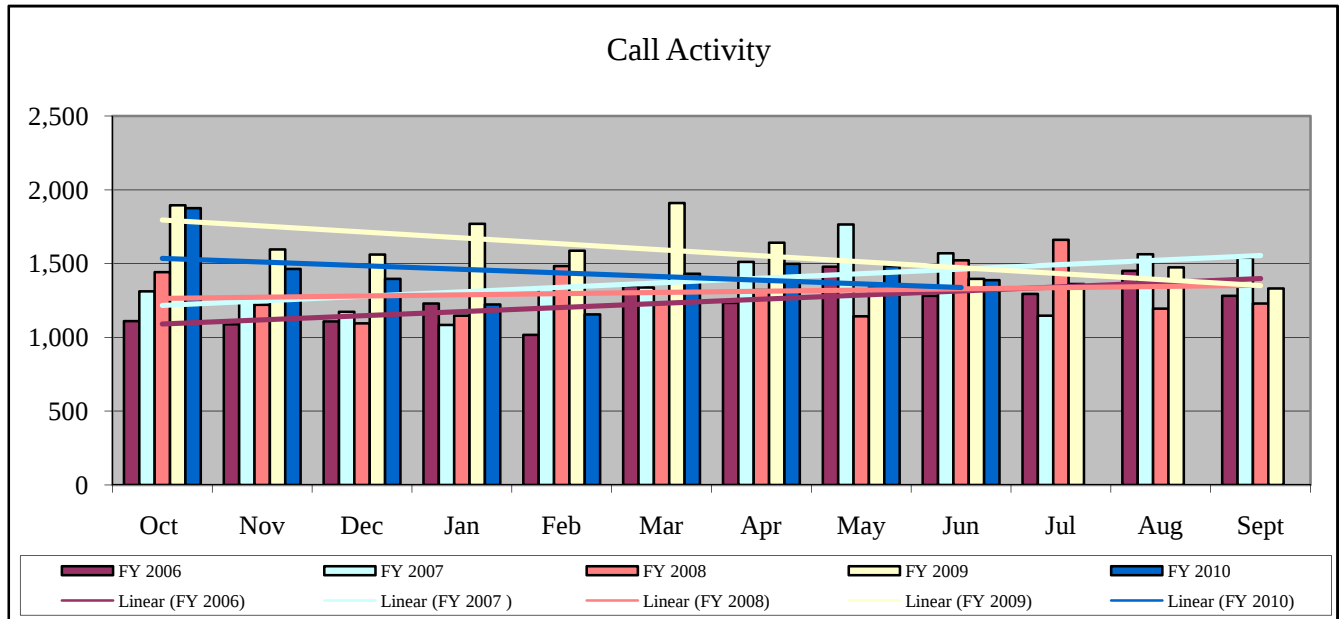
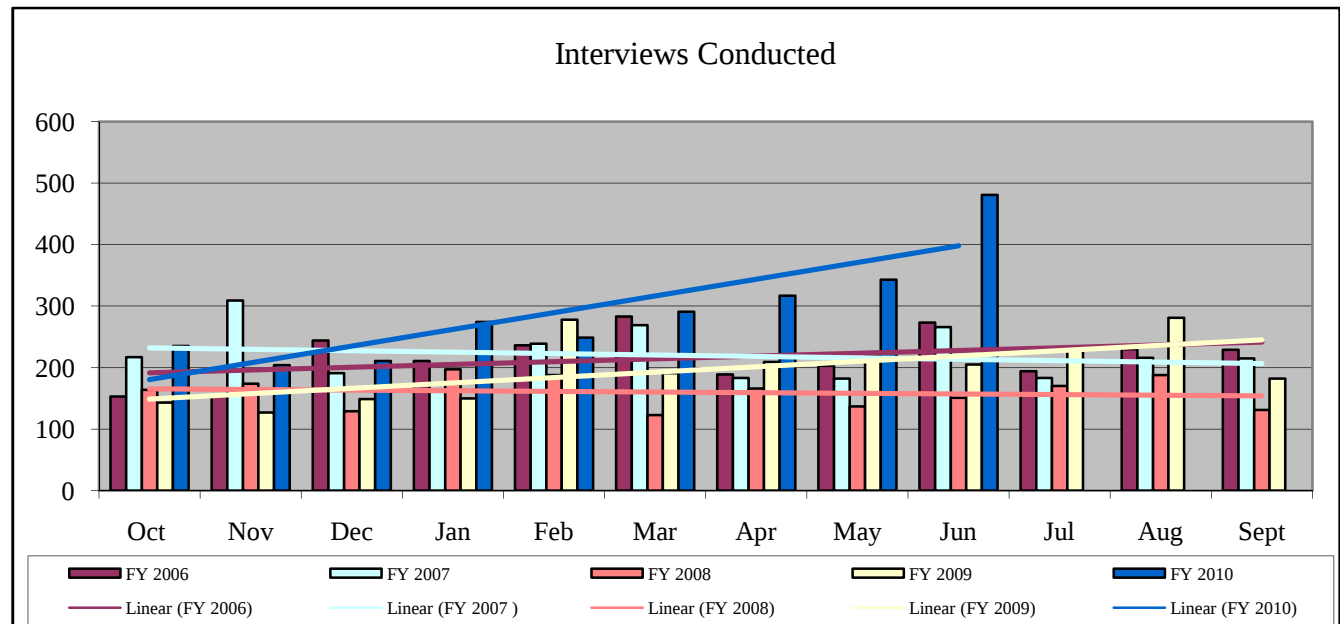


