

# MyEnquiries

## Part 37-00-36

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## Summary

This manual contains summary information about MyEnquiries. Guidance relating to specific aspects of registering for and using MyEnquiries is available in linked manuals:

[Part 37-00-36A](#) Access to and Registering for MyEnquiries

[Part 37-00-36B](#) MyEnquiries: Submitting and Managing Enquiries in myAccount

[Part 37-00-36C](#) MyEnquiries: Submitting and Managing Enquiries in ROS

[Part 37-00-36D](#) MyEnquiries: Tracking of Enquiries

[Part 37-00-36E](#) MyEnquiries: Notifications about Enquiries

## 1 Introduction

MyEnquiries is a structured online contact facility that enables customers to securely send and receive correspondence to and from Revenue. [However, MyEnquiries does not have email functionality, such as cc, out of office, read, read receipt option, etc.]

- PAYE customers can access MyEnquiries through myAccount.
- Business customers can access MyEnquiries through ROS.

### 1.1 Agent enquiries

Agents must access MyEnquiries via ROS if they wish to enquire about their clients' tax affairs.

### 1.2 Revenue Technical Service (RTS)

Customers and agents must submit queries to RTS using MyEnquiries. Further information is contained in the [RTS Guidelines](#).

### 1.3 Customer Service Standards

In accordance with Revenue's published Customer Service Standards, queries received through MyEnquiries will be dealt with within 20 working days and 25 working days during peak periods. However, MyEnquiries contacts are prioritised by Revenue and the published standards are frequently exceeded so that the turnaround time for replies are generally speaking, significantly faster.

## 2 Customers unable to access MyEnquiries via myAccount or ROS

There are some customers who are unable to access MyEnquiries via myAccount or ROS. These include

- non-residents who are not registered for tax in Ireland, and
- receivers acting on behalf of their clients but who do not have a TAIN.

These customers should use the alternative communication methods including post or phone. Revenue does not recommend sending personal or confidential information by unsecure (standard) email.

### 3 Alternatives to MyEnquiries

In addition to the cohort of customers mentioned in paragraph 2, there are some types of contacts that are not suitable for MyEnquiries, such as third-party data exchanges. At present, the options for these customers to raise queries are by using standard email, post, or phone. **Revenue does not recommend sending personal or confidential information by unsecure (standard) email.**

Other options are

- Transport Layer Security (TLS), which is a Government-wide encryption system that is used to securely send emails. However, this is primarily for high-volume users and is not suitable for individuals or organisations that may contact Revenue a few times a year; and
- Revenue File Transfer System (RFTS), which is a secure facility used by Revenue to exchange files with third parties.

### 4 MyEnquiries Data Retention policy

Access to MyEnquiries records will be available for a limited period. Revenue's MyEnquiries Data Retention Policy outlines that the MyEnquiries records will be available for up to ten years from the date of its completion.

- Items will no longer be visible to you within the MyEnquiries system six years after the date of completion.
- You will be able to retrieve an item for a further four years by requesting the record from Revenue. After four years this will no longer be possible.

Should you require items for longer than the ten-year retention period, you are advised to use the functions within MyEnquiries to save electronically as a PDF or to print and add to paper files.

The Data Retention Policy will ensure that the MyEnquiries system will operate at optimal levels for our customers, while complying with GDPR guidelines for record retention. Additional information can be found on our website, [www.revenue.ie](http://www.revenue.ie).