

7

Essential insights on Business Mail

**JIC
MAIL**

Mail Media Metrics



Business mail shows the highest interaction rates of all mail types due to the personal relevance of its content to consumers. JICMAIL data provides a rich understanding of the audience relationship with this customer-facing channel.

This extensive level of audience insight for business mail is only available from JICMAIL and represents a market first.

Following are 7 essential insights on business mail from JICMAIL which provides highlights on the level of interest and interaction with business mail.

Much deeper analysis is available for your organisation with a JICMAIL subscription.

JICMAIL is available to advertisers and agencies for a free three-month trial period.

For more information email tara@jicmail.org.uk or go to www.jicmail.org.uk

Business mail is always addressed to an individual and contains content related to financial and loyalty reward statements, administrative, account and appointment related information.

Source: JICMAIL Item Data Q2 2017 to Q3 2019; Total Addressed Mail sample size = 55,297; Total Business Mail sample size = 45,226

Insight 1

Item reach

Business mail delivers an additional reach of 16%.

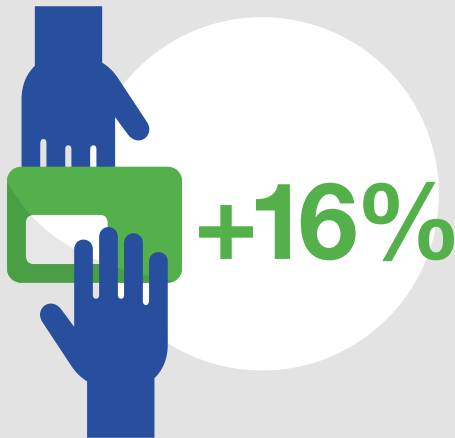
1.16

Business mail

1.13

Direct mail*

The average business mail item is seen by 1.16 people per household. So for every 1,000,000 business mail items sent, an additional 160,000 people in the household see that mail item.



*Direct Mail is addressed mail from any sector clearly containing information about products or services, an offer or drive to web.

Insight 2

Frequency of interaction

Business mail is interacted with frequently.

4.64

Business mail

4.18

Direct mail

Business mail prompts a whole range of interactions throughout the month...

For example:

- opening
- reading
- putting on display
- passing on to other people in the household.



Insight 3

Lifespan (days)

Business mail stays in the home.

8.95

Business mail

7.75

Direct mail

The average business mail item remains live in the home for nine days on average.



Insight 4

Impressions

x5.4 opportunities to deliver brand messaging.

Because business mail is looked at frequently and shared often, 1 million business mail items will drive 5.4 million opportunities to get your customer messaging seen.

1m = **5.4m**
items impressions

Business mail

Business mail across all sectors (1,000,000 items)

1.16

Item reach

4.64

Frequency

8.95 days

Lifespan

1,162,902

Campaign reach

5,395,865

Campaign impacts

371,700

Items driving commercial actions

2,322,196

Commercial item impacts

43%

Commercial item impact rate

43% of the 5.4 million campaign impacts are driven by items which have prompted a commercial action.

Insight 5

Paid, owned and earned outcomes

Business mail generates paid, owned and earned media effects.

Business mail is effective at driving traditional paid advertising effects, traffic to brands' own assets and word of mouth at the same time.



6%

of business mail drives consumers to buy something / make a payment



8%

of business mail drives visits to the sender's website



16%

of business mail drives brand conversations

Insight 6

Audiences

**Be where your competitors are.
Use business mail to ensure
you have a share of voice for
the audiences that matter
most to you.**

Acorn and Mosaic group analysis reveals a wealth of insight into how different audiences and life stages respond to business mail across marketing sectors.



'Prestige positions'

16%

more likely than average to be sent business mail from financial brands



'Family basics'

53%

more likely than average to be sent business mail from TV and telecoms brands



'Aspiring homemakers'

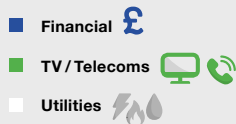
31%

more likely than average to be sent business mail from retail brands

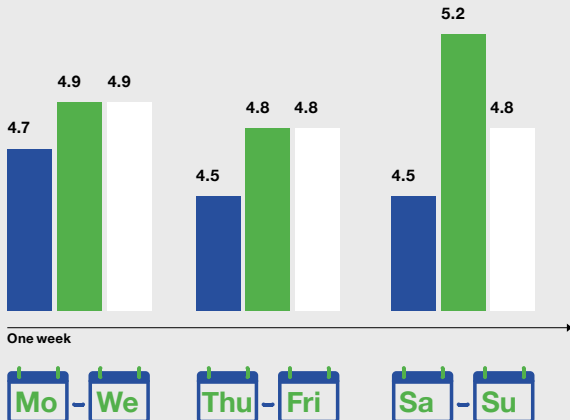
Insight 7

Arrival day

Interaction with finance and utilities business mail peaks in the first half of the week. TV and Telecoms business mail tends to be interacted with more at the weekend.



Frequency of interaction by arrival day



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