## Veteran Services Stats



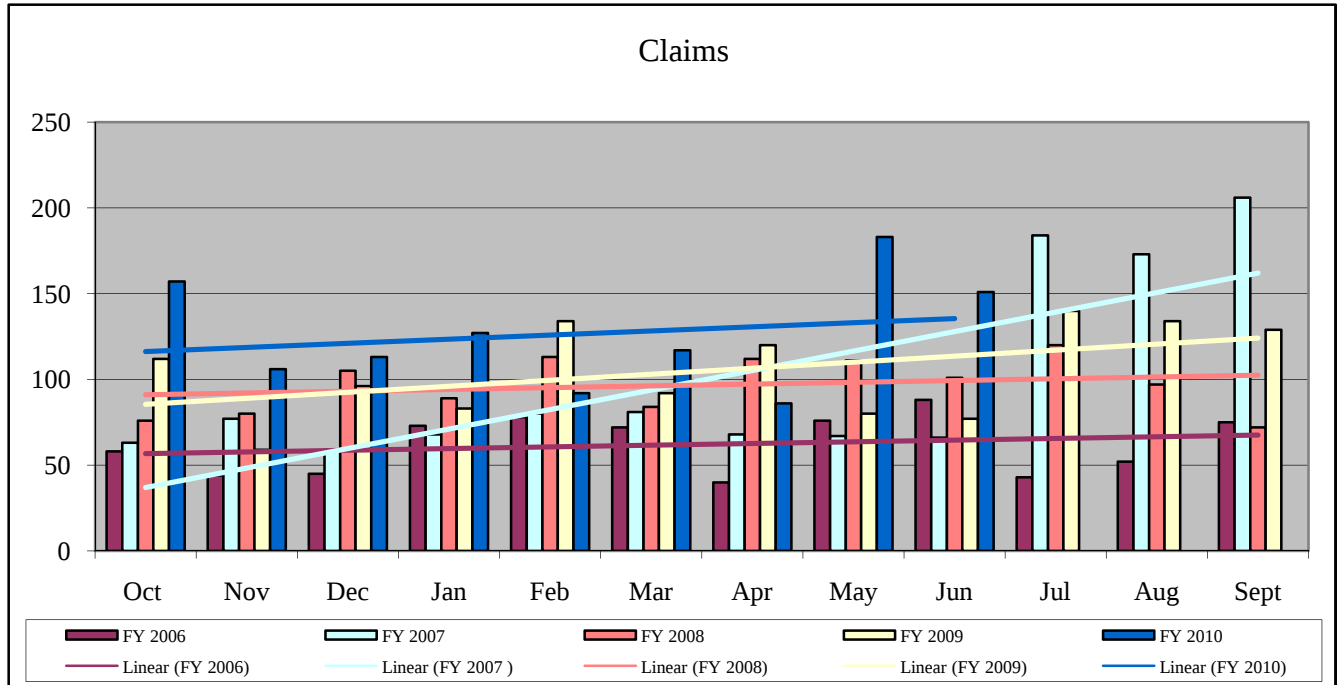
|                    | Q1    | Q2    | Q3    | Q4    | Total  | % Increase |
|--------------------|-------|-------|-------|-------|--------|------------|
| <b>FY 2006</b>     | 3,307 | 3,595 | 3,994 | 4,027 | 14,923 |            |
| <b>FY 2007</b>     | 3,763 | 3,756 | 4,846 | 4,250 | 16,615 | 11%        |
| <b>FY 2008</b>     | 3,759 | 3,864 | 3,986 | 4,085 | 15,694 | -6%        |
| <b>FY 2009</b>     | 5,054 | 5,266 | 4,376 | 4,167 | 18,863 | 20%        |
| <b>FY 2010 ytd</b> | 4,735 | 3,809 | 4,370 |       | 12,914 |            |



