

19<sup>th</sup> June 2020

[REDACTED]  
Email: [REDACTED]

**Re: Response - FOI request IE\_FOI\_366**

Dear [REDACTED],

I refer to your request dated 29<sup>th</sup> April 2020 made under the Freedom of Information Act 2014, which was received by my office on that date, for records held by Iarnród Éireann.

**Request:**

- Communications between IÉ & the NTA regarding the refund of annual (Taxsaver) tickets following the imposing of lockdown on 12th March 2020
- Minutes of meetings of IÉ management team to discuss the refund of annual tickets
- Proposed timeline for customer communications and refunds/extensions

I, Sue Stanley, have now made a final decision to part grant your request on 18<sup>th</sup> June 2020.

You have sought access to the records as listed above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now attached above.

**Rights of appeal**

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to [foi@irishrail.ie](mailto:foi@irishrail.ie). You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances.

The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on 01, 7034293.

Yours sincerely,



**Ms. Sue Stanley,**

**Freedom of Information Officer**

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	20.03.2020	FW: Tax saver	1	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others
	20.03.2020	FW: Tax saver		Part Grant	Schedule 1 Part 2 Exempt Agencies	Information relating to Dublin Bus
2	23.03.2020	FW: Tax saver Refunds COVID19 1	2	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others
3	~	Tax saver Refunds COVID19 2	1	Part Grant	S36 (b) - financial, information whose disclosure could reasonably be expected to result in a material financial loss or gain to the person to whom the information relates	Commercial Sensitivity
4	25.03.2020	Cost of Potential Tax saver Refund_Redacted	1	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others
	25.03.2020	Cost of Potential Tax saver Refund_Redacted	1	Part Grant	S36 (b) - financial, information whose disclosure could reasonably be expected to result in a material financial loss or gain to the person to whom the information relates	Commercial Sensitivity
5	21.05.2020	FW Annual Ticket Holders - Job Lost Not Travelling_Redacted	1	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others
6	25.03.2020	Record 1 FW Tax saver_Redacted	1	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others
	25.03.2020	Record 1 FW Tax saver_Redacted	1	Part Grant	S36 (b) - financial, information whose disclosure could reasonably be expected to result in a material financial loss or gain to the person to whom the information relates	Commercial Sensitivity
7	21.05.2020	Record 2 FW Tax saver Refunds COVID19 1_Redacted	2	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others

8	~	Record 3 Taxsaver Refunds_Covid19_Redacted	1	Part Grant	S36 (b) - financial, information whose disclosure could reasonably be expected to result in a material financial loss or gain to the person to whom the information relates	Commerical Sensitivity
9	21.05.2020	FW Extending Annual Cards_Redacted	1	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others
10	21.05.2020	FW Taxasver Covid19 Credits 19032020_Redacted	1	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others
11	21.05.2020	FW Taxsaver_Redacted	1	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others
12	21.05.2020	FW Yearly rail ticket costs for those who are now unemployed_Redacted	3	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others
13	25.03.2020	RE URGENT Draft Taxsaver Proposal_Redacted	6	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others
14	21.05.2020	Record 4 FW Taxsaver Refund Extension Discount_Redacted	1	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others
15	~	Taxsaver Covid 19 Credits_190320201_Redacted	3	Part Grant	S36 (b) - financial, information whose disclosure could reasonably be expected to result in a material financial loss or gain to the person to whom the information relates	Commerical Sensitivity
16	24.03.2020	Re_ taxsaver_Redacted	1	Part Grant	S37 (1) - Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information	Personal Information relating to others

17	20.04.2020	Taxsaver Refund-Cancellation Options COVID19_final draft_.pdf	7	Refuse	S29 - Deliberations of Public Bodies - where a head believes that the granting of this request would be contrary to the public interest	Release of the record, in advance of a final determination being made, would we believe, give rise to unnecessary uncertainty and confusion, particularly among current TaxSaver customers and would be contrary to the public interest
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Signed

Freedom of Information / Data Protection Executive

**From:** [REDACTED]  
**Sent:** 25 March 2020 15:43  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Cost of Potential TaxSaver refund

Please find below workings for your consideration in relation to the cost of a potential TaxSaver refund. Gross cost is [REDACTED] and net cost is [REDACTED]

The net figure assumes that we would receive monies from other Operators for refunds which we have paid out in full on their behalf but received a lower revenue allocation from the original sale. The best example of this is the Bus/Rail ticket where IE retains [REDACTED] of the revenue but in a refunding situation, would pay out 100% of the ticket price.

