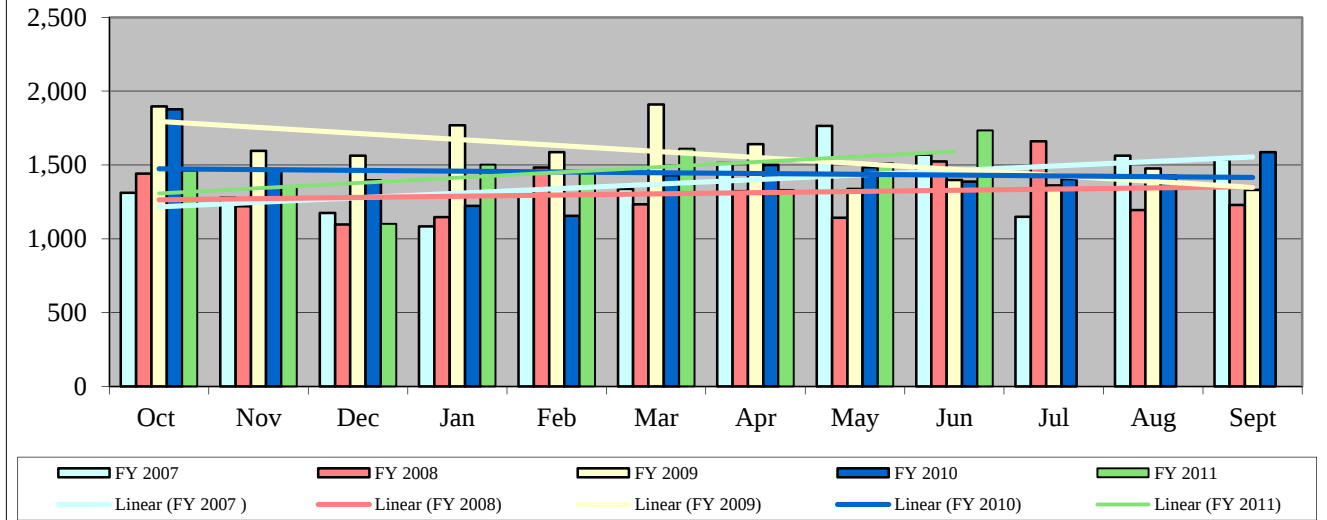


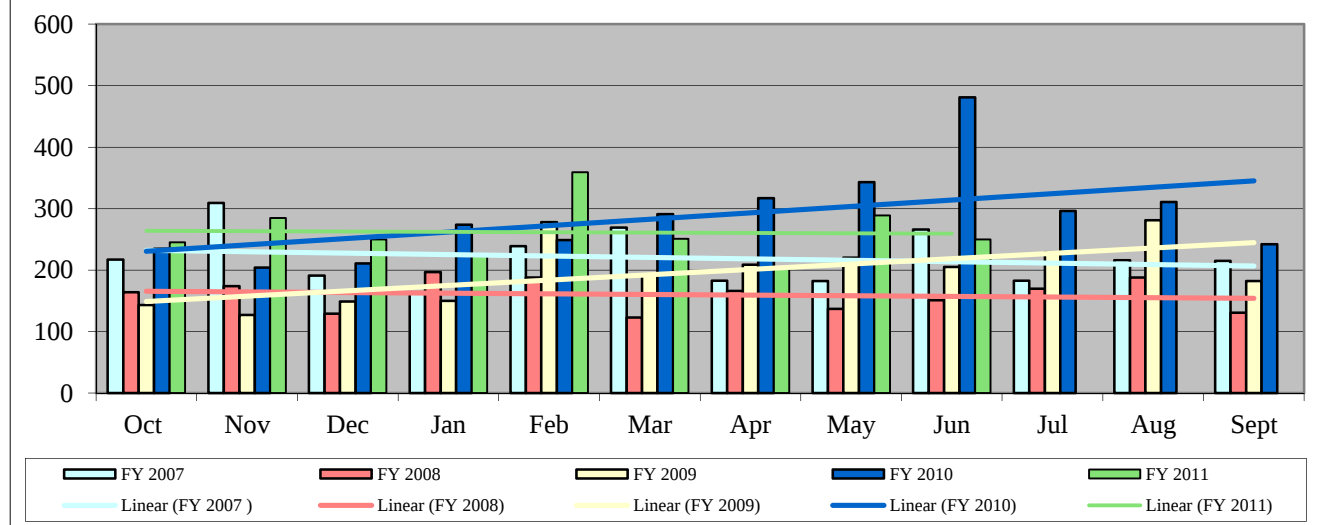
## Veteran Services Stats

### Call Activity



|                | Q1    | Q2    | Q3    | Q4    | Total  | % Increase |
|----------------|-------|-------|-------|-------|--------|------------|
| <b>FY 2007</b> | 3,763 | 3,756 | 4,846 | 4,250 | 16,615 |            |
| <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</b> | 4,735 | 3,809 | 4,370 | 4,421 | 17,335 | -8%        |