|                    | Q1  | Q2  | Q3    | Q4  | Total | % Increase |
|--------------------|-----|-----|-------|-----|-------|------------|
| <b>FY 2006</b>     | 551 | 730 | 665   | 653 | 2,599 |            |
| <b>FY 2007</b>     | 717 | 671 | 631   | 631 | 2,650 | 2%         |
| <b>FY 2008</b>     | 467 | 508 | 454   | 489 | 1,918 | -28%       |
| <b>FY 2009</b>     | 419 | 619 | 634   | 692 | 2,364 | 23%        |
| <b>FY 2010 ytd</b> | 650 | 814 | 1,141 |     | 2,605 |            |

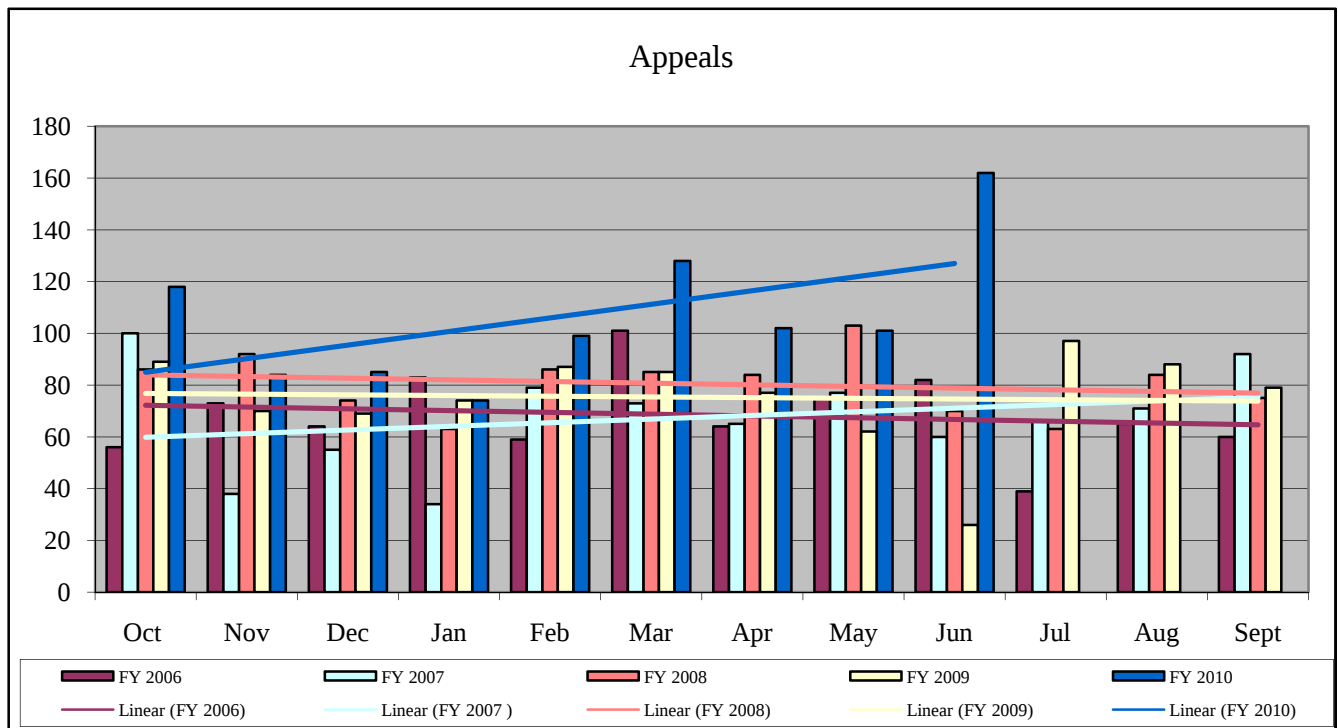
## Veteran Services Stats

### Claims



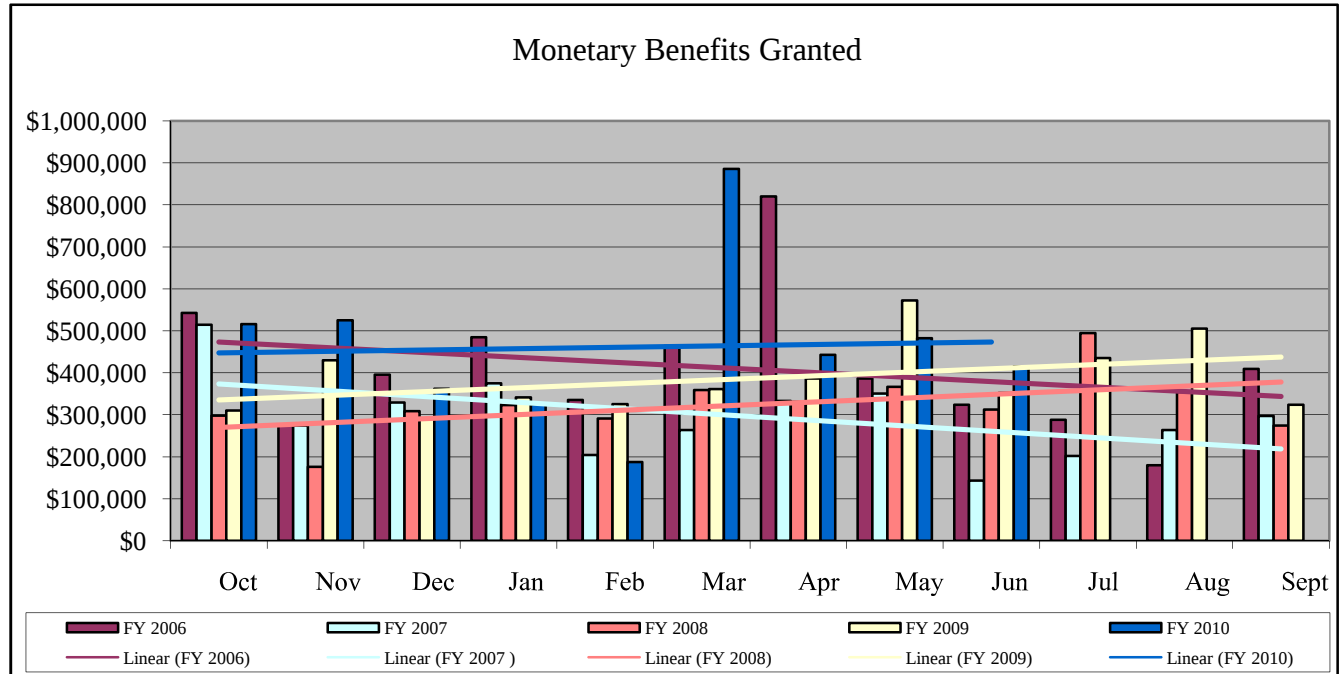
|                    | Q1  | Q2  | Q3  | Q4  | Total | % Increase |
|--------------------|-----|-----|-----|-----|-------|------------|
| <b>FY 2006</b>     | 147 | 223 | 204 | 170 | 744   |            |
| <b>FY 2007</b>     | 199 | 229 | 201 | 563 | 1,192 | 60%        |
| <b>FY 2008</b>     | 261 | 286 | 324 | 289 | 1,160 | -3%        |
| <b>FY 2009</b>     | 267 | 309 | 277 | 403 | 1,256 | 8%         |
| <b>FY 2010 ytd</b> | 376 | 336 | 420 |     | 1,132 |            |

### Appeals



|                    | Q1  | Q2  | Q3  | Q4  | Total | % Increase |
