

Bronwyn Byrne

From: Brid Hill
Sent: Friday 22 August 2025 13:41
To: Mary Tucker; Sorcha Skelly; Bronwyn Byrne
Cc: Muiriosa Cassells; Executive Management Team
Subject: EFT payments and appeals

Hi all,

I am aware that there have been possibly 3 recent appeals where payment of the fee was made through EFT, and we have invalidated them. There has been discussion with legal affairs and legal advice is that we can accept these appeals or appeals where an EFT has been used for payment.

We do however as discussed earlier with Mary need to review the files and what evidence accompanied these appeals in terms of fee. i.e. it would be preferable for future appeals of this nature that it is not just a statement in the letter that the fee has been made by EFT but they would attached a 'receipt' that the monies have been sent. There can be a delay in monies coming into our back account as checked with Carol earlier. Also it is unclear how potentially appellants are getting details of the Commissions bank account as we do not advertise this, but they may have previously engaged with the organisation through SID or SHD which allowed for the EFT.

The new on-line appeals mechanism which will go live later this year should alleviate all of these issues.

Mary is currently getting these files and will review with a view to validating them early next week. Carol is also checking the position with EFT in terms of a procedures. Process will have to liaise with accounts in order to document down a future procedure re this.

I know there are concerns in terms of this re the provision in the legislation "accompanied by a fee" and that the interpretation up until now, even with previously EFT's over the years was to invalidate.

Please proceed to validate these cases by also checking with accounts re the monies etc. and procedures for future cases can be prepare over the coming week.

Thank you.

Regards
Brid

Brid Hill

Ext: 7245

Má fhaigheann tú an ríomhphost seo lasmuigh de na gnáthuaireanta oibre, ní bheidh mé ag súil le freagra ná gníomh lasmuigh de d'uaireanta oibre féin.

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