I have worked out the refund on the basis of the NTA proposal of 1/12<sup>th</sup>.

As discussed on our conference call, the number of companies impacted is circa [REDACTED] with the total number of customers eligible for a refund circa [REDACTED]

Give me a call if I can explain further.

		Gross	Net
1	Annual TaxSaver Revenue P4 2019 - P3 2020	[REDACTED]	[REDACTED]
2	Cost of 1 Monthly Suspension (1/12th) (net of amount owing from Dublin Bus/Luas re feeder)	[REDACTED]	[REDACTED]
3	Cost of 3 Monthly Suspension (3/12th)	[REDACTED]	[REDACTED]
4	Add March/April TaxSaver monthlys to be refunded in full	[REDACTED] -----	[REDACTED] -----
5	Potential Cash outflow (3) + (4)	[REDACTED] =====	[REDACTED] =====

[REDACTED]  
*Commercial Finance Manager*  
*Irish Rail*  
*Dublin 1*

Tel: [REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 21 May 2020 20:37  
**To:** [REDACTED]  
**Subject:** FW: Annual Ticket Holders - Jobs Lost/ Not Travelling

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

fyi

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**From:** [REDACTED]  
**Sent:** 07 April 2020 14:58  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Annual Ticket Holders - Jobs Lost/ Not Travelling

Hi [REDACTED],

We are getting the same queries directly from Customers and companies.

I was talking to [REDACTED] earlier from the NTA who I sent the data to last Friday evening.

[REDACTED] told me that the NTA are getting enquiries as well and that a decision will be made shortly with involvement from Department in the decision making process.

He also mentioned that a press release will be issued.

Regards,

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 07 April 2020 08:24  
**To:** [REDACTED]  
**Subject:** Annual Ticket Holders - Jobs Lost/ Not Travelling

Guys

Will someone please advise the NTA they need to decide what the decision is for annual tickets. A good few people on FB and Twitter asking over and over.

If we do the extend option it buys them time to see how this crisis pans out.

[REDACTED]

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 21 May 2020 20:41  
**To:** [REDACTED]  
**Subject:** FW: Extending Annual Cards

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

fyi

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 25 March 2020 21:23  
**To:** [REDACTED]  
**Subject:** Extending Annual Cards

Lads,

[REDACTED] informed [REDACTED] this evening that following conversation with [REDACTED] it wasn't technically possible to extend Leap cards.

I left a message for [REDACTED].

Cheers

[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 21 May 2020 20:46  
**To:** [REDACTED]  
**Subject:** FW: Tax saver Covid 19 Credits\_19032020.xlsx  
**Attachments:** Tax saver Covid 19 Credits\_19032020.xlsx

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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**From:** [REDACTED]  
**Sent:** 19 March 2020 17:07  
**To:** [REDACTED]  
**Subject:** Tax saver Covid 19 Credits\_19032020.xlsx

Hi [REDACTED],

A full break down of Tax saver refunds application received over the last few days.

Kind regards,

[REDACTED]



[REDACTED]

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**From:** [REDACTED]  
**Sent:** 21 May 2020 20:46  
**To:** [REDACTED]  
**Subject:** FW: Tax saver

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

fyi

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**From:** [REDACTED]  
**Sent:** 20 March 2020 16:18  
**To:** [REDACTED]  
**Subject:** Tax saver

Hi [REDACTED]

I was just talking to [REDACTED] in [REDACTED]

[REDACTED]

They are telling Customers who are looking for a partial refund but hold onto card that, there is no refund been issued as per previous correspondence with NTA.