| <b>FY 2011</b> | 3,913 | 4,557 | 4,575 |       | 13,045 |            |

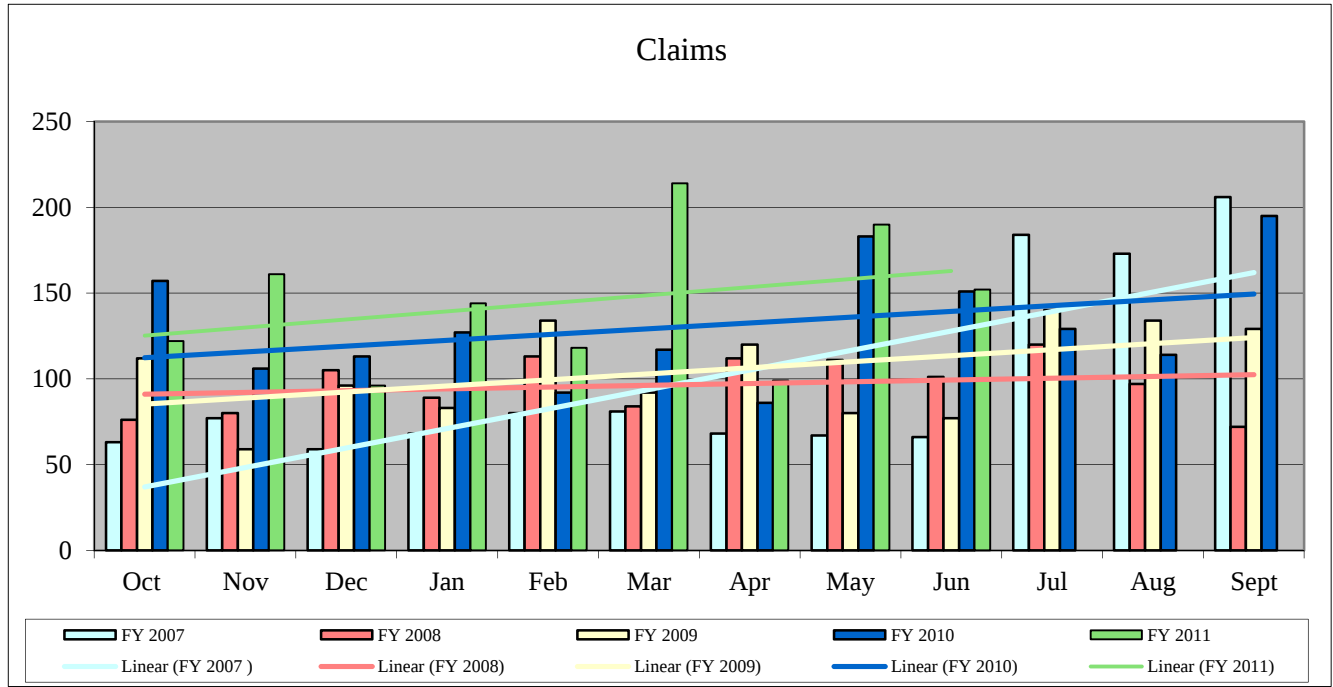
### Interviews Conducted



|                | Q1  | Q2  | Q3    | Q4  | Total | % Increase |
|----------------|-----|-----|-------|-----|-------|------------|
| <b>FY 2007</b> | 717 | 671 | 631   | 631 | 2,650 |            |
| <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</b> | 650 | 814 | 1,141 | 849 | 3,454 | 46%        |
| <b>FY 2011</b> | 780 | 833 | 742   |     | 2,355 |            |

