



# 8 Reasons Why You Need a Strong Yellow Pages Program

ANALYSIS BASED ON DATA FROM SRI, NFO COMMUNICATIONS AND SIMMONS

## Home Health Services



### one Relevant-Yellow Pages are Used!

20% of active shoppers for home health services go to the heading for help. This amounts to over **1.4 million** patients annually.

(NFO AD:Impact, 2001).



### two Ready-to-Buy

Heading users are ready-to-buy...**74%** of heading users conduct a transaction. No other medium can boast this high of a follow-through.

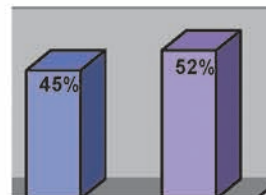
(Statistical Research, Inc., 2001)



### three Decision-Impacting

**45%** of users make a decision based on information in the heading. **52%** of users view multiple ads when they consult the heading.

(Statistical Research, Inc., 2001)



### four Brings in Great Customers

The heading is used—**9 million** references per year. Two-thirds of usage is for business purposes. Users tend to be older, higher income females who have lived at their current location over 10 years:

- 67% of usage is for business purposes
- 84% of usage is by females
- 56% of users are over age 50
- 48% of users have incomes over \$40,000
- 62% of users have been at their current location over 10 years

(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.



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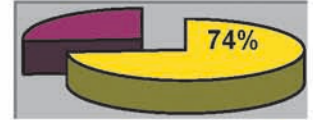
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### six | Good for Your Business

Yellow Pages bring in new customers—**74%** of purchases are from new customers. Yellow Pages bring revenues to your business—the average home health services display ad delivers almost **\$60,000** in sales revenues from heading users.

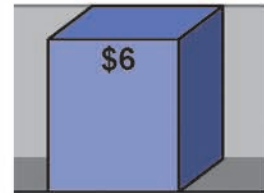
*(Statistical Research, Inc./CRM Associates, 2001).*



### seven | Great for Your Bottom Line

Yellow Pages are your best investment for growing sales! The typical home health services display ad generates **\$6** of sales revenue for every **\$1** spent on Yellow Pages.

*(CRM Associates, 2001)*

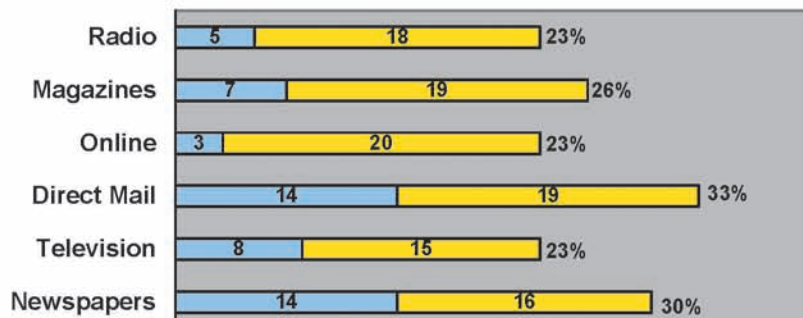


Sales

### eight | 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. *(NFO AD:Impact).*

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



■ % of individuals who use the medium    ■ Extended reach by adding Yellow Pages