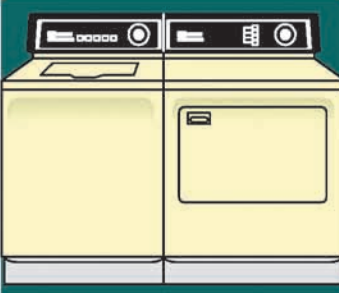




# 9 Reasons Why You Need a Strong Yellow Pages Program

ANALYSIS BASED ON DATA FROM SRI, NFO COMMUNICATIONS AND SIMMONS

# Appliances



## one Relevant-Yellow Pages are Used!

27% of active shoppers for appliances go to the heading for help. This amounts to over **11 million** customers annually.

*(NFO AD:Impact, 2001).*



## two Ready-to-Buy

Heading users are ready-to-buy...**90%** of heading users make a purchase. No other medium can boast this high of a follow-through.

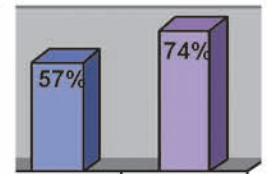
*(Statistical Research, Inc., 2001)*



## three Decision-Impacting

**57%** of users make a decision based on information in the heading. **74%** of users view multiple ads when they consult the heading.

*(Statistical Research, Inc., 2001)*



## four Brings in Great Customers

The heading is used—**145 million** references per year. Users tend to be slightly older, longer term residents:

- **45%** of users are age 50 or older
- **61%** of users have been at their current location 5 or more years

Heading users frequently spend more on appliances than the average customer.

*(Statistical Research, Inc./Simmons, 2001).*

## five Recent

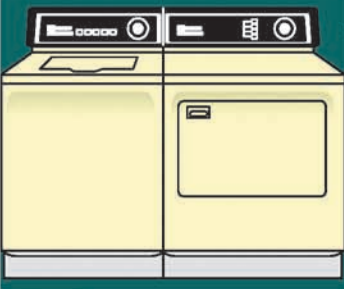
Yellow Pages are your last chance to affect a customer's decision. The last advertising impression has the greatest impact on consumer decisions.



# 9 Reasons Why You Need a Strong Yellow Pages Program

ANALYSIS BASED ON DATA FROM SRI, INFO COMMUNICATIONS AND SIMMONS

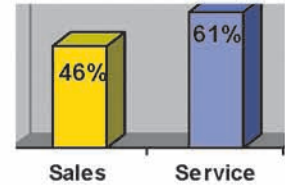
# Appliances



## six Good for Your Business

Yellow Pages bring in new customers—**46%** of purchases and **61%** of repair service requests are from new customers. Yellow Pages bring revenues to your business—the average appliance dealer's display ad delivers over **\$415,000** in sales revenue and over **\$665,000** in repair revenue from heading users.

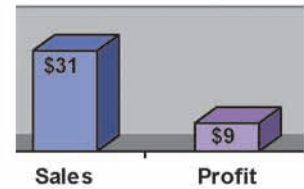
(Statistical Research, Inc./CRM Associates, 2001).



## Seven Great for Your Bottom Line

Yellow Pages are your best investment for growing profits! The typical appliance dealer's display ad generates **\$31** of sales revenue and **\$9** of profit for every **\$1** spent on Yellow Pages.

(CRM Associates, 2001)



## eight Competitive

You pay less per customer for Yellow Pages than you pay for most other advertising media. (CRM, Associates, 2001).

Cost Per Customer Influenced:



## nine Works Well with Other Media

Expands the reach of key media to active shoppers. Build brand and stimulate demand through other media—catch the consumer at purchase time through the Yellow Pages! Reach customers not reached through other media. (INFO AD:Impact).

Chart shows how additional customers can be reached by adding Yellow Pages to your media mix

