# 6(ish) Ways to raise more with your year end fundraising appeals

John Lepp • john@agentsofgood.org • October 17, 2024





### John Lepp



direct marketing, direct response and direct mail expert for 25 years
author of "Creative Deviations"
partner at Agents of Good



The right donor
 The right outer envelope
 The right ask
 The right reply
 The right reminder
 The right urgency











































Sources: Who Isn't in the Room. CIOF. 2018 and The new state of donation - Three decades of household giving to charity 1978 – 2008. University of Bristol. 2011





### Fundraisers and voluntary income by age





### 4 key things for direct response

# List. Offer. Timing. Creative.

























# Give us \$7 NOW or the dog gets it!

# 1. The right donor







400



# or the dog gets it!

# 1. The right donor









John Street AlA 1A

Ales









# Give us \$7















#### **Regina Humane Society Animal Community Centre**

Here it is! A purpose built home perfect for all of our animal friends and you. There will be room for cats and dogs to roam around outside as much as inside. A place for comfort and healing. A place that's Almost Home.

And all we need is **YOU**!



about pets and what they will need from .





Animal Habitats - Cages replaced with clean, warm, home-like habitats for dogs and cats



Veterinary Ca equipped vete animals at the need

& Wellness

classrooms

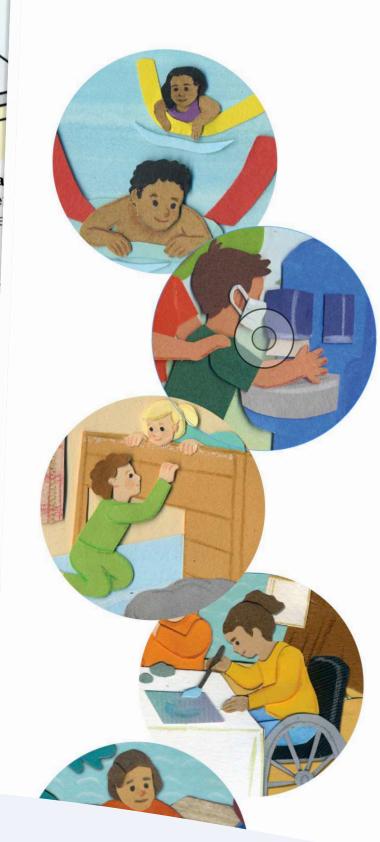
programm

after-hours



Animal Services Centre -Dedicated space to accept lost or surrendered animals and provide them with comfort and care





#### Ways your gift will help!

\$50 Water Fun: You can help a family make waves by purchasing water toys and equipment for relaxing by the lake

\$75 PPE Kits & Hand Washing Stations: Safety first-but fun right after! Your gift provides each Camper with their own PPE kits and supports hand washing stations all across our camp sites

\$100 Wilderness Kits: You will provide a Camper with seeds to plant, rubber boots and a net to explore the great outdoors

\$250 Family Cabin Welcome

Basket: You can outfit a family's cabin with a welcome basket for COVID times with board games, art supplies, a coffee maker, s'mores kits and more

\$500 One Day of In Person Camp:

Your gift funds 24 hours of fun, friendship and community at overnight camp

1 -+ Camp: Your gift





















Intel from Dana Segal





Intel from Dana Segal





# HOURS TO GO **MONDAY 12 OCTOBER**

### Scarcity





Intel from Dana Segal





# 2. Our brain



# 2. Our brain

### Common Causes of Cognitive Bias



Limits on the mind's attention



#### Mental shortcuts called "heuristics"



Emotions





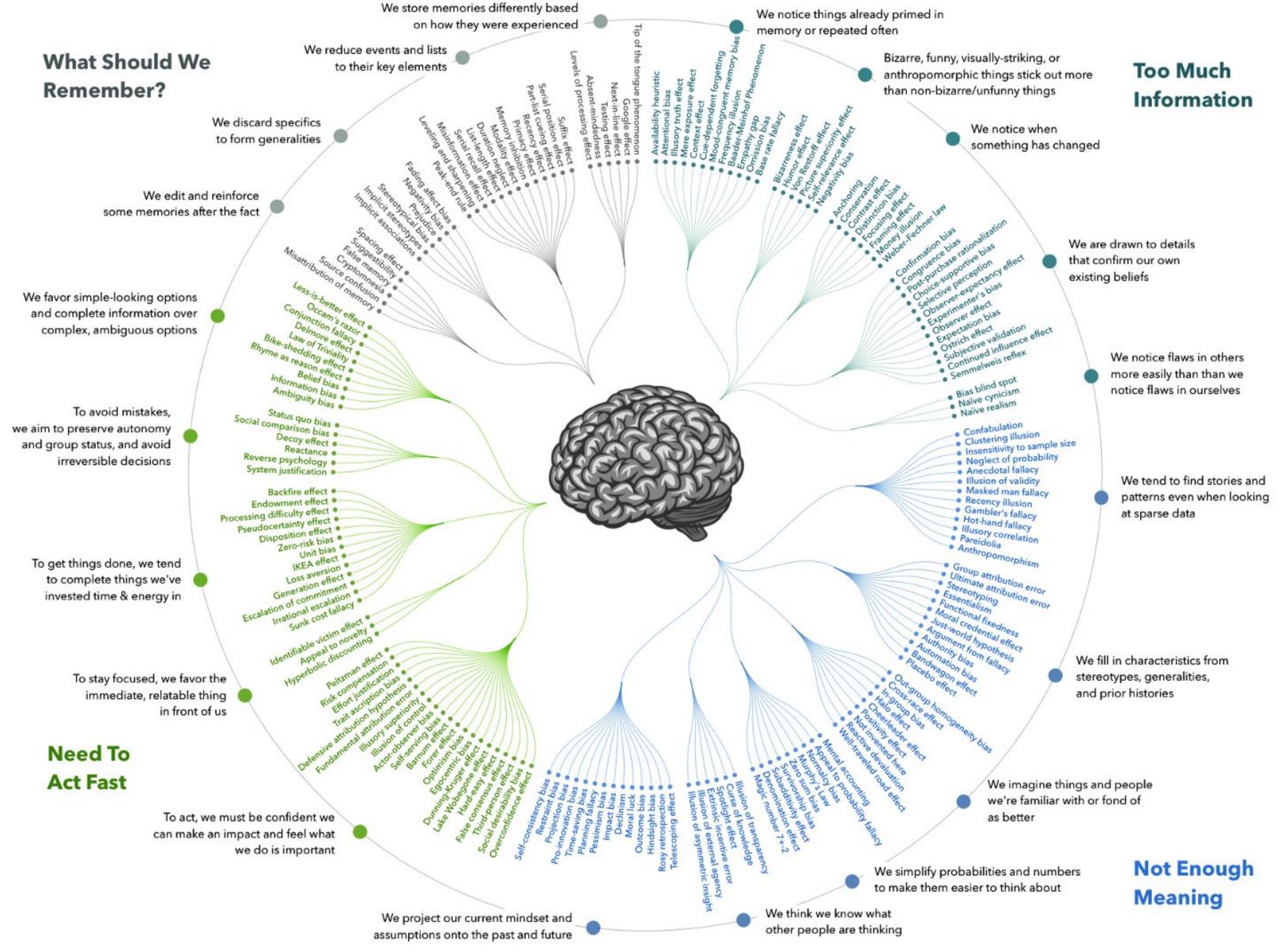
#### Individual motivations

#### Social pressure

01.0

6

#### COGNITIVE BIAS CODEX



# irreversible decisions

To get things done, we tend to complete things we've invested time & energy in

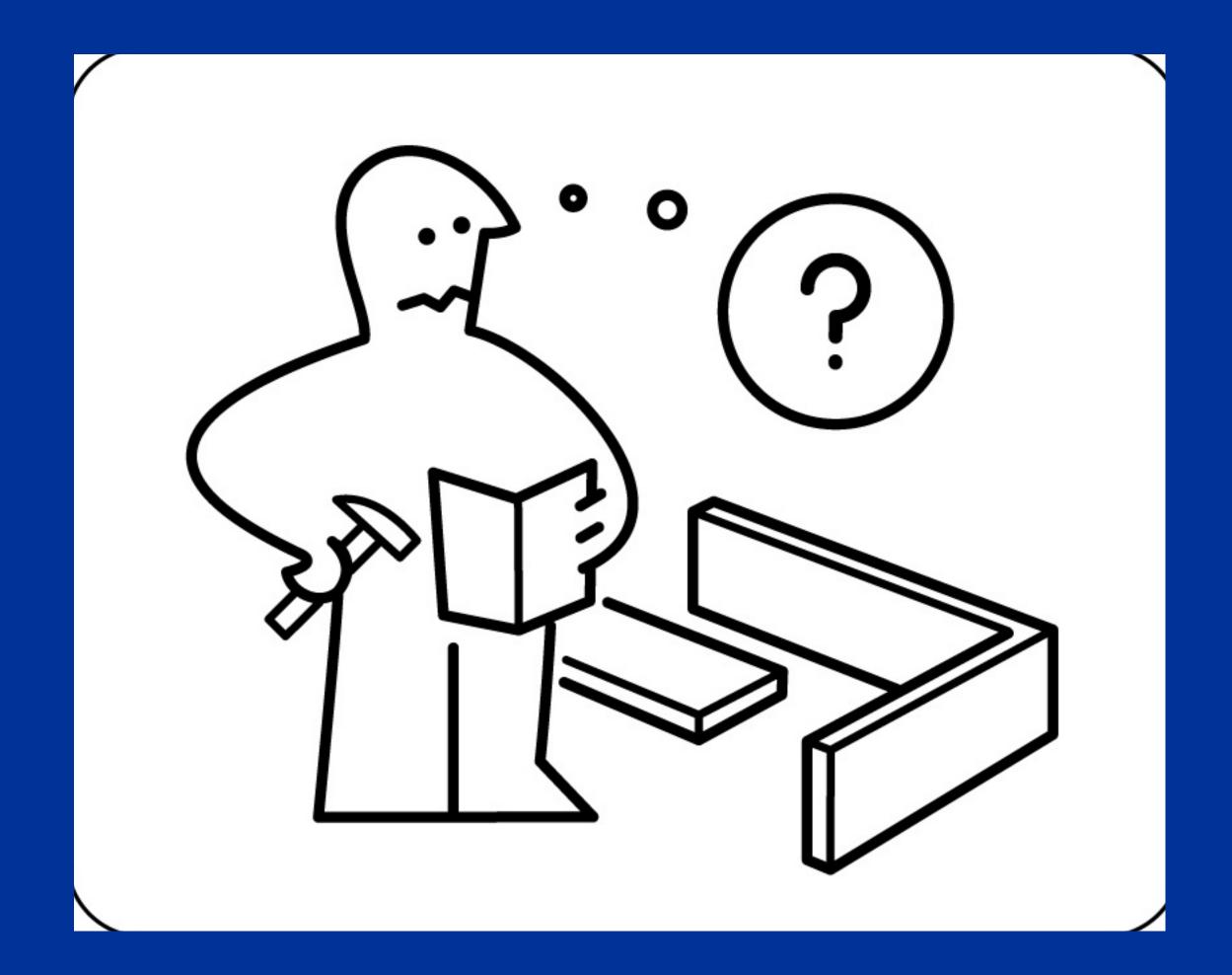
#### To stay focused, we fayor the

neactance ( Reverse psychology System justification

Backfire effect 4 Endowment effect Processing difficulty effect • Pseudocertainty effect **Disposition** effect Zero-risk bias Unit bias IKEA effect Loss aversion Generation effect Escalation of commitment Irrational escalation Sunk cost fallacy Identifiable victim effect







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To avoid mistakes, we aim to preserve autonomy and group status, and avoid irreversible decisions

