| **Table 22e:** Volumes of services transmitted electronically excluding Simple Mail Transfer Protocol - Total services | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | **2009–10** | **2010–11** | **2011–12** | **2012–13** | **% change2** |
| **Total services** | **227.6 million** | **248.3 million** | **271.2 million** | **298.3 million** | **+9.9** |
| Percentage of overall claims lodged electronically | 73.8% | 77.8% | 81.5% | 86.7% | +6.4 |

2. Percentage change between 2011–12 and 2012–13.