Kind regards,

[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 21 May 2020 20:39  
**To:** [REDACTED]  
**Subject:** FW: Re yearly rail ticket costs for those who are now unemployed

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

fyi

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**From:** [REDACTED]  
**Sent:** 21 April 2020 15:12  
**To:** [REDACTED]  
**Subject:** FW: Re yearly rail ticket costs for those who are now unemployed

fyi

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**From:** [REDACTED]  
**Sent:** 21 April 2020 15:12  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Re yearly rail ticket costs for those who are now unemployed

Hi [REDACTED],

A similar experience to [REDACTED] with Customers growing very frustrated at waiting for a decision on Tax saver cards.

We are holding off on processing annual refunds (approx. 950 and a portion of [REDACTED] 400 below) until decision is made

but Customers are coming back again and again looking for a decision.

Regards,

Ronan

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**From:** [REDACTED]  
**Sent:** 20 April 2020 16:09  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: Re yearly rail ticket costs for those who are now unemployed

Hi [REDACTED],

We have been strongly advising employees to wait for the NTA announcement but some have lost patience and are requesting refunds. We currently have around 400 awaiting us to process from May 1st. If the NTA

make an announcement this week we will go back to all 500 and confirm if they still wish to proceed. If the NTA do not make an announcement we will have to process the refunds.

In these cases we are advising them that if they proceed with a refund request they will not be able to take whatever alternatives are proposed, if they are better. We are strongly advising all employees to wait. The thing most do not understand is that it could be weeks/months before refunds are actually processed and if they have to go back to work in the meantime they will have to purchase another ticket. They could still be paying for the 1st one (if refund hasn't arrived) when they are charged for the 2nd one.

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Kind Regards

[REDACTED]

**Do you offer Tax Saver Tickets? We can help - Contact us for more information.**

On 20 Apr 2020, at 15:16, [REDACTED] wrote:

Also would be interested to know if we are suggesting that refund requests are being held off until we have a revised solution in place?

Regards

[REDACTED]

On 20 Apr 2020, at 15:12, [REDACTED] wrote:

Hi Everyone,  
Hope you are all keeping well. Apologies for the group mail but I just need to check something with you all regarding current Tax saver refunds. Can I just confirm that refunds won't be given for months in which travel has been consumed (as per current rules)?

Regards,

[REDACTED]

[REDACTED]

Email: [REDACTED]  
Web: [www.nationaltransport.ie](http://www.nationaltransport.ie)<<http://www.nationaltransport.ie>>

[[https://www.transportforireland.ie/email/images/footer\\_r1\\_c1.png](https://www.transportforireland.ie/email/images/footer_r1_c1.png)]<<https://www.transportforireland.ie/available-apps/>>  
[[https://www.transportforireland.ie/email/images/TFI-Email-Signature-v4\\_01.jpg](https://www.transportforireland.ie/email/images/TFI-Email-Signature-v4_01.jpg)]<<https://about.leapcard.ie/leap-top-up-app/>>[[https://www.transportforireland.ie/email/images/TFI-Email-Signature-v4\\_02.jpg](https://www.transportforireland.ie/email/images/TFI-Email-Signature-v4_02.jpg)]<<https://www.transportforireland.ie/available-apps/>> [<https://www.transportforireland.ie/email/images/egov-logo.jpg>]  
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[<https://www.transportforireland.ie/email/images/TFI-Email-Signature2.jpg>]<<https://twitter.com/TFIupdates>>

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Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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<image001.png>

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 25 March 2020 10:27  
**To:** [REDACTED]  
**Subject:** RE: URGENT - Draft Tax saver Proposal

[REDACTED],

To be discussed further but I feel that another option (albeit much less attractive) which hasn't yet been ventilated with the NTA is the option of reducing the price of the 2021 Annual.

This option may give them some initial breathing space with press queries etc

Rgds,  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 25 March 2020 10:15  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Fwd: URGENT - Draft Tax saver Proposal

Folks,

This is gathering pace. I suggest we pull forward our proposed call to 10.30. [REDACTED] will reschedule accordingly,

Regards,  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, March 25, 2020 10:13:08 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: URGENT - Draft Tax saver Proposal

[REDACTED],

Fully agree with your points below, however I understand that the funding is not agreed at this point.