To get things done, we tend

Ambiguity bias • Status quo bias / Social comparison bias Decoy effect . Reactance • Reverse psychology • System justification •

Rhyme as reason effect

Jike-shedding effect

Information bias

hedding en

Belief bias

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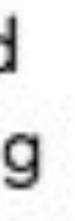
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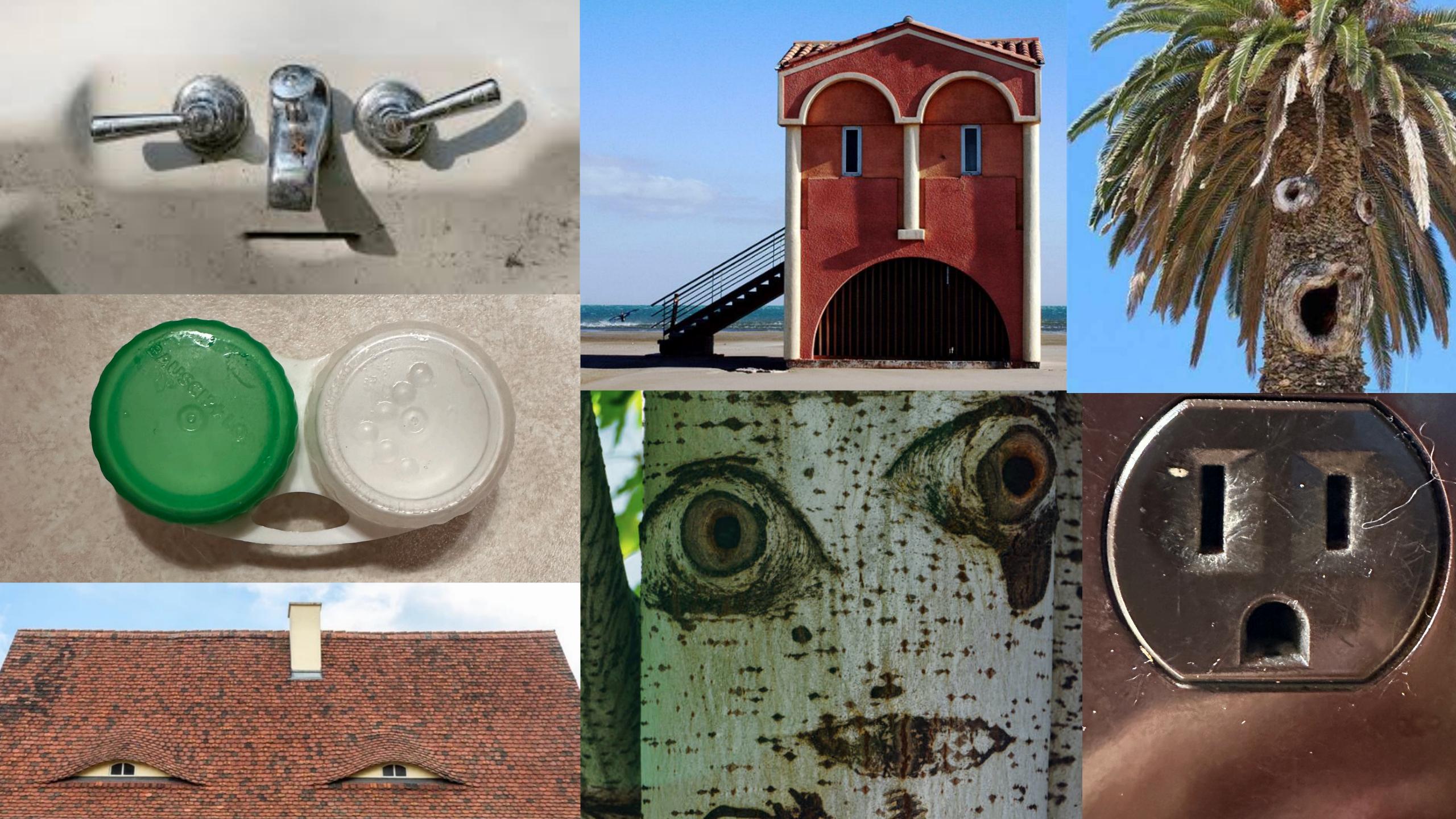




