

# Procedures for dealing with requests from the Personal Injuries Assessment Board (PIAB)

## Part 37-00-14

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## 1 Introduction

The purpose of this manual is to set out the new procedures for dealing with requests from the Personal Injuries Assessment Board (PIAB).

### 1.1 Data Exchange Agreement

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

### 1.2 Background

The PIAB is a statutory body established to provide independent assessment of compensation for personal injury claims.

Under section 28 of the PIAB Act 2003, a claimant is deemed to have consented to the Revenue Commissioners complying with a request from PIAB assessors by virtue of having made an application under section 11 of the PIAB Act. PIAB assessors are authorised to request the Revenue Commissioners to provide information in their possession or control in relation to the amount of income of the claimant. That information is provided by Revenue only for the purpose of the PIAB assessors verifying any item of financial loss that is alleged by the claimant in his or her relevant claim relating to that income.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Prior to the realignment of Revenue in November 2018, PIAB submitted requests to each Regional Office, by secure email, based on the address of the PIAB claimant (BMW, Dublin, ESE, SW). The former Regional Offices redirected the PIAB requests to the relevant customer service Districts. The PIAB request includes information relating to an individual's Personal Public Service Number (PPSN), date of birth, address, date of accident, etc.

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[...]

## 2 New Procedures

New arrangements are in place to ensure a more secure and streamlined approach to dealing with these requests, which adhere to best practice regarding the circulation of personal data and taking account of Revenue's structures.

PIAB requests are to be submitted via MyEnquiries and will be routed within the correspondence management system. Customer service standards require that correspondence is dealt with within 20 working days.

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[...]

## 2.1 How Revenue caseworkers identify PIAB requests

Requests submitted via MyEnquiries are automatically routed in the correspondence management system.

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[...]

## Appendix C: Template letter reply to PIAB request

According to Revenue records, earnings details are as follows for the years available.  
(Deduct capital allowances from self-employed income to get taxable income.)

<b>NAME:</b>	XXXX XXXXX				
<b>PPSN:</b>	XXXXXXXXX				
<b>YEAR</b>	<b>PAYE €</b>	<b>SELF EMPLOYED €</b>	<b>CAPITAL ALLOWANCES €</b>	<b>INVESTMENT INCOME €</b>	<b>NOTES</b>
<b>2018</b>		No data available			
<b>2017</b>	XXXX DSP	XXXX			
<b>2016</b>	XXXXX XXXX DSP XXXX DSP	XXXX			
<b>2015</b>	XXXX.XX XXXXX DSP				
<b>Note:</b> Multiple amounts in a given year represent earnings from more than one employer or periods of employment.					
<b>DSP pension or benefit (where applicable) is displayed as a separate amount to earnings.</b>					

The above information is being supplied in accordance with Section 28 of the Personal Injuries Assessment Board Act 2003.