I will draft a proposed response for our review in the first instance, following which I suggest we agree with the Bus Companies as a joint response before we revert to the NTA,

Regards,  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, March 25, 2020 9:58 a.m.  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: URGENT - Draft Tax saver Proposal

[REDACTED]  
Following on from our earlier discussion there are a few points I would like to make on this:

1. As our relationship is with the employer we only have employer details and not employee details, therefore the refund must be to the employer.
2. This is an immediate cashflow issue and should be funded prior to the refund. This might be difficult with CIÉ's cash pile
3. There is an administration cost to implementing these refunds and this cost should also be funded.
4. Refunds need to be made in the proper way through our system. This needs to be traceable and auditable after the event.

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**From:** [REDACTED]  
**Sent:** 25 March 2020 09:24  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: URGENT - Draft Tax saver Proposal

[REDACTED],  
This was aired on the call today by [REDACTED], effectively it's clear the NTA want to move to implement this.

We raised both the financial and administrative issues as below - NTA were saying they were liaising with DTTAS on the financial hit, but without any firm commitment. They accept there is a major administrative requirement, and will be liaising through the respective Commercial teams on this.

None of the other operators contributed to the discussion.

[REDACTED]  
On 24 Mar 2020, at 19:25, [REDACTED] wrote:

[REDACTED],  
Can you explore in more detail on tomorrow's call please. [REDACTED] will not respond in detail until such time as our position and that of sister companies is clear,

Thanks,

[REDACTED]  
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From: [REDACTED]  
Sent: Tuesday, March 24, 2020 6:38:00 PM  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: Re: URGENT - Draft Tax saver Proposal

[REDACTED],

FYI on the 3 x weekly ops/comms calls, this hasn't been mentioned since the very first call, at which time it was not supported by NTA.

NTA have a press query on this today - I don't believe they are going back with a response just yet.

[REDACTED]

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From: [REDACTED]  
Sent: Tuesday, March 24, 2020 6:07:30 PM  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: Fwd: URGENT - Draft Tax saver Proposal

[REDACTED],

See proposal below from NTA in relation to Tax saver refunds. This will have a significant cash flow impact of [REDACTED] not to mention the cottage industry in administration from a transport operator and participating employer perspective.

Have you had any discussions in this regard on the daily calls?

Regards,

[REDACTED]

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From: [REDACTED]  
Sent: Tuesday, March 24, 2020 5:49:55 PM  
To: [REDACTED]  
Subject: RE: URGENT - Draft Tax saver Proposal

Hi [REDACTED],

Similar to [REDACTED], I will have to consult with Senior Executive team as revenue of [REDACTED] would be refunded based on 3 month refund on calculations of 1/12 of cost of annual card.

Along with [REDACTED] and [REDACTED], credit memos would be custom and practise through our SAP system for good governance, accounting practice and audit controls.

As [REDACTED] has said, it is a massive undertaking for company administrators to take on this task.

The administration of bulk Tax saver refunds to our base of [REDACTED] customers in [REDACTED] companies would be a huge undertaking for Iarnród Éireann and would need to be resourced and funded.

Kind regards,

[REDACTED]

---

**From:** [REDACTED]

**Sent:** 24 March 2020 17:23

**To:** [REDACTED]  
[REDACTED]

**Subject:** RE: URGENT - Draft Tax saver Proposal

[REDACTED],

Firstly and most importantly there are major financial implications of any Tax saver refund. This is not a decision I can make and I will have to discuss this with the Leadership Team tomorrow.

On the process itself: -

- In order to process an EFT we have to have a Credit Memo on our SAP system
- Previously we have dealt directly with the ticket holder, companies have been reluctant to get involved in refunds
- A large scale refund process will take a lot of administration and will need to be funded

Any refund process can only take place following to cessation of the current crisis and we will need more clarity on exactly who gets a refund and how joint operator usage is assessed.

I will respond following discussion with our Leadership Team.

