|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Table 12f**: Volumes of services transmitted electronically – Total services | | | | |
|  | **2011–12** | **2012–13** | **2013–14** | **% change since 2012–13** |
| Total services | 280.8 million | 307.2 million | 333.5 million | +8.6 |
| Percentage of overall claims lodged electronically | 84.4 | 89.3 | 93.1 | +4.3 |