## Veteran Services Stats

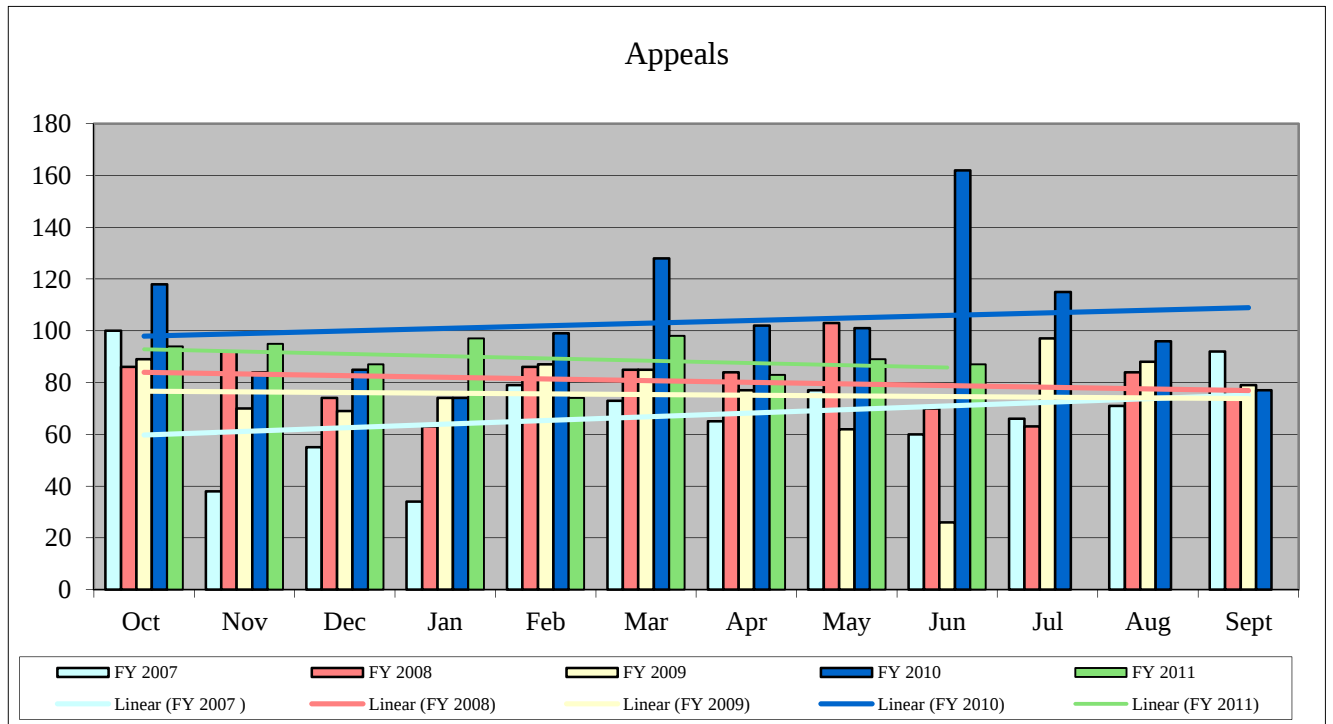
### Claims



|                | Q1  | Q2  | Q3  | Q4  | Total |
|----------------|-----|-----|-----|-----|-------|
| <b>FY 2007</b> | 199 | 229 | 201 | 563 | 1,192 |
| <b>FY 2008</b> | 261 | 286 | 324 | 289 | 1,160 |
| <b>FY 2009</b> | 267 | 309 | 277 | 403 | 1,256 |
| <b>FY 2010</b> | 376 | 336 | 420 | 438 | 1,570 |
| <b>FY 2011</b> | 379 | 476 | 441 |     | 1,296 |