Regards,

[REDACTED]

Customer Experience Manager

[REDACTED]  
[REDACTED]

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**From:** [REDACTED]

**Sent:** Tuesday 24 March 2020 15:39

**To:** [REDACTED]  
[REDACTED]

**Subject:** URGENT - Draft Tax saver Proposal

**Importance:** High



Hi Everyone,

Please see below draft proposal from NTA with regard to the expected response to Tax saver customer requests in light of current circumstances:

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Can you please revert back to me with feedback on this proposal, the NTA executive **urgently** require any relevant information for consideration prior to finalising the approach to be taken,

Regards,


[Redacted]

Leap Relationship Manager

<image001.png>

[Redacted]

[Redacted]

Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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Stiúrthóirí Directors: Mr U Courtney – Cathaoirleach Chairman, S Madden, J Quinn, E Howley, R Widdis, L Carroll, K Wallace, T O'Connor, S Hannan.

Bus Átha Cliath-Dublin Bus, a designated activity company, limited by shares, registered in Ireland at 59 Upper O'Connell St, Dublin 1. No 119569

Bus Átha Cliath-Dublin Bus, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, cláraithe in Éirinn ag 59 Sráid Uí Chonaill Uachtarach, Baile Átha Cliath 1. Uimhir 119569

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Re: tax saver  
**Date:** 24 March 2020 17:34:41

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Thanks - will hold off til you confirm.

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**From:** [REDACTED]  
**Sent:** Tuesday, March 24, 2020 5:32:18 PM  
**To:** [REDACTED]  
**Subject:** tax saver

This is what I hope to be able to say:

NTA is working with state funded operators to ensure commuters will be able to seek a refund for unused public transport Tax saver tickets through their employer.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



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Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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'.

**From:** [REDACTED]  
**Sent:** 25 March 2020 15:43  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Cost of Potential TaxSaver refund

Please find below workings for your consideration in relation to the cost of a potential TaxSaver refund. Gross cost is [REDACTED] and net cost is [REDACTED]

The net figure assumes that we would receive monies from other Operators for refunds which we have paid out in full on their behalf but received a lower revenue allocation from the original sale. The best example of this is the Bus/Rail ticket where IE retains [REDACTED] of the revenue but in a refunding situation, would pay out 100% of the ticket price.

I have worked out the refund on the basis of the NTA proposal of 1/12<sup>th</sup>.

As discussed on our conference call, the number of companies impacted is circa [REDACTED] with the total number of customers eligible for a refund circa [REDACTED]

Give me a call if I can explain further.

		Gross	Net
1	Annual TaxSaver Revenue P4 2019 - P3 2020	[REDACTED]	[REDACTED]
2	Cost of 1 Monthly Suspension (1/12th) (net of amount owing from Dublin Bus/Luas re feeder)	[REDACTED]	[REDACTED]
3	Cost of 3 Monthly Suspension (3/12th)	[REDACTED]	[REDACTED]
4	Add March/April TaxSaver monthlys to be refunded in full	[REDACTED] -----	[REDACTED] -----
5	Potential Cash outflow (3) + (4)	[REDACTED] =====	[REDACTED] =====

[REDACTED]  
*Commercial Finance Manager*  
*Irish Rail*  
*Dublin 1*

Tel: [REDACTED]

## Stanley Sue (Irish Rail)

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**From:** [REDACTED]  
**Sent:** 21 May 2020 20:47  
**To:** [REDACTED]  
**Subject:** FW: Tax saver Refunds\_Covid19

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

fyi

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**From:** [REDACTED]  
**Sent:** 23 March 2020 11:59  
**To:** [REDACTED]  
**Subject:** RE: Tax saver Refunds\_Covid19

Hi [REDACTED]

The 265 are all cancelling their cards but we have approx. 30 queries currently from Customers asking what our policy is, sample below:

Hi [REDACTED]  
Need to pick your brain, I have been asked to work from home for the foreseeable future, can I claim back some of the cost of the yearly rail ticket and yearly car parking ticket that I have purchased. What is Irish RAILS position on this?  
Regards  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 23 March 2020 11:50  
**To:** [REDACTED]  
**Subject:** Re: Tax saver Refunds\_Covid19

[REDACTED],

How many of the 265 applicants are not cancelling their card?