### We tend to find stories and patterns even when looking at sparse data

We fill in characteristics from





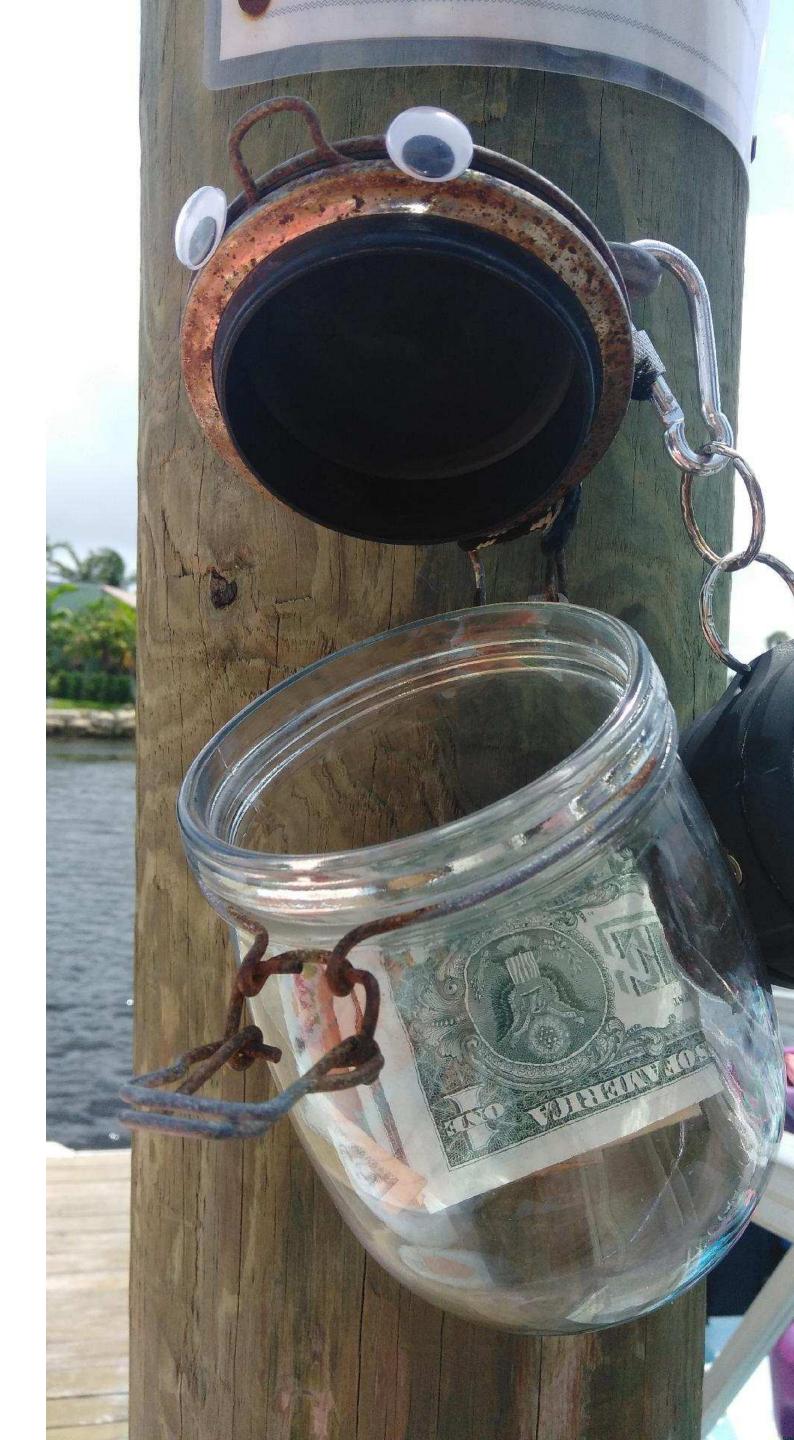


# Pareidolia





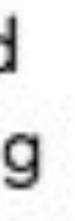
# Pareidolia

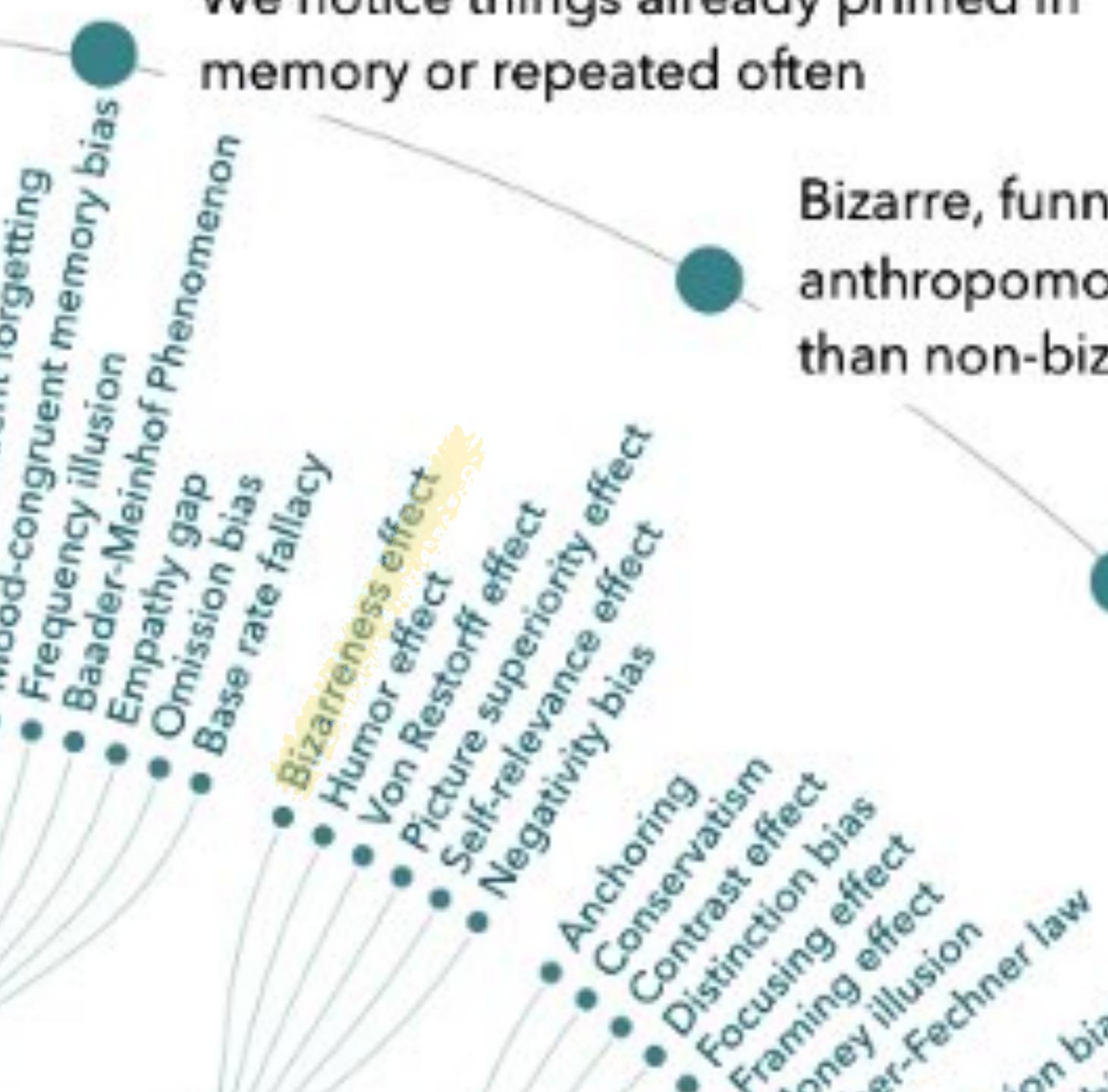




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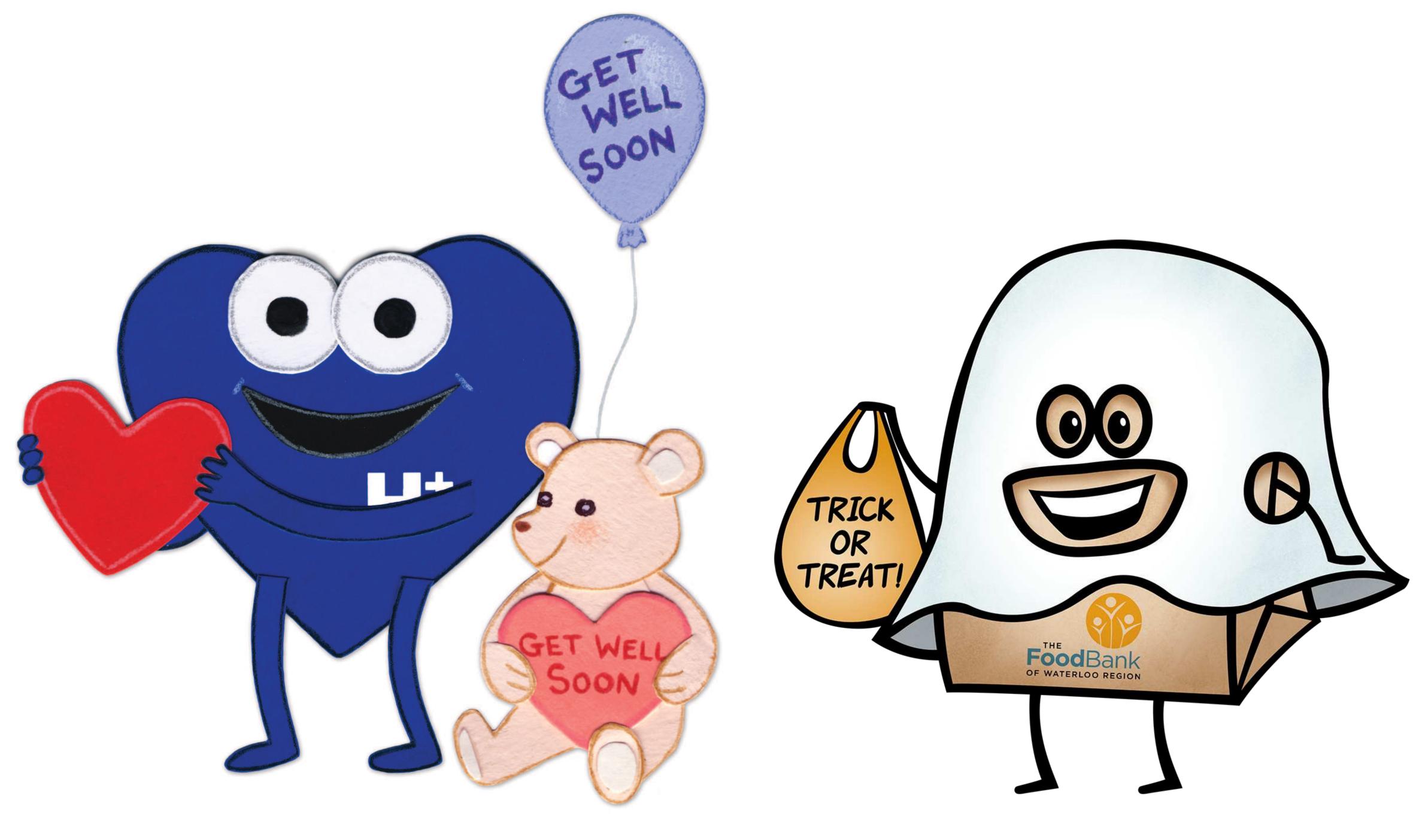


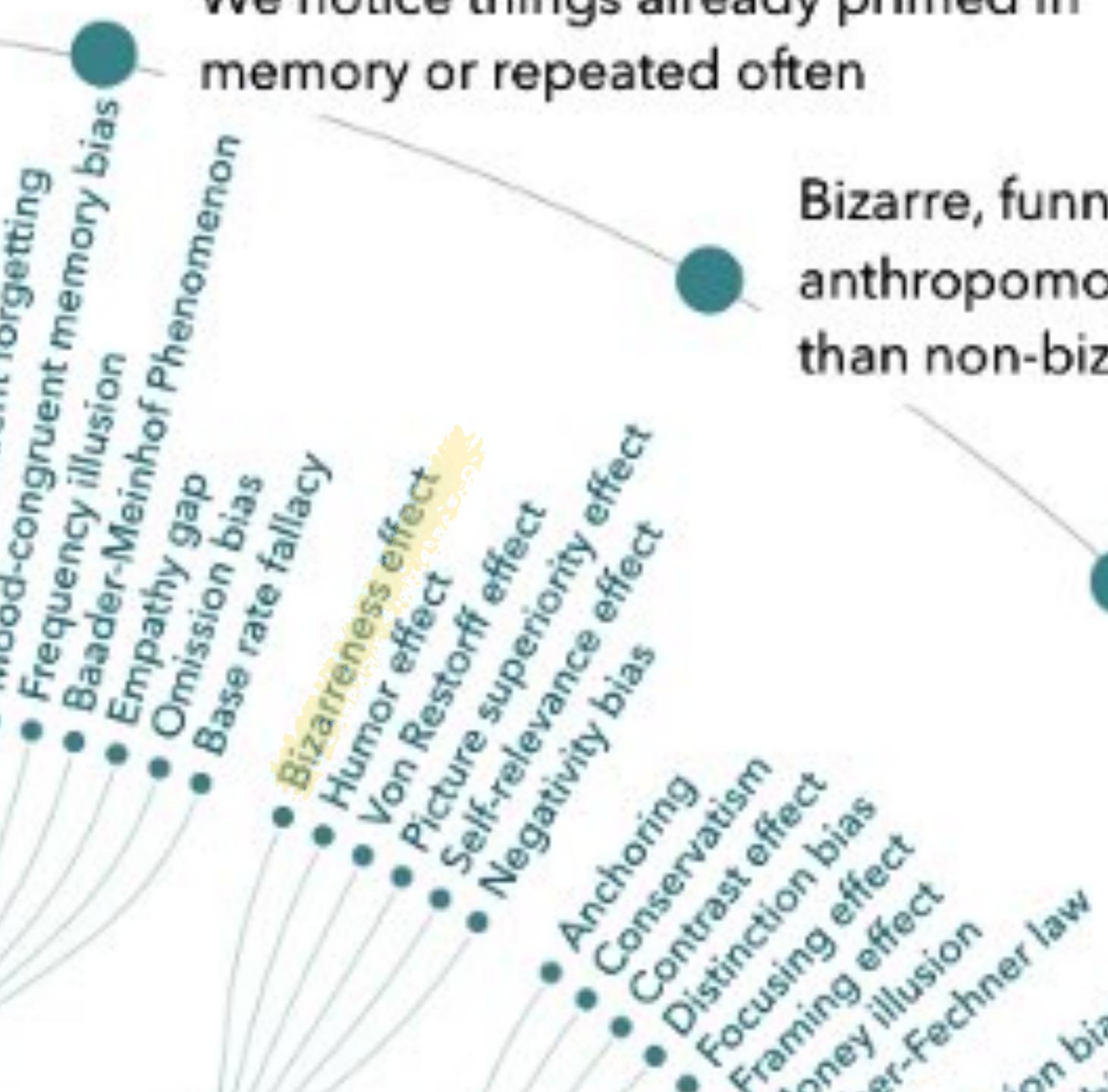


Bizarre, funny, visually-striking, or anthropomorphic things stick out more than non-bizarre/unfunny things

> We notice when something has changed







Bizarre, funny, visually-striking, or anthropomorphic things stick out more than non-bizarre/unfunny things

> We notice when something has changed



Continued influence effect Semmelweis reflex Bias blind spot Naive cynicism Naïve realism

Subjective validation

. Ner

Congruence

Post-purchase ra

choice-supportive br

Selective perception

Observer.expectancy effect

Experimenter's bias

Observer effect

Expectation bias

Ostrich effect

 Confabulation Clustering illusion Insensitivity to sample size Neglect of probability Anecdotal fallacy Illusion of validity

## that confirm our own existing beliefs

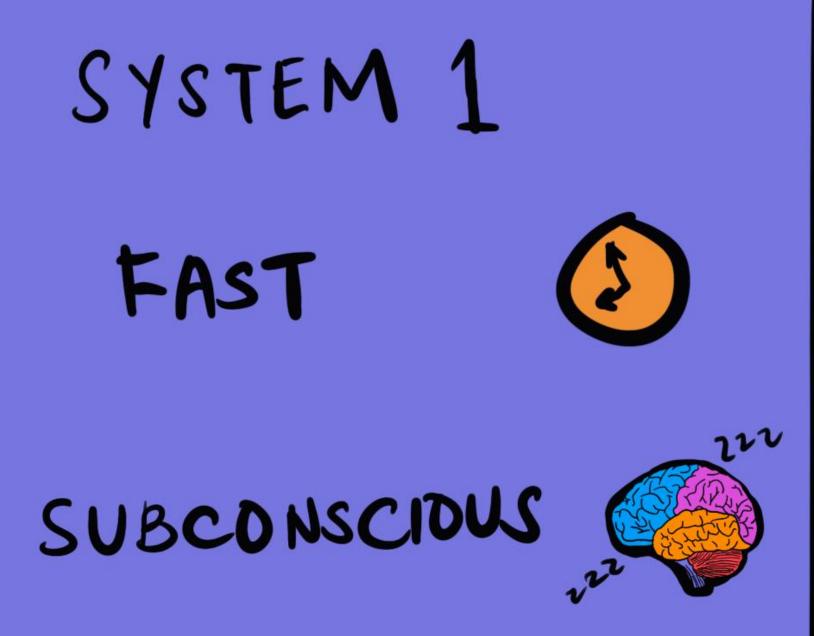
## We notice flaws in others more easily than than we notice flaws in ourselves