%  
Increase  
  
-3%  
8%  
25%

### Appeals

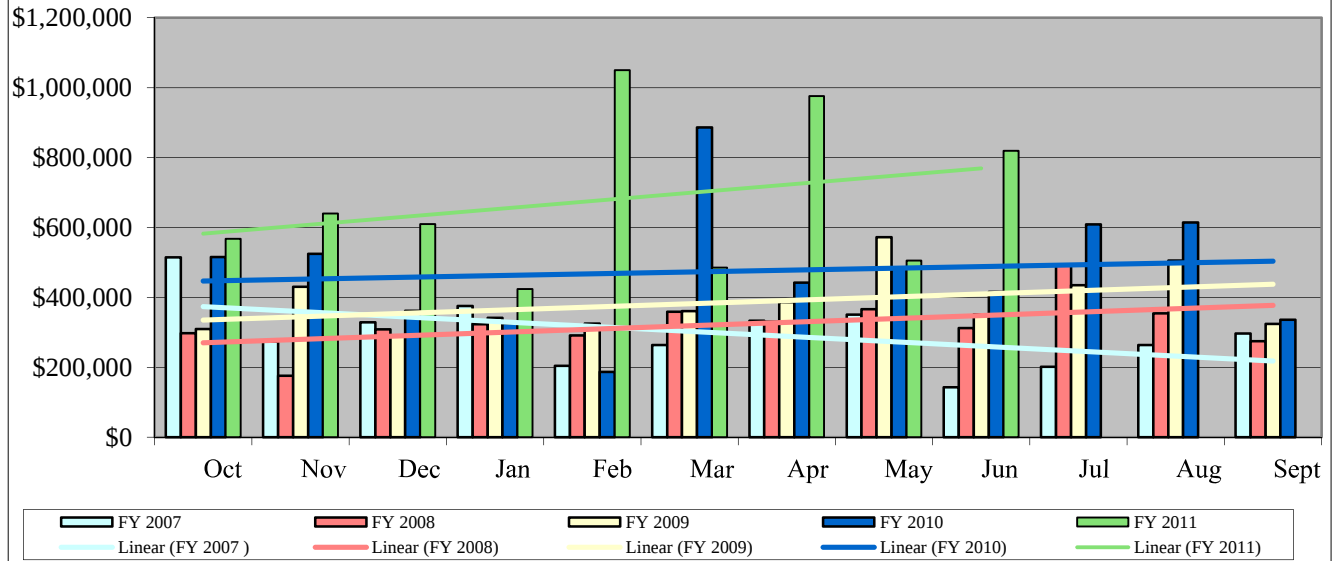


|                | Q1  | Q2  | Q3  | Q4  | Total |
|----------------|-----|-----|-----|-----|-------|
| <b>FY 2007</b> | 193 | 186 | 202 | 229 | 810   |
| <b>FY 2008</b> | 252 | 234 | 257 | 222 | 965   |
| <b>FY 2009</b> | 228 | 246 | 165 | 264 | 903   |
| <b>FY 2010</b> | 287 | 301 | 365 | 288 | 1,241 |
| <b>FY 2011</b> | 276 | 269 | 259 |     | 804   |

%  
Increase  
  
19%  
-6%  
37%

## Veteran Services Stats

### Monetary Benefits Granted



|                | Q1           | Q2           | Q3           | Q4           | Total        | % Increase |
|----------------|--------------|--------------|--------------|--------------|--------------|------------|
| <b>FY 2007</b> | \$ 1,118,052 | \$ 843,571   | \$ 827,103   | \$ 762,719   | \$ 3,551,445 |            |
| <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</b> | \$ 1,402,228 | \$ 1,399,187 | \$ 1,341,157 | \$ 1,559,896 | \$ 5,702,468 | 23%        |
| <b>FY 2011</b> | \$ 1,817,992 | \$ 1,960,422 | \$ 2,301,351 |              | \$ 6,079,765 |            |