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Monday, March 23, 2020 11:42:48 AM  
**To:** [REDACTED]  
**Subject:** Tax saver Refunds\_Covid19

Hi [REDACTED]

As discussed on Friday, I have enclosed basic one pager on Tax saver refunds.

Not sure if best to put down possible options available, ie reduce price of next renewal, refund at booking office, extend validity (will cause all sorts of problems)

Kind regards,

A solid black rectangular box used to redact a signature.

**Taxsaver Terms & Conditions: Cancelling Annual Tickets:**

<https://www.taxsaver.ie/Commuters/Annual-Ticket-Conditions/Annual-Ticket-Conditions/>

**Iarnród Éireann/Dublin Bus**

- Please note that Annual products are based on a 10 month rate, with two months free and this discount is withdrawn if the ticket is cancelled so the refund/credit is based on the regular monthly rate by the number of months used.
- Company Administrators must contact the relevant travel provider prior to cancelling an employees ticket; see below contact details;
- **Iarnród Éireann:** [credits@irishrail.ie](mailto:credits@irishrail.ie)
- **Dublin Bus:** [taxsaver@dublinbus.ie](mailto:taxsaver@dublinbus.ie)
- **Bus Éireann:** [taxsaver@buseireann.ie](mailto:taxsaver@buseireann.ie)
- If you cancel your DART/Commuter Rail, Dublin City Bus Only, Short Hop Rail & Dublin City Bus, Rail & Luas or Dublin City Bus & Luas ticket/card before ten months have expired then you may be due a refund on your ticket.
- If you cancel your Point-Point Intercity ticket before ten months have expired then you may be due a refund.
- Annual Tickets purchased through the **Taxsaver** Commuter Scheme normally have employer conditions that can vary from company to company. It is advisable to seek clarification with your company administrator before seeking a refund.
- Refunds on Annual Tickets will be calculated as follows: The cost of the appropriate Monthly Ticket multiplied by the number of months used is deducted from the amount paid for the Annual Ticket. There is no administration fee involved
- Monthly tickets - Cancellation of unused monthly passes must be made by the 5th of the month, for which the ticket is to be cancelled. Any passes used, at any time, during or after the 1st of that month will not be refunded. There are no partial refunds on Monthly passes.
- Annual cancellations must be made by the 5th of the month, with no usage, at any time, during or after the 1st of that month

- Iarnrod Éireann are following the regular terms and conditions available on [www.taxsaver.ie](http://www.taxsaver.ie) above for Taxsaver Customers.
- To date, there are 265 applications for refund on monthly and annual cards, with a value of [REDACTED]
- Monthly tickets are refunded when ticket is returned from company.
- Monthly Leap card products are refunded after card is cancelled and block file is sent to devices.
- Annual Leap card products are refunded after card is cancelled and block file is sent to devices.

Decision required from Authority across all public transport operators to the following question:

***I have annual card but I am working from home due to current crisis, will I get a refund?***

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 21 May 2020 20:38  
**To:** [REDACTED]  
**Subject:** FW: Tax saver Refund/Extension/Discount

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

fyi

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**From:** [REDACTED]  
**Sent:** 26 March 2020 11:02  
**To:** [REDACTED]  
**Subject:** Tax saver Refund/Extension/Discount

Hi Folks,

I had a number of calls yesterday with [REDACTED]  
[REDACTED] in relation to Tax saver options following on from NTA email on Tuesday.

I discussed the option of extending cards with [REDACTED] this morning and he has gone back to look at this internally.

[REDACTED] is preparing another email with options and at this stage, [REDACTED] told me everything is on the table but ultimately the Authority will make the decision.

I will keep you updated on progress!