We tend to find stories and







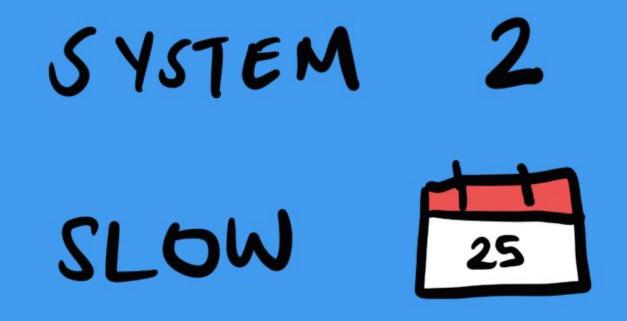








ERROR PRONE







 $\checkmark$ 





RELIABLE

https://thedecisionlab.com/biases/heuristics















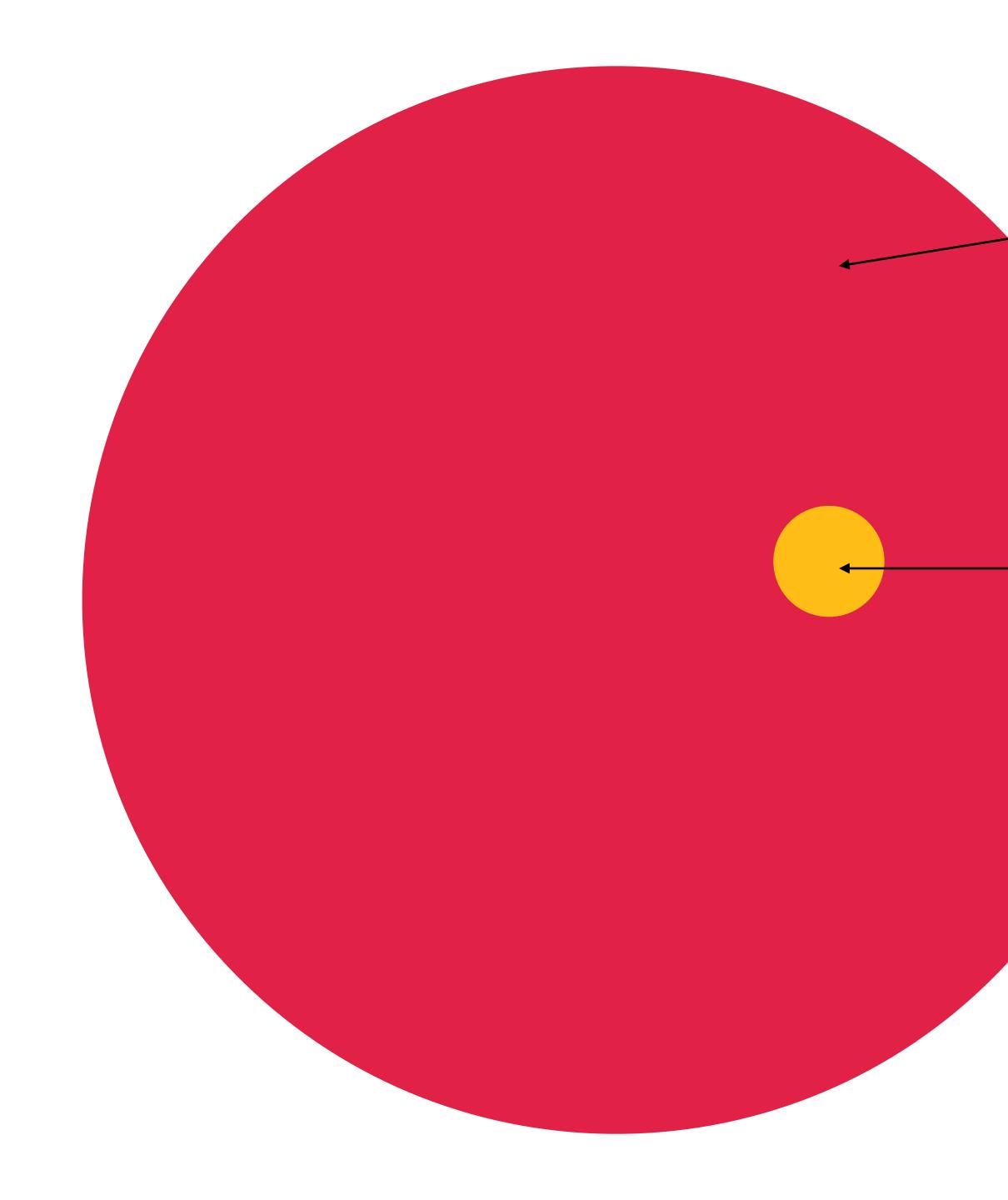


### Plan Princess Margaret Cancer Centre **UHN**









## All information

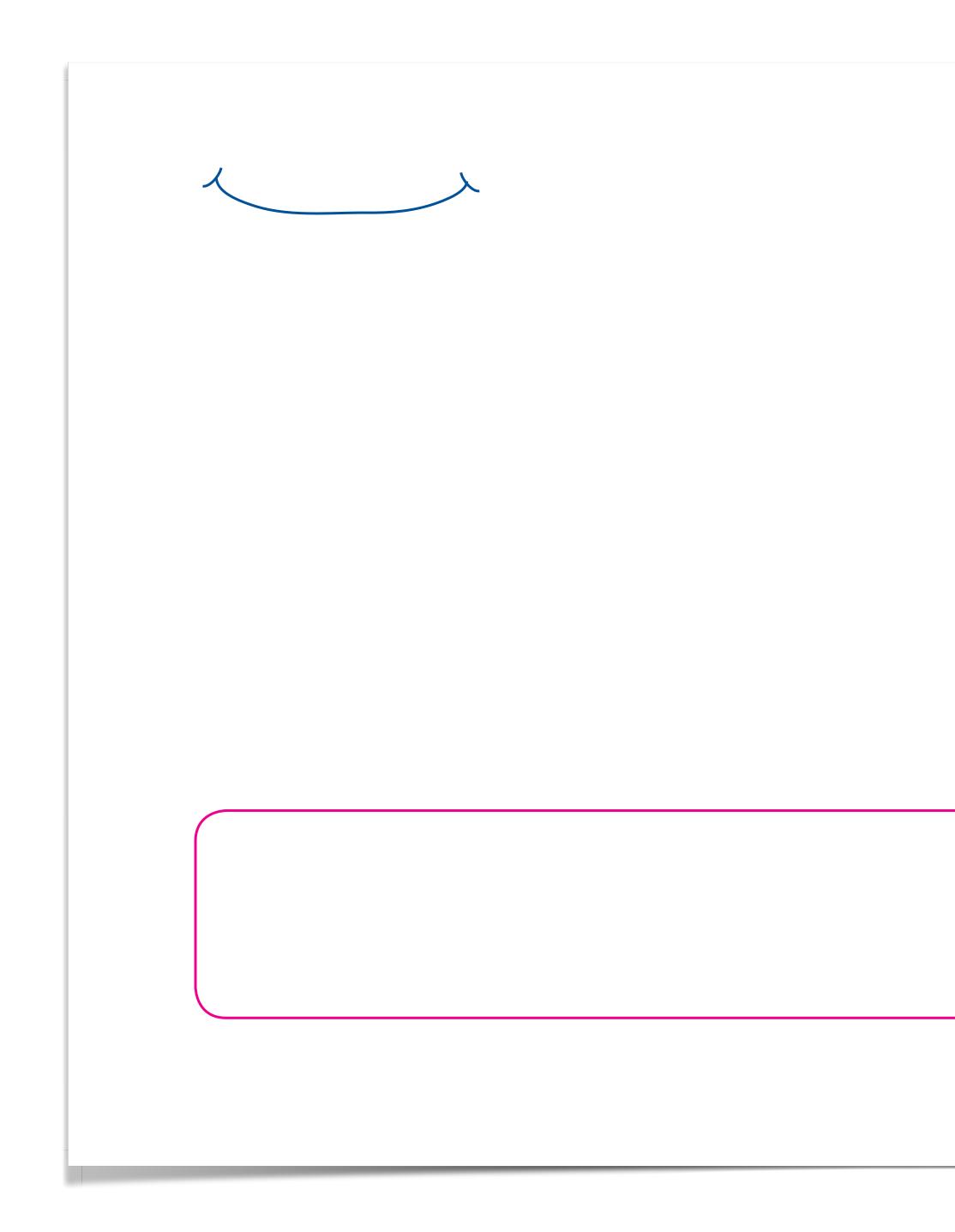
## The information you use to make a decision

