

## Frequently Asked Questions

Q: What size is the mail piece & are there options?

A: The smaller piece is 5.5" x 4.25" and costs \$39.50 for 50 pieces. The larger size option is 6" x 11" and only costs \$44.50 for 50 pieces (much better value).

Q: Can I change my art template or add a 2<sup>nd</sup> template?

A: Yes and there is no limit on the number of templates you can have on the system. The cost for changing your template is typically \$50 but if you want an entirely new design created the charge is \$100.

Q: Can I see the mailing list before it mails?

A: No, at this time that capability is not available on the radius system.

Q: Is there a contract & if so, what is the time frame?

A: Yes, the subscription of \$9.95 per month is for a 12 month term (cancelable anytime after one year). Nothing else on the program is contractual in nature and there is NO requirement as to how many times you order or even IF you place an order in any month.

Q: Can I remove my clients from the list before it mails?

A: No, we do not currently have a suppression option.

Q: Does it print my clients name in the copy?

A: It can if you made that election on your sign up form. If you didn't choose that option, it only prints their street name and typically in this fashion – "we just wrote another homeowners policy for your neighbor on Driftwood Dr."

Q: Can I get the phone numbers on the mailing list?

A: No – Due to the Do Not Call regulations and all of the legal matters that come with it, we do not yet offer phones when available.

Q: Can I order more than 50 cards at a time & do I get a discount?

A: Yes & No – Yes you can order more than 50 as that is only the minimum with each order (note there is no maximum). Because clients typically only order 50 – 200 pieces to maintain the "neighborhood" effectiveness, there is no price break above 50 pieces. If you want to do a custom mailer, just call us for a custom quote.

Q: Can I use demographic filters with my radius order?

A: Not on the Neighborhood Radius program but we do offer a large number of demographic selects on custom mail programs. Just call us for your options.