|--------------------|-----|-----|-----|-----|-------|------------|
| <b>FY 2006</b>     | 193 | 243 | 221 | 164 | 821   |            |
| <b>FY 2007</b>     | 193 | 186 | 202 | 229 | 810   | -1%        |
| <b>FY 2008</b>     | 252 | 234 | 257 | 222 | 965   | 19%        |
| <b>FY 2009</b>     | 228 | 246 | 165 | 264 | 903   | -6%        |
| <b>FY 2010 ytd</b> | 287 | 301 | 365 |     | 953   |            |

## Veteran Services Stats



|                    | Q1           | Q2           | Q3           | Q4           | Total        | % Increase |
|--------------------|--------------|--------------|--------------|--------------|--------------|------------|
| <b>FY 2006</b>     | \$ 1,212,392 | \$ 1,284,203 | \$ 1,530,317 | \$ 876,920   | \$ 4,903,832 |            |
| <b>FY 2007</b>     | \$ 1,118,052 | \$ 843,571   | \$ 827,103   | \$ 762,719   | \$ 3,551,445 | -28%       |
| <b>FY 2008</b>     | \$ 782,383   | \$ 973,043   | \$ 1,009,643 | \$ 1,123,575 | \$ 3,888,644 | 9%         |
| <b>FY 2009</b>     | \$ 1,031,098 | \$ 1,028,341 | \$ 1,310,726 | \$ 1,264,491 | \$ 4,634,656 | 19%        |
| <b>FY 2010 ytd</b> | \$ 1,402,228 | \$ 1,399,187 | \$ 1,341,157 |              | \$ 4,142,572 |            |