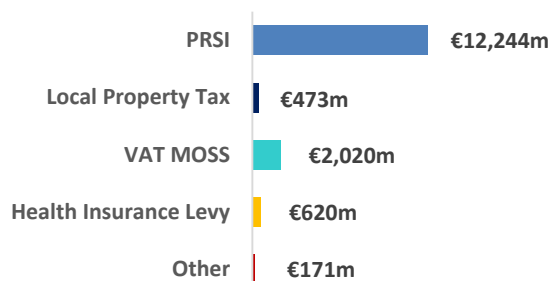


# Headline Results 2019

## Net Tax Receipts



## Collection for other Departments & Agencies



**Total €15.5 billion**

## Cost of Revenue administration €450 million



### Customer Contacts

National Helplines	2.7m
Correspondence	1.5m
Electronic Returns	5.8m
Electronic Payments	2.6m
Electronic Self Service	1.4m



### Timely Compliance

Large Cases	98%
Medium Case	98%
Other Cases	89%



### Debt Payment Arrangements

6,358 with value of €73m

**Supporting compliance for 3.2 million employments, 0.2 million employers, 1 million businesses, 0.3 million VAT traders and 1.4 million property owners**

## Preparing for Brexit



**588**

Staff appointed to Brexit-related roles



**103,114**

Individual businesses written to with Brexit preparatory advice



**1,758**

Attendees at 11 Revenue hosted trade seminars delivered across the country



**28,794**

Individual Businesses engaged with via telephone campaign



**24,118**

Economic Operator and Identification (EORI) Registrations

## 567,100 Audit and Compliance Interventions Completed, Yielding €547.6 million



**Debt Enforcement**  
63,722 cases  
€274.2m yield

**Serious Evasion & Fraud Convictions**  
15

### Tax Defaulters

672 cases published with fines/penalties amounting to €3.2m  
214 settlements published

**Summary Convictions**  
638

**Customs/Excise Detections/Seizures**  
19,281



**Auto & Marked Fuel oil**  
25 commercial seizures  
221 vehicles seized