## 3. The real world

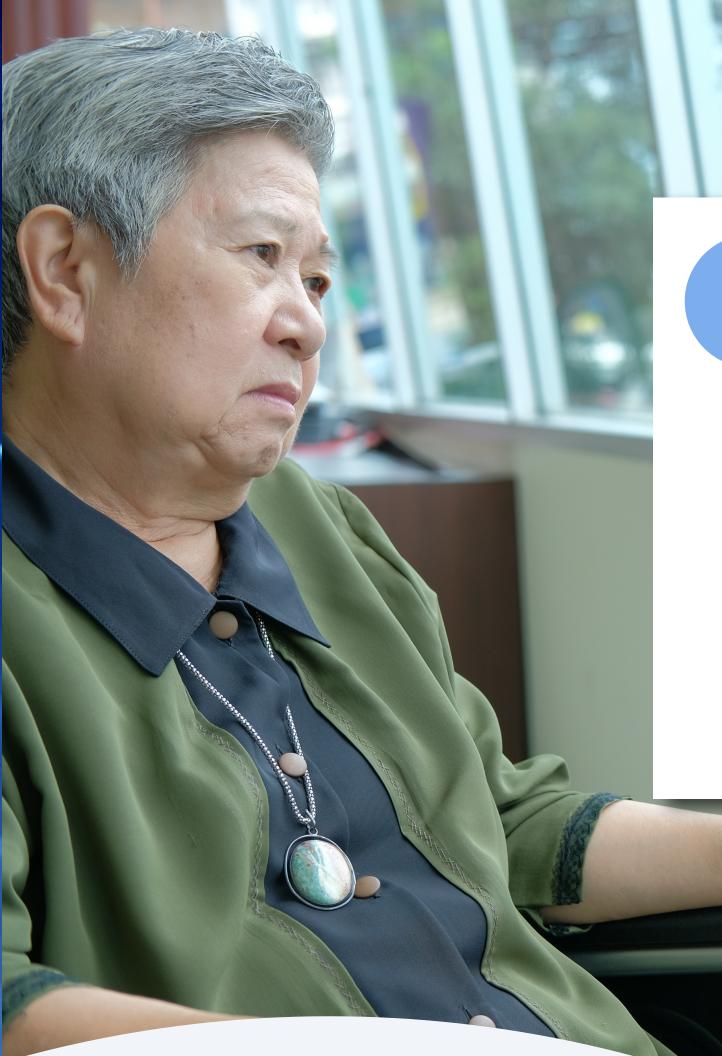




## A last example









## **BREAKING NEWS: WE ARE AMAZING!!!**

















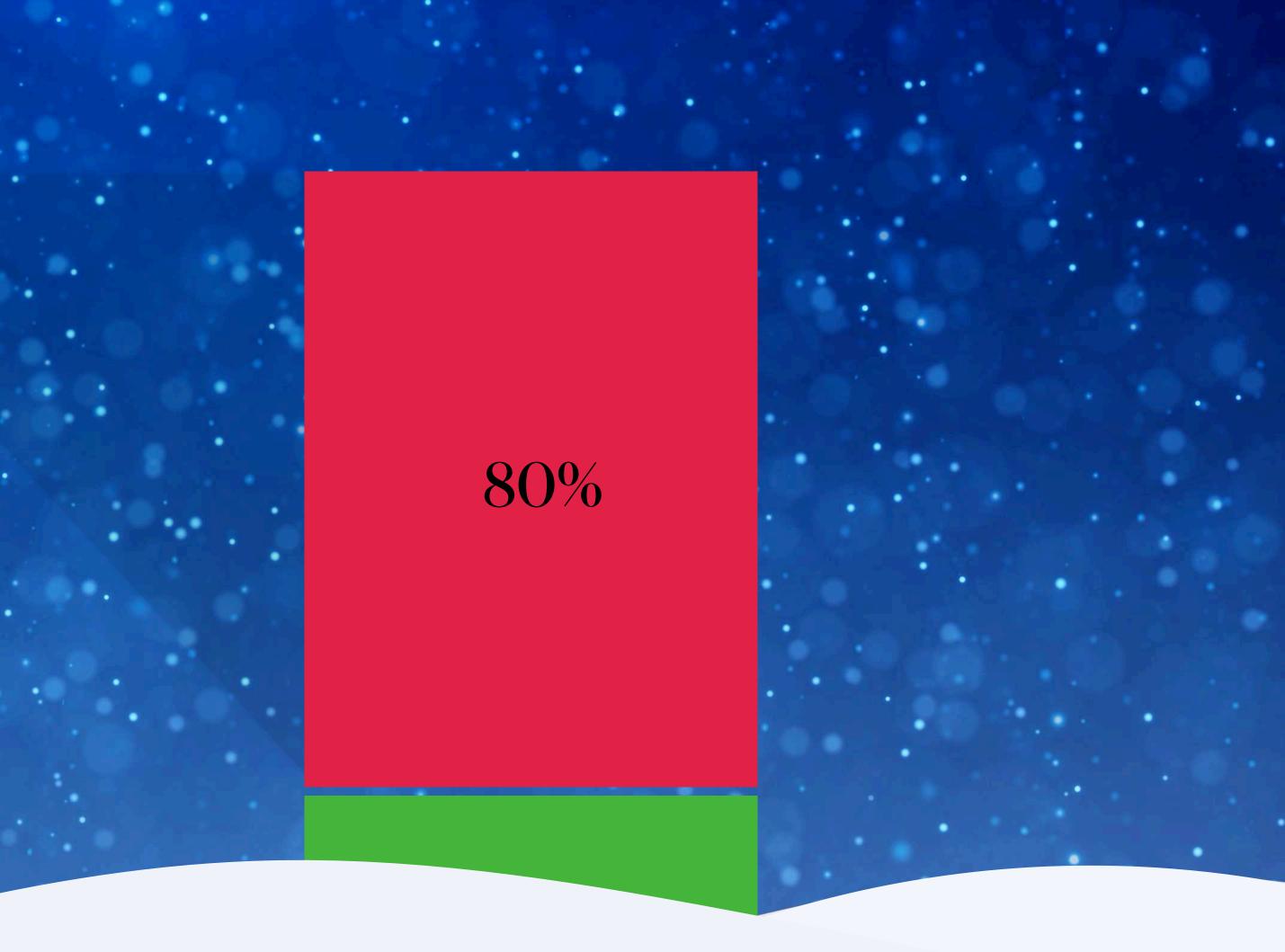












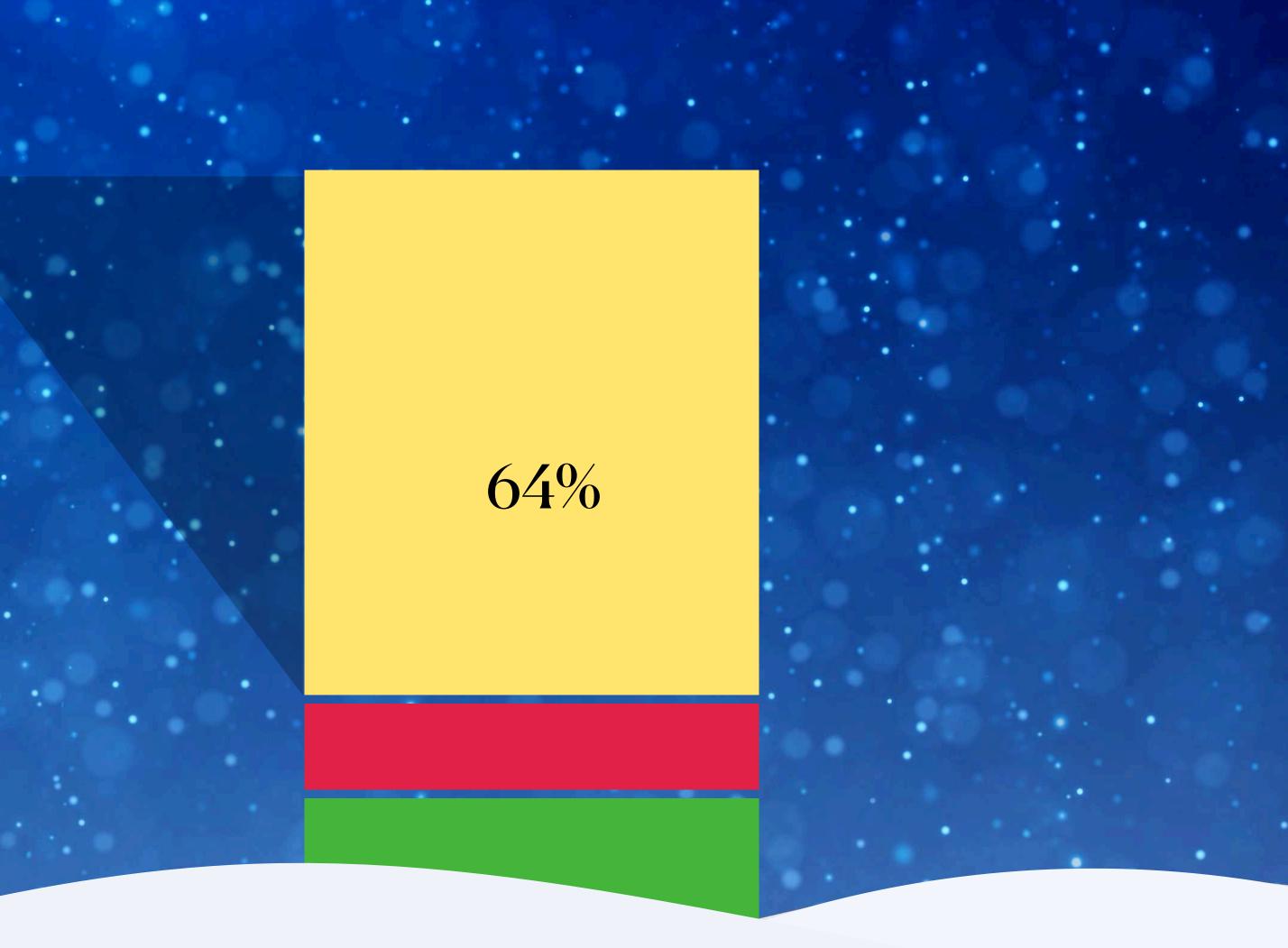






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ht

Your Donor Dale 123 AnyStreet Blud YourTown, BC 12345





Your Donor Dale 123 AnyStreet Blud YourTown, BC 12345

















Your Donor Dale 123 Any Street Blud Your Town, BC 12345











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Your Donor Dale 123 AnyStreet Blvd YourTown, BC 12345

> First Class Mail U.S. Postage Paid St. Louis, MO Permit 000

Your Donor Dale 123 AnyStreet Blud YourTown, BC 12345







## 2. The right envelope



"More and more we're just using an envelope with a signee's name in the corner. We're finding it doesn't even have to be a name anybody's heard of. We find it looks very plain compared to the flashy pieces, and attracts people for a completely different

reason..."

– Steve Thomas, 1985







Jacqueline Bloom CFRE Chief Executive Office STEGH Joundation 189 Elm St. St Thomas, ON N5R5C4

Agents of Good Box 82003 RPO Towne Plaza Waterdown, ON LoR 2M0







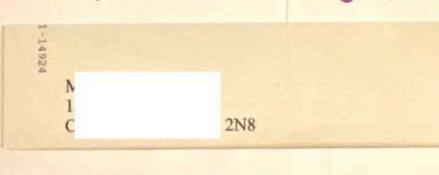




### **OSTEOPOROSIS**



### "Osteoporosis broke my spine, but not my spirit!"







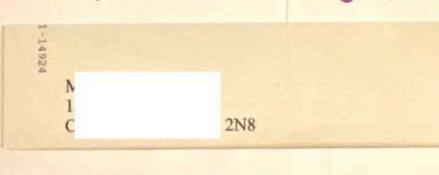




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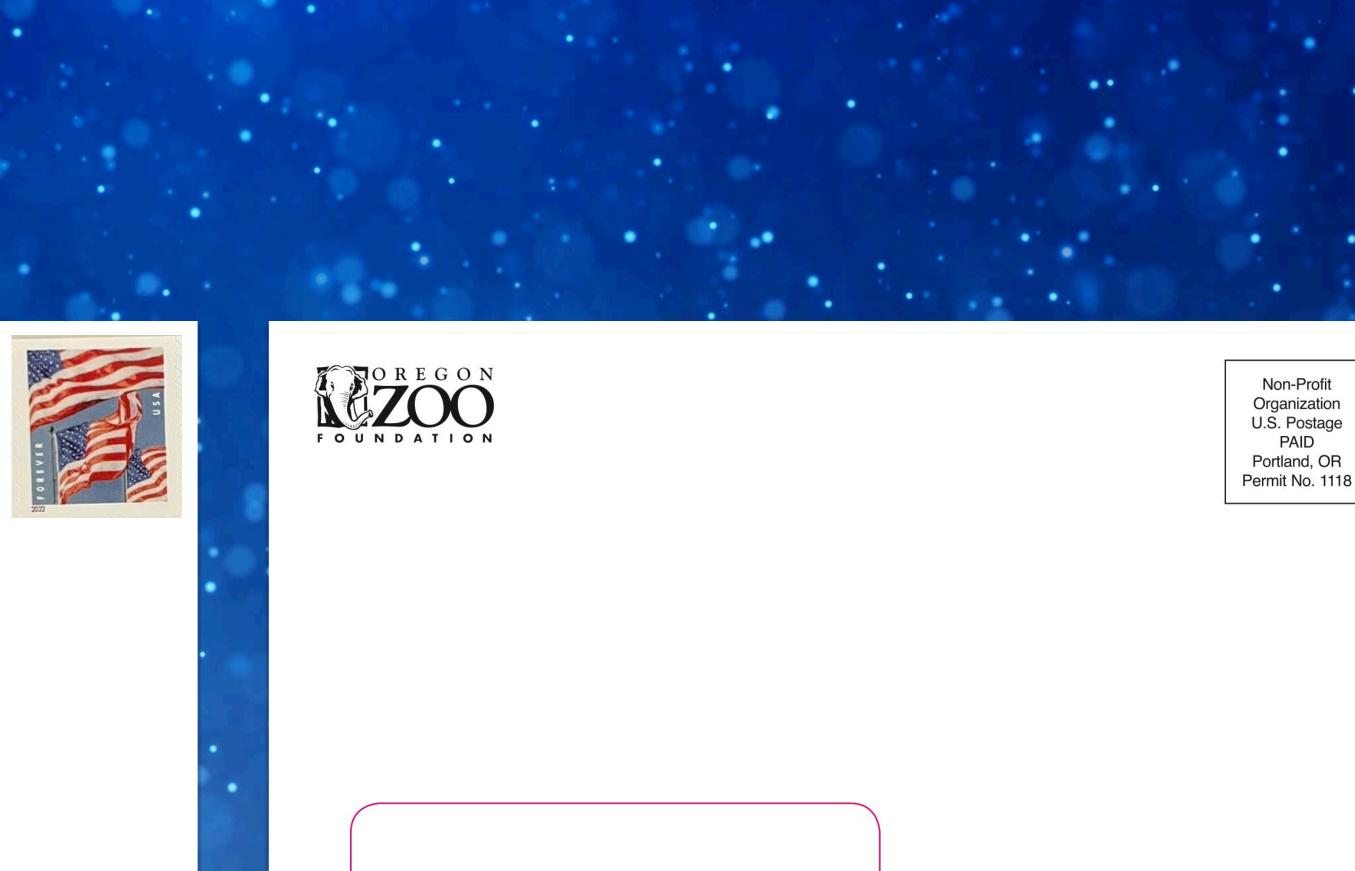


AIR Dr. and Mrs. E. PROKIPCHVK 2506 - 44 Charles St. W. TORONTO ONT. M4Y 1R7. XAN









Your Donor Dale 123 Any Street Blud Your Town, BC 12345









1. Odd sizes 2. Stock 3. Tagline 4. Images 5. Mystery

6. Surprise 7. Nostalgia 8. Human touch 9. Urgency 10. Brand





11. Shock 12. Sensory 13. Intrigue 14. From 15. Postage







## Should be provocative, ask a question, start a song, start a conversation, tell you a little something or maybe nothing...



