| **Table 23:** Department of Veteran's Affairs processing | | | | |
| --- | --- | --- | --- | --- |
|  | **2010-11** | **2011-12** | **2012-13** | **% change3** |
| Cards produced1 | 301,467 | 19,4272 | 13,334 | -0.5 |
| Services processed | 22.2 million | 21.2 million | 20.6 million | -2.8 |
| **Total benefits paid** | **$2.4 billion** | **$2.1 billion** | **$2.1 billion** | **0.0** |

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

2. Reduction due to a bulk reissue undertaken in 2010–11.

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