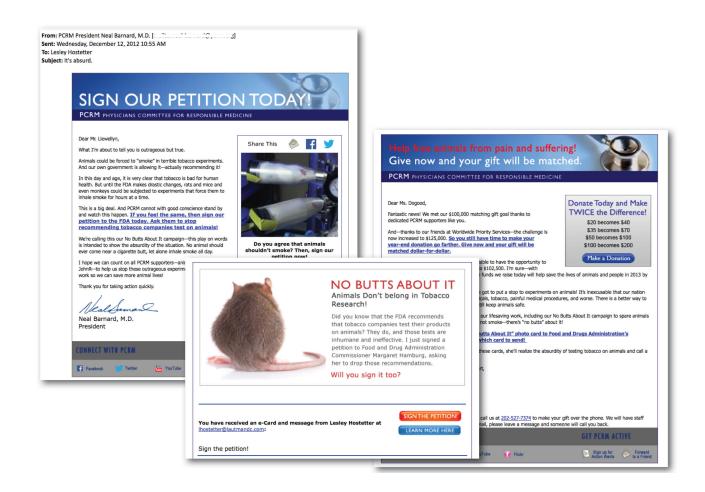
LAUTHAN MASKA NEILL & COMPANY @ DMFA BROWN BAG LUNCH SERIFE OCTOBER 21.

Logistics

- Our clients send 4-5 December emails
- In November, emails tend to support year-end mailing.
- In December, emails "stand alone" and focus on 12/31.
- Simple segmentation is helpful:
 - Donor vs. Non donor
 - DM vs. Non DM recipient
 - Low Dollar vs. High Dollar vs. Sustainer
 - By Affinity

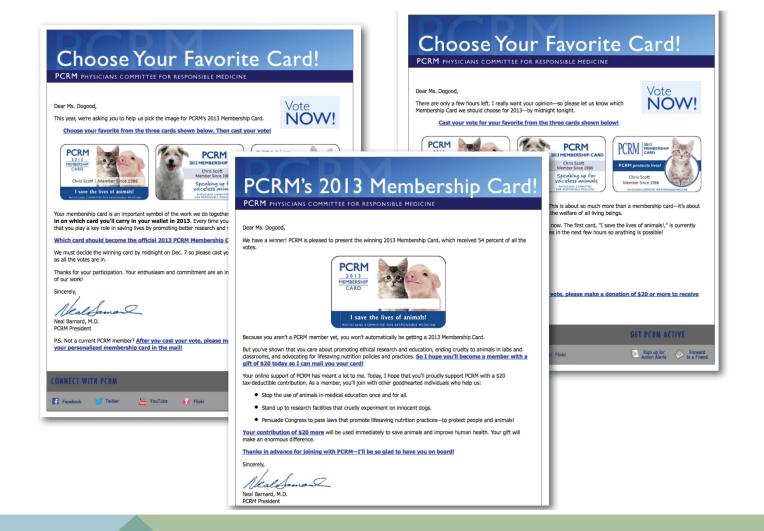


Improve Response Rates by Engaging Donors BEFORE the Ask



Create a 1-1 Connection

Authenticity Works



Reinforce a Sense of Community and Interaction at Year-end