Cheers,

[REDACTED]



<u>Ticket Type</u>	<u>Monthly/ Annual</u>	<u>Refund Amount</u>	<u>Valid From</u>	<u>Processed</u>	<u>Refund type</u>
SHZ & Luas	Annual		Sept 19- Aug 20		Partial
SHZ & Luas	Monthly			Apr-20	Full
Point- Point	Annual		April 20- March21		Full
SHZ& Dublin Bus	Annual		April 20- March 21		Full
SHZ, Dublin Bus & Luas	Annual		April 20- March 21		Full
P2P Drogheda- Pearse	Monthly			Apr-20	Full
SHZ & Luas	Monthly			Apr-20	Full
P2P Mullingar- Pearse	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ & Dublin Bus	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ & Dublin Bus	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
P2P HEUSTON - PORTLAOISE	Monthly			Apr-20	Full
SHZ, Dublin Bus & Luas	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ & Dublin Bus	Monthly			Apr-20	Full
P2P Newbridge- Connolly	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
P2P Portarlinton- Heuston	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ & Dublin Bus	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ & Dublin Bus	Monthly			Apr-20	Full
P2P Tullamore Heuston	Monthly			Apr-20	Full
P2P Kildare - Heuston	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ & Dublin Bus	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
P2P Drogheda - Connolly	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ & Luas	Monthly			Apr-20	Full
P2P Tullamore Heuston	Monthly			Apr-20	Full
P2P Dundalk- Lansdowne	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ & Dublin Bus	Monthly			Apr-20	Full
P2P Enfield- Ashtown	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
SHZ	Monthly			Apr-20	Full
P2P Portloaise - Connolly	Annual		April 20- March 21		Full
P2P Athenry- Galway	Monthly			Apr-20	Full
SHZ	Annual		Oct 19- Sept 20		Partial
SHZ	Annual		March 20- Feb 21		Partial
SHZ	Annual		April 20- March 21		Full
SHZ	Monthly			Apr-20	Full
P2P Mullingar- Pearse	Monthly			Apr-20	Full
SHZ	Annual		Jan - Dec 20	Processed	Partial
SHZ	Annual		Nov 19- Oct 20	Processed	Partial
P2P Newry- Connolly	Annual		Jan - Dec 20	Processed	Partial
SHZ	Annual		Nov 19- Oct 20	Processed	Partial
SHZ	Monthly			Apr-20	Full
SHZ	Annual		Nov 19- Oct 20	Processed	Partial
SHZ	Monthly			Apr-20	Full
P2P Newbridge- GCD	Annual		Jan - Dec 20	Processed	Partial

