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| --- | --- | --- | --- | --- |
| **Table 13**: Department of Veterans’ Affairs processing | | | | |
|  | **2011–12** | **2012–13** | **2013–14** | **% change since 2012–13** |
| Cards produced¹ | 19,427 | 19,334 | 248,375² | +1,184.7 |
| Services processed | 21.2 million | 20.6 million | 19.9 million | –3.4 |
| Total benefits paid | $2.1 billion | $2.1 billion | $2.2 billion | +4.8 |

1. Personal Treatment Entitlement cards, Repatriation Pharmaceutical Benefits Scheme cards, Specific Treatment Entitlement cards, and Totally and Permanently Incapacitated Gold cards.

2. The re-issue of new cards to all DVA cardholders was completed in June 2014.