## Tagline



### THERE ARE NO GIFTS ENCLOSED. INSIDE I'LL TELL YOU WHY.









**V** bloomerang

### Images

## Use strong images with a strong subject, great eye contact and conveys an emotion

Daily Bread Food Bank

### "Give us our daily bread...

where St. AIA 1A1

## 2. The right envelope



## Your 'brand' can help get your envelope opened or it can help your envelope get ignored.





## Brand



## 2. The right envelope



# Give us \$7 NOW or the dog gets it!











## Why me? Why now?





## Case for support





















RETURN POSTAGE GUARANTEED PORT DE RETOUR GARANTI



3. The right ask







Date, 2016

Dear <Jen>,

I knew it! I <u>always</u> knew it!

Christmas <u>IS</u> magic!

Remember me? I'm Phil, the food drive bag. This fall, I've been all over our Region getting filled up with funds and food to share with our hungry neighbours. You, and many other caring people in our community, have given with all your hearts and it's beautiful to see.

Just last night as I was crinkling up to sleep, I thought I heard jingling bells out the window. I had wonderful, vivid dreams of riding in a magic sleigh, singing and laughing with a bunch of elves...

And I woke up with this Santa hat on! I'm Santa's helper Phil!

But that's not all the magic that's happening right now! When you put \$1 in my bag, it magically becomes THREE meals! <u>Amazing!</u>

<Jen>, can you find it in your heart to make a special gift of \$X today
to The Food Bank? This holiday season, hungry men, women and kids in your
neighbourhood and across our Region will turn to our network of agencies for
healthy, nutritious meals.

Together, we must raise <u>925,000 meals by December 31<sup>st</sup></u> to meet the demand. Please, take a moment right now and give—and remember that every \$1 you give becomes 3 meals!

And, as I've learned these last few months, food is just the beginning. You might not think that your gift to The Food Bank also confronts homelessness, but it does!

50 ALPINE COURT, KITCHENER, ON N2E 2M7 T: 519.743.5576 thefoodbank.ca



Sara had nowhere to turn after leaving an abusive relationship. She realized very quickly that finding nutritious food was a priority. Without food, nothing else mattered. And once she was connected to an agency that offered a lunch program, she was able to speak to someone about her situation. For the first time, she didn't feel alone.

She entered an employment program and found a good job. Not a great job, but a good job. She scraped together enough to rent a room, so she had a safe place to sleep. Every day, she got stronger and more confident.

And it all started because of food. Because of you!

You give to The Food Bank and we feed hungry neighbours. That meal is a way for women like Sara to connect to a network of services that allow her to, one step at a time, get her life back on track.

You'll find enclosed 2 holiday ornaments. One is for you—a little gift to help decorate your home for the holidays. I hope it reminds you of your support in feeding our hungry neighbours. You can use the second one to send a message back to The Food Bank with your gift. You can also write your name, the name of a loved one or anything you wish. We'll use these ornaments to bring the magic and joy of the holidays to the men, women and children we help.

Will you please take a moment right now and make your holiday gift to The Food Bank? Fill me up with funds and food to share!

Yours for a joyful and healthy holiday season,

### Phil!

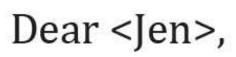
Phil, the Food Drive Bag

P.S. Help me spread the magic of the holidays by sending in your special gift—and your message of hope to the people we serve—right away. Remember, we turn every \$1 you give into 3 meals for hungry men, women and children in our Region. Thank you!









I knew it! I <u>always</u> knew it!

Christmas **IS** magic!

Remember me? I'm Phil, the food drive bag. This fall, I've been all over our Region getting filled up with funds and food to share with our hungry neighbours. You, and many other caring people in our community, have given with all your hearts and it's beautiful to see.

Just last night as I was crinkling up to sleep, I thought I heard jingling bells out the window. I had wonderful, vivid dreams of riding in a magic sleigh, singing and laughing with a bunch of elves...

And I walks up with this Canta hat and I'm Canta's holmon Dhill





Date, 2016





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<Jen>, can you find it in your heart to make a special gift of \$X today to The Food Bank? This holiday season, hungry men, women and kids in your neighbourhood and across our Region will turn to our network of agencies for healthy, nutritious meals.

Together, we must raise <u>925,000 meals by December 31<sup>st</sup></u> to meet the demand. Please, take a moment right now and give—and remember that every \$1 you give becomes 3 meals!

And, as I've learned these last few months, food is just the beginning. You might not think that your gift to The Food Bank also confronts homelessness, but it does!

50 ALPINE COURT, KITCHENER, ON N2E 2M7 thefoodbank.ca







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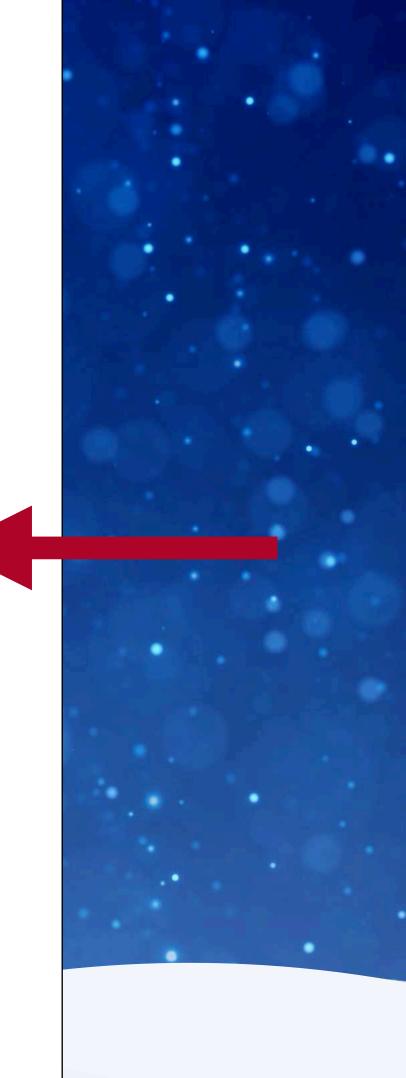
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#### **REPLY FORM FOR :** Ms. Jen Love

### Yes, Phil! I will help spread the magic of the holidays! Here is my "magical" gift of:

		for 40 meals
Q	\$60-	for 120 meals
		- for 240 meals
0	Surp	rise us \$

• Enclosed is my cheque, payable to **The Food Bank of Waterloo Region**.

○ I prefer to donate by ○ VISA ○ Mastercard

CARD NUMBER
EXPIRY DATE
CARDHOLDER'S NAME
SIGNATURE

Please **keep one ornament** to help decorate your home this holiday season—and to remind you of your support in feeding hungry neighbours. And, when you send in your holiday gift, please use the other ornament to write your name, the name of a loved one, a message of support or anything you wish! We'll use your ornaments to bring the magic and joy of the holidays to the men, women and children we help. Thank you!





This amount will really help!