All Irish Rail Services	Annual	Jan - Dec 20	Processed	Partial
SHZ & Dublin Bus	Annual	Oct 19- Sept 20	Processed	Partial
P2P Drogheda - Lansdowne	Monthly		Apr-20	Full
SHZ & Luas	Monthly		Apr-20	Full
P2P Newbridge - Heuston	Annual	Jan - Dec 20	Processed	Partial
SHZ & Dublin Bus	Monthly		Apr-20	Full
P2P Mullingar- Connolly	Annual	Oct 19- Sept 20	Processed	Partial
SHZ	Annual	April 20- March 21	Processed	Full
SHZ & Luas	Annual	Aug 19- July 20	Processed	Partial
P2P Mullingar - GCD	Annual	Jan - Dec 20	Processed	Partial
SHZ	Annual	April 20- March 21	Processed	Full
SHZ, Dublin Bus & Luas	Annual	Dec 19- Nov 20	Processed	Partial
SHZ	Annual	Dec 19- Nov 20	Processed	Partial
SHZ	Annual	Dec 19- Nov 20	Processed	Partial
P2P Mullingar- Pearse	Annual	Jan - Dec 20	Processed	Partial
SHZ	Annual	Jan - Dec 20	Processed	Partial
SHZ & Dublin Bus	Annual	April 20- March 21	Processed	Full
P2P Drogheda- Pearse	Monthly		Apr-20	Full
SHZ	Monthly		Apr-20	Full
P2P Athlone- Galway	Annual	Jan - Dec 20		Partial
SHZ	Annual	Jan - Dec 20		Partial
SHZ, Dublin Bus & Luas	Annual	Nov 19- Oct 20		Partial
SHZ	Monthly		Apr-20	Full
P2P Athlone- Heuston	Annual	Nov 19- Oct 20		Partial
SHZ	Monthly		Apr-20	Full
P2P Athenry- Galway	Annual	Nov 19- Oct 20		Partial
SHZ	Annual	Jan - Dec 20		Partial
SHZ & Dublin Bus	Annual	Oct 19- Sept 20		Partial
Red Zone & Rail	Annual	Dec 19- Nov 20		Partial
SHZ	Annual	Oct 19- Sept 20		Partial
P2P Drogheda - Connolly	Monthly		Apr-20	Full
SHZ & Dublin Bus	Annual	April 20- March 21		Full
SHZ	Annual	Aug 19- July 20		Partial
P2P Portlaoise- Connolly	Annual	Jan - Dec 20		Partial
SHZ & Dublin Bus	Monthly			Full
SHZ	Annual	Jan - Dec 20		Partial
SHZ	Annual	Jan - Dec 20		Partial
P2P Oranmore- Galway	Monthly		Apr-20	Full
P2P Oranmore- Galway	Monthly		Apr-20	Full
P2P Carlow- Heuston	Annual	March 20- Feb 21		Partial
P2P Laytown- Connolly	Annual	Dec 19- Nov 20		Partial
P2P Kildare - Heuston	Annual	March 20- Feb 21		Partial
SHZ & Luas	Annual	Jan - Dec 20		Partial
SHZ	Annual	Sept 19- Aug 20		Partial
SHZ	Annual	Nov 19- Oct 20		Partial
P2P Belfast- Connolly	Annual	Aug 19- July 20		Partial
SHZ	Annual	Nov 19- Oct 20		Partial
SHZ	Annual	Jan - Dec 20		Partial
SHZ	Annual	Oct 19- Sept 20		Partial
P2P Newbridge- GDC	Annual	March 20- Feb 21		Partial
SHZ	Annual	April 20- March 21		Full
P2P Tullamore Heuston	Annual	Oct 19- Sept 20		Partial
SHZ	Annual	Oct 19- Sept 20		Partial
P2P Portarlinton- Connolly	Annual	Jan - Dec 20		Partial
P2P Newbridge - Heuston	Annual	Oct 19- Sept 20		Partial
SHZ & Dublin Bus	Annual	Oct 19- Sept 20		Partial
SHZ& Dublin Bus	Annual	Oct 19- Sept 20		Partial
Red Zone & Rail	Annual	Dec 19- Nov 20		Partial
P2P Dublin- Portlaoise	Annual		Apr-20	Full
SHZ	Annual	July 19- June 20		Partial
All Irish Rail & Luas Services	Annual	April 20- March 21		Full
SHZ	Annual	Feb 20- Jan 21		Partial

SHZ & Luas	Annual		Jan - Dec 20		Partial
SHZ	Annual		Jan - Dec 20		Partial
P2P Ballinasloe - Galway	Annual		Nov 19- Oct 20		Partial
SHZ, Dublin Bus & Luas	Monthly			Apr-20	Full
SHZ	Annual		Jan - Dec 20		Partial
P2P Oranmore- Galway	Monthly			Apr-20	Full
SHZ	Annual		Jan - Dec 20		Partial
SHZ	Monthly			Apr-20	Full
SHZ	Annual		Feb 20- Jan 21		Partial
SHZ, Dublin Bus & Luas	Monthly			Apr-20	Full
P2P Drogheda- Pearse	Annual		March 20- Feb 21		Partial
SHZ	Annual		Feb 20- Jan 21		Partial
P2P Portarlinton - Heuston	Annual		April 20- March 21		Full
P2P Rathdrum- GCD	Annual		Nov 19- Oct 20		Partial
SHZ, Dublin Bus & Luas	Annual		April 20- March 21		Full
P2P Portlaoise- Connolly	Annual		April 20- March 21		Full
P2P Drogheda- Pearse	Annual		April 20- March 21		Full
P2P Mullingar- Pearse	Annual		April 20- March 21		Full
P2P Portarlinton- Park West	Annual		April 20- March 21		Full
P2P Newbridge- GCD	Annual		April 20- March 21		Full