MERRY CHRIC



# 4. The right reply



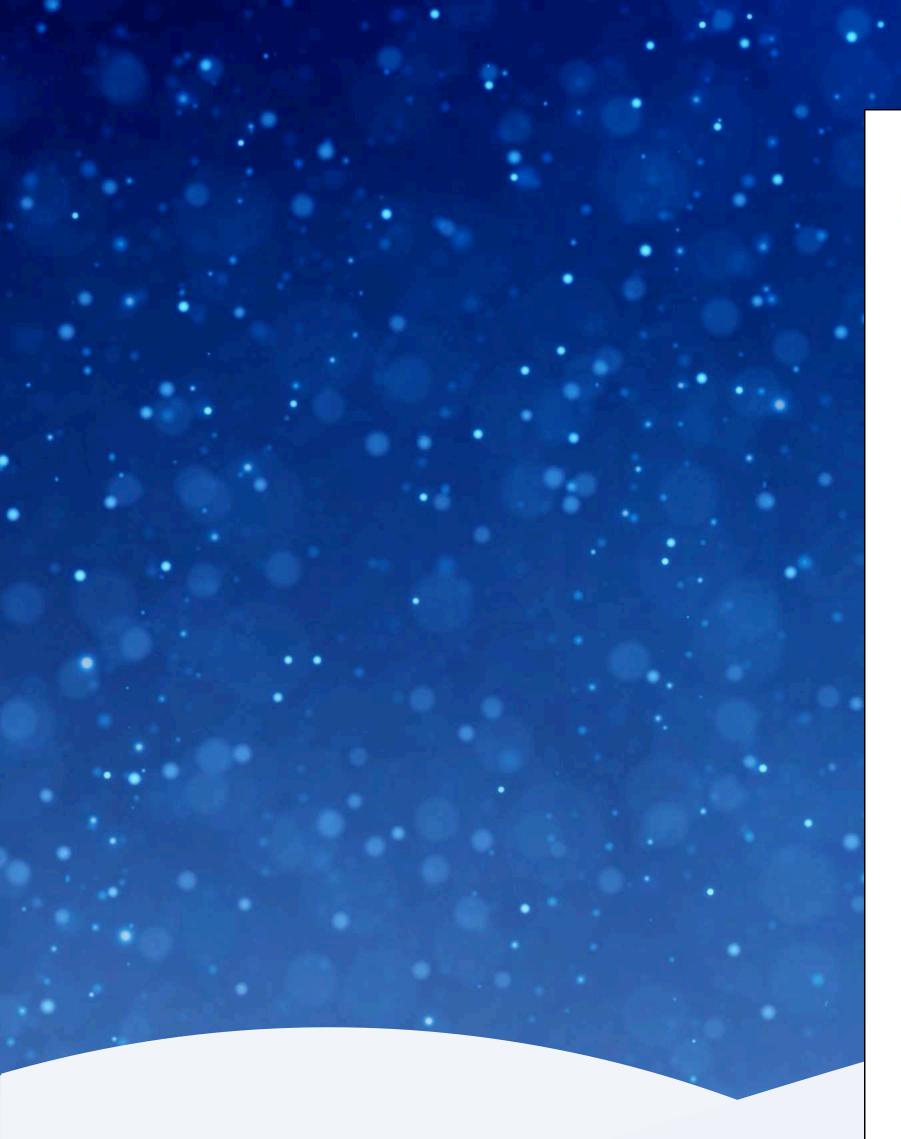


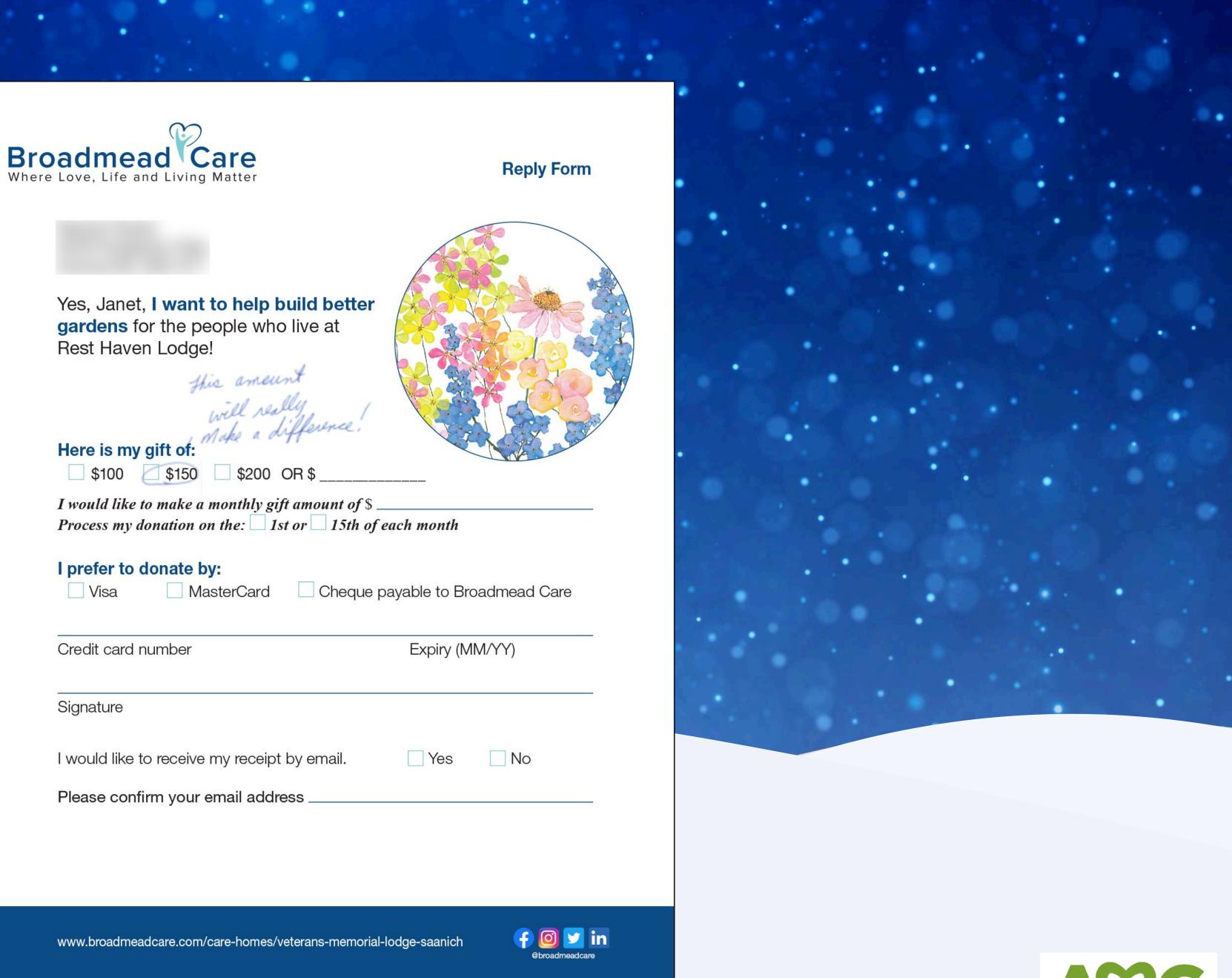
## **REPLY FORM FOR :** Ms. Jen Love Yes, Phil! I will help spread the magic of the holidays! Here is my "magical" gift of:

- O \$30 for 40 meals \$60 for 120 meals This amount will really help! **O** \$120 - for 240 meals
- O Surprise us \$\_
- O Enclosed is my cheque, payable to The Food Bank of Waterloo Region.
- $\bigcirc$  I prefer to donate by  $\bigcirc$  VISA  $\bigcirc$  Mastercard

CARD NUMBER







	th	is
		W
ny gi	ft of:	NI I
P	\$150	



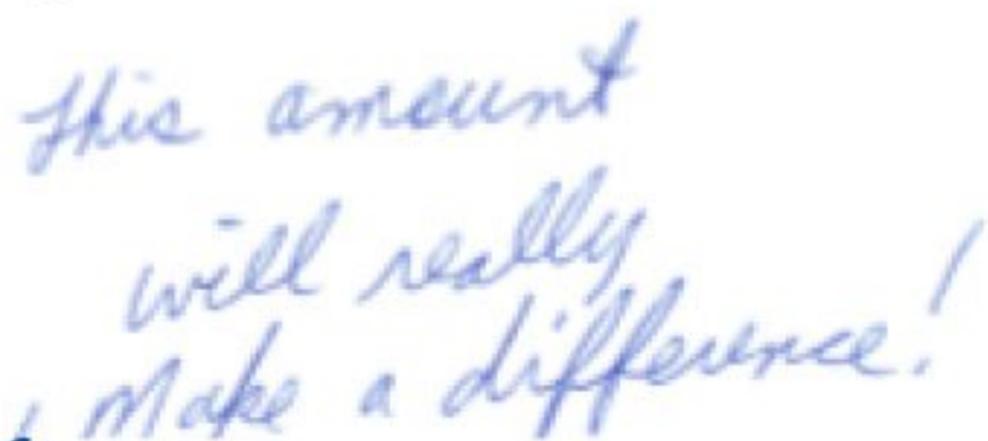


## gargens for the people who live at Rest Haven Lodge!

# Here is my gift of: \$100 \$150 \$200 OR \$ \$100

I would like to make a monthly gift amount of \$

## I prefer to donate by: MasterCard Visa



# **Process my donation on the:** 1st or 15th of each month

## Cheque payable to Broad





#### **REPLY FORM FOR :** Ms. Jen Love

### Yes, Phil! I will help spread the magic of the holidays! Here is my "magical" gift of:

\$30 - for 40 meals
\$60 - for 120 meals
\$120 - for 240 meals
Surprise us \$\_\_\_\_\_

• Enclosed is my cheque, payable to **The Food Bank of Waterloo Region**.

 $\bigcirc$  I prefer to donate by  $\bigcirc$  VISA  $\bigcirc$  Mastercard

CARD NUMBER

EXPIRY DATE .....

CARDHOLDER'S NAME

SIGNATURE ...

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Thank you! Phill -----

50 ALPINE COURT, KITCHENER, ON N2E 2M7 T: 519.743.5576 Charitable Registration No. 11923 3310 RR0001

thefoodbank.ca





Full size
 Personalized
 Emphasis on the match
 The ornament





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Thank you!





XXX code id/ Package id XXX

**Special Holiday Reply Form for:** 

<ADDRESSEE> <ADDRESS> <ADDRESS> <CITY> <PROV> <POSTAL>

### Yes, Ken! I'll bring camp adventures to kids in hospital this holiday season! And please match my gift too!

- O \$XX will be doubled to \$XX x2
- O \$XXX will be doubled to \$XXX x2
- O \$XXXX will be doubled to \$XXXX x2 OR
- \_ will be doubled to \$ 0\$

Remember, your gift will be matched! Please give as generously as you can before December 31st. Thank you! - Ken Aldridge, Manager of In-Hospital Programs

O I've enclosed a cheque payable to Campfire Circle OR

O I prefer to charge my gift to O VISA O MasterCard O AMEX

Card #		Expiry	/
Name on Card			
Signature	Telephone		
Email			

If you prefer you can call Michelle at 1-888-464-6624 ext. 273 or 416-961-6624 OR You can also give safely and securely online at campfirecircle.org/giftsofmagic



464 Bathurst Street, Toronto ON M5T 2S6 Tel: 1-888-464-6624 | Fax: 416.961.2267 campfirecircle.org Chantable Business No.: 13111 6022 RR0001 XXX code id/ Package id XXX





### Happy Holidays!

Thank you for bringing camp adventures to kids and families in the hospital this holiday season!





## **Holiday Gifts of Magic!**

Here are some examples of how we'll put your generosity into action in the hospital right now and all holiday season long! And remember, your gift will be matched, doubling your impact today!

\$25 - Slime Kit Our most requested camp activity! A little glue, food colouring and camp magic tums a patient's room into a mad science laboratory.

\$50 - Boredom Blaster! Give board and card games for kids to play with family and in-hospital friends! Let's play your favourite game!

\$75 - Music Time Campers can create and record their own music with a pack containing a ukulele, maracas and sleigh bells. Shake, rattle, roll and record!

\$100 - in-Hospital Becisicie Kit Bring joy and laughter to kids in the hospital with a custommade activity kit including crafts, music, games, and morel Every activity kit is unique and custommade for each camper.

\$150 - Sonsory Enhancers Clay, Play Doh, Kinetic Sand! Bring a camper's imagination to life with a sensory modeling kit!

\$250 - Winter Cheer Pack Bring holiday warmth and cheer to kids in the hospital with amazing arts & crafts supplies to inspire holiday creativity! Campers can decorate their doors, windows, and rooms!

\$500 - End of Treatment Party Ring the Bell! We celebrate the final treatment with a party for every kid, tailored to their interests and hobbies.

\$1,000 - Camp-Inspired Themed Day Sponsor a hospital-wide camp day and bring the fun and friendship of camp to all kids in the hospital this winter season. Kids can experience the healing power of camp regardless of their illness.

#### Send Your Holiday Wishes To Campers!

Here's your decoration, with gratitude for your kindness and generosity. Please take a moment to return the other decoration with a message or wish for kids and families in the hospital this holiday season.



#### Here you can share a message, wish or story with our kids and families in hospital this holiday season. You can also share your memories of camp, favourite campfire songs, or anything you choose!



XXX code id/ Package id XXX

**Special Holiday Reply Form for:** 

<ADDRESSEE> <ADDRESS> <ADDRESS> <CITY> <PROV> < STAL>

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### Here you can share a message, wish or story with our kids and families in hospital this holiday season. You can also share your memories of camp, favourite campfire songs, or anything you choose!

Remember, your gift

give as generously

as you can before

December 31st. Thank

you! - Ken Aldridge,

Programs

will be matched! Please



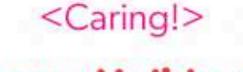
XXX code id/Package id XXX Special Holiday Reply Form for:	<addressee> <address> <address> <city> <prov> <po< th=""><th>STAL&gt;</th></po<></prov></city></address></address></addressee>	STAL>
Yes, Ken! I'll bring camp a to kids in hospital this hol und please match my git 0 \$XX will be doubled to \$XX x2 0 \$XXX will be doubled to \$XXX x2 0 \$XXX will be doubled to \$XXX x2 0 \$XXX will be doubled to \$XXX x2	iday season! too!	Romomber, your gift will be matched! Pleas give as generously as you can before December 31 <sup>st</sup> . Thank you! – Ken Aldridge, Manager of In-Hospital Programs
O I preve to charge my gift to O V uA O Mas Card # Name on Card Email		oiry/

If you prefer you can call Michelle at 1-888-464-6624 ext. 273 or 416-961-6624 OR You can also give safely and securely online at campfirecircle.org/giftsofmagic



464 Bathurst Street, Toronto ON M5T 2S6 Tel: 1-888-464-6624 | Fax: 416.961.2267 campfirecircle.org Chantable Business No.: 13111 6022 RR0001 XXX code id/ Package id XXX





### Happy Holidays!

Thank you for bringing camp adventures to kids and families in the hospital this holiday season!





## **Holiday Gifts of Magic!**

Here are some examples of how we'll put your generosity into action in the hospital right now and all holiday season long! And remember, your gift will be matched, doubling your impact today!

\$25 - Slime Kit Our most requested camp activity! A little glue, food colouring and camp magic tums a patient's room into a mad science laboratory.

\$50 - Boredom Blaster! Give board and card games for kids to play with family and in-hospital friends! Let's play your favourite game!

\$75 - Music Time Campers can create and record their own music with a pack containing a ukulele, maracas and sleigh bells. Shake, rattle, roll and record!

\$100 - in-Hospital Becisicie Kit Bring joy and laughter to kids in the hospital with a custommade activity kit including crafts, music, games, and morel Every activity kit is unique and custommade for each camper.

\$150 - Sonsory Enhancers Clay, Play Doh, Kinetic Sand! Bring a camper's imagination to life with a sensory modeling kit!

\$250 - Winter Cheer Pack Bring holiday warmth and cheer to kids in the hospital with amazing arts & crafts supplies to inspire holiday creativity! Campers can decorate their doors, windows, and rooms!

\$500 - End of Treatment Party Ring the Bell! We celebrate the final treatment with a party for every kid, tailored to their interests and hobbies.

\$1,000 - Camp-Inspired Themed Day Sponsor a hospital-wide camp day and bring the fun and friendship of camp to all kids in the hospital this winter season. Kids can experience the healing power of camp regardless of their illness.

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<ADDRESSEE> <ADDRESS> <ADDRESS> <CITY> <PROV> <POSTAL>

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- O \$XX will be doubled to \$XX x2
- O \$XXX will be doubled to \$XXX x2
- O \$XXXX will be doubled to \$XXXX x2 OR
- O \$\_\_\_\_\_ will be doubled to \$\_\_\_\_\_

Remember, your gift will be matched! Please give as generously as you can before December 31st. Thank you! - Ken Aldridge, Manager of In-Hospital Programs

O I've enclosed a cheque payable to Campfire Circle OR

O I prefer to charge my gift to O VISA O MasterCard O AMEX

Card #		Expiry	/
Name on Card			
Signature	Telephone		
Email			

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campfirecircle.org Charitable Business No.: 13111 6022 RR0001



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<Caring!>







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### the hospital this holiday season!





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\_\_\_\_\_



Please **keep one ornament** to help decorate your home this holiday season—and to remind you of your support in feeding hungry neighbours. And, **when you send in your holiday gift, please use the other ornament** to write your name, the name of a loved one, a message of support or anything you wish! We'll use your ornaments to bring the magic and joy of the holidays to the men, women and children we help. **Thank you!** 





Thank you!









Thank you for your kind and generous action to help feed our hungry neighbours. Wishing you peace and joy this holiday season and all year long!













foodbankwatreg The Food Bank of Wa...



foodbankwatreg We are receiving many thoughtful gifts and messages from donors and friends. Thank you!!!



32 likes DECEMBER 15, 2016

Add a comment...



...



Dear Phil Jam sending you a Cheque for food bank. I give to the Strincent De Paul. # Dyear . you sent such a nice lette Oso am helping a little Nas gam 93 yrs dand O love to holes the





right reply



Please, give to our Christmas Food Drive today! - Thanks! Phil

### Facebook



FoodBank





# 4. The right reply







# 5. The right reminder



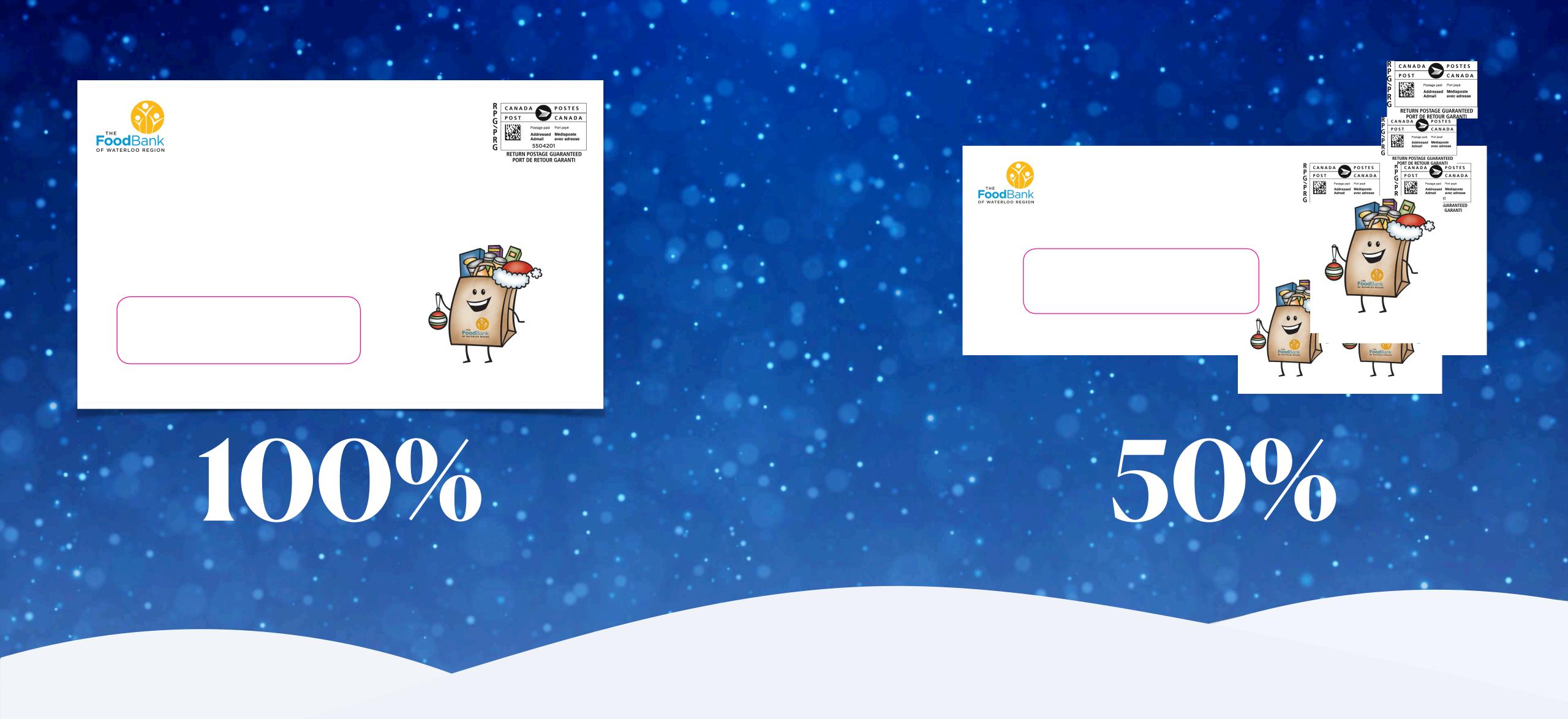


RETURN POSTAGE GUARANTEED PORT DE RETOUR GARANTI





















## of annual revenue is raised in December.

# 6. The right urgency



Please, give to our Christmas Food Drive today! -Thanks! Phil



Please, give to our Christmas Food Drive today! - Thanks! Phil





nationalgivingmonth.org



Please, give to our Christmas Food Drive today! - Thanks! Phil



## Online





## Online revenue comes in December.

# 6. The right urgency



2022.mrbenchmarks.com



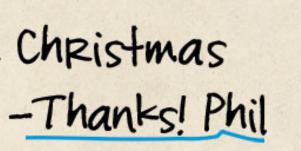
## Please, give to our Christmas Food Drive today! - Thanks! Phil

## of all gifts come in the last THREE days of the year.

# 6. The right urgency



## Online







doublethedonation.com



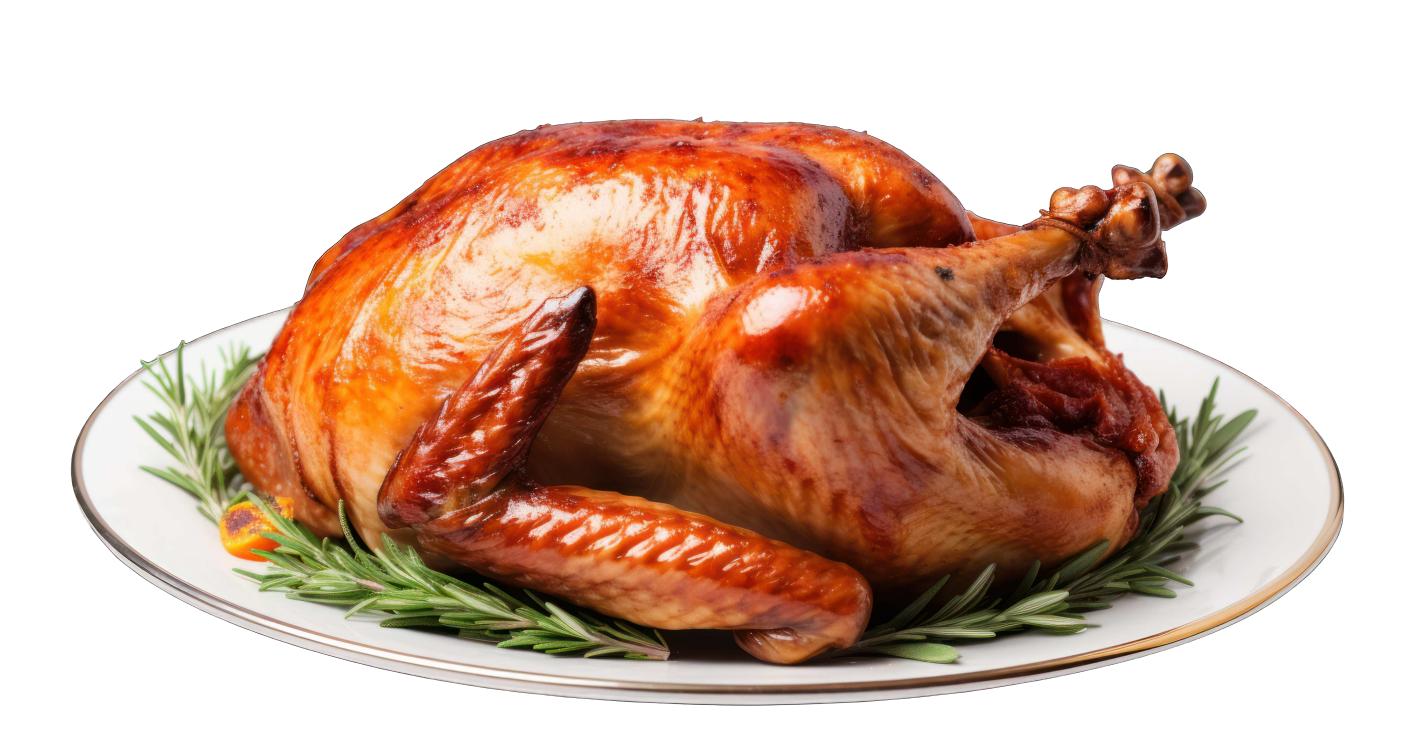






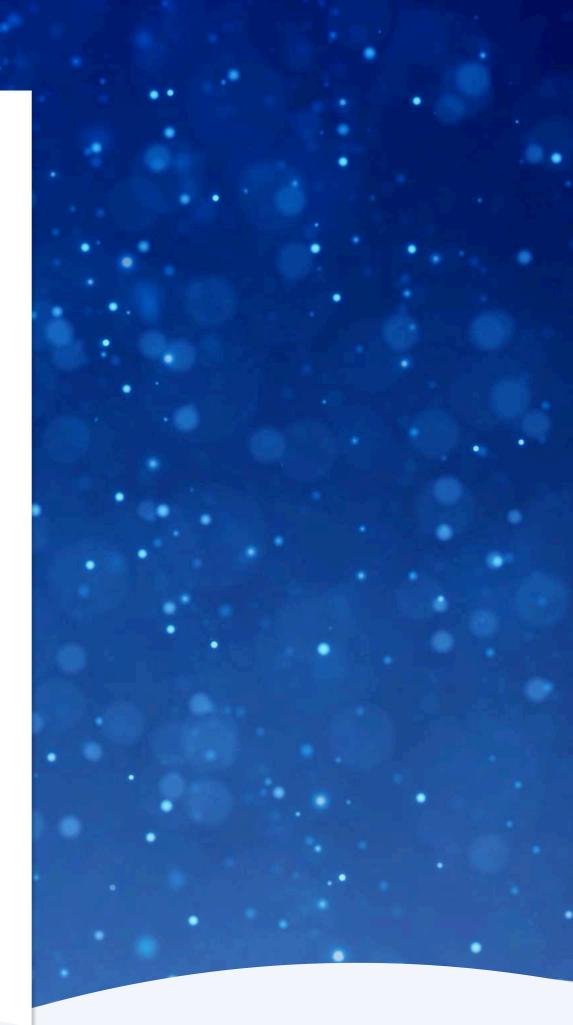


























# GIW/ING TUESDAY



# One story of a person in need A financial target for an important program Matching gift





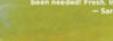








## John Lepp



#### Creative Deviations

How you can infuse your storytel fundraising and direct response

John Lepp

John Lepp



## Thank you! john@agentsofgood.org



