Digital Marketing at the Household Level Attributes to 21% **524% More** Checking Account Applications

ABA Bank Marketing Conference

October 6-8, 2024

Tim Whitley Partner & Co-Founder, mhp.si

Whitney Burgess Scales VP of Strategy, mhp.si



aba.com/BMC



Transform Your Business in Checking

October 2024



Attention Marketing Gurus

Are you being asked "What is the ROI of your Marketing Budget?"

Are you being asked **"How many HELOC** Loans did we receive from your team's efforts?"

"Product Managers screaming down your neck for more leads?"

Or you Personally Just want to know how effective your ad dollars are for generating applications.



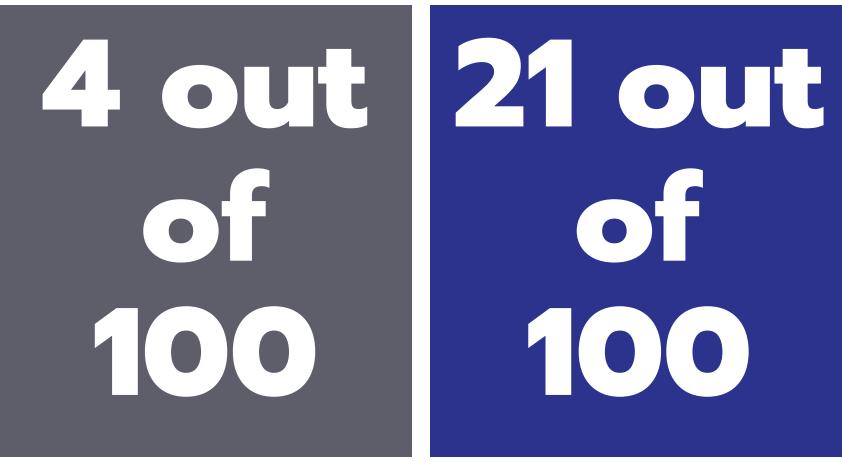
Average Conversion Rate in Paid Search

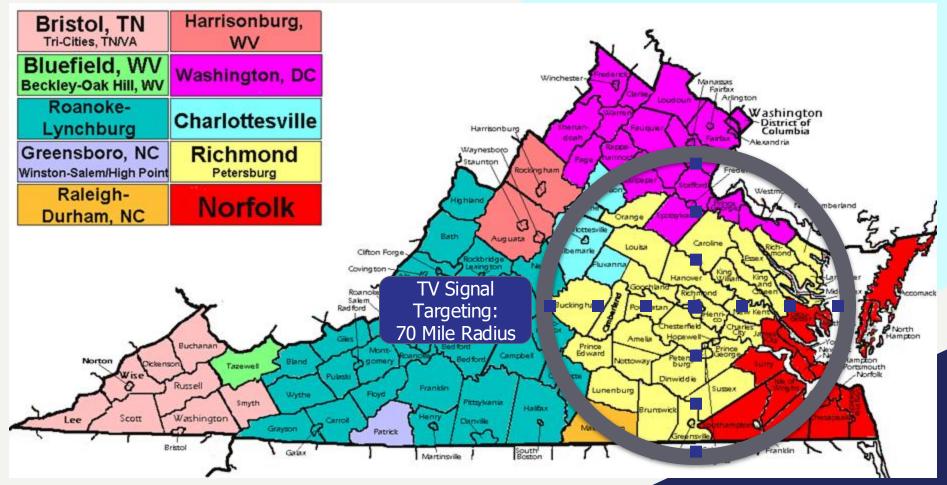


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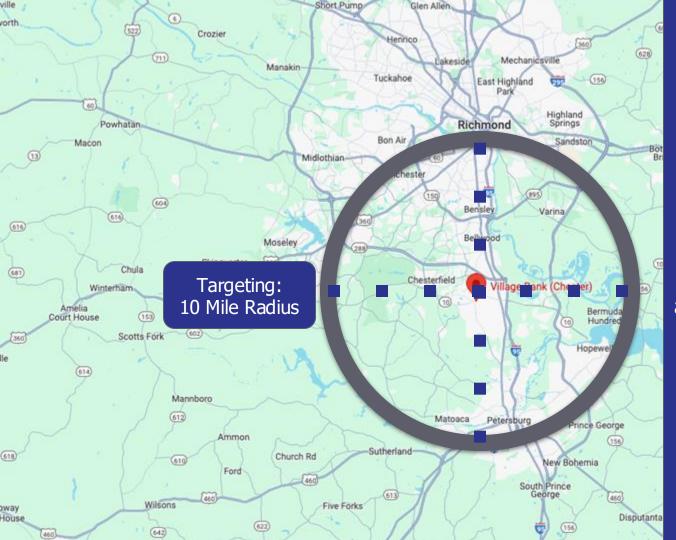
Average Conversion Rate in Paid OmniChannel for our Banks







TV DMA - Richmond



This approach to digital marketing is well-known and often referred to as Geo-Fencing, or more simply, radius-based targeting. Both digital and traditional marketing strategies heavily rely on this radial targeting method.

CREDIT CARD

LOCAL NEIGHBORHOOD

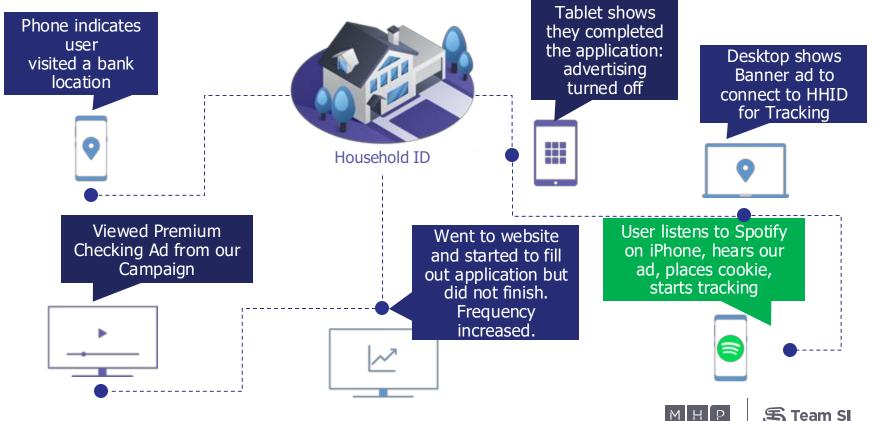
A

BASE CUSTOMER

CHECKING

SELLING

Telling a full **customer experience story by** mhp-si household



mhp-si

G

Google Partner

PREMIER 2024

Searches for New Checking Accounts

Search query, ads and device trends in United States

Date range: 01/01/2023 - 04/30/2023 Created on: May 31, 2024

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Shopping

Focusing Facts

Checking Accounts



Search

- 11% Overall search growth in 01/01/2024 04/30/2024 compared to the previous year
- 16% Search growth from mobile phones compared to the previous year
 - **3%** Search growth from computers compared to the previous year
 - **20%** Change in CPC compared to the previous year

This is why having an omnichannel strategy is so important as cost is up 20% YOY

Source: Google internal data for Current Accounts & Checking Accounts | United States. Time period: 01/01/2023-04/30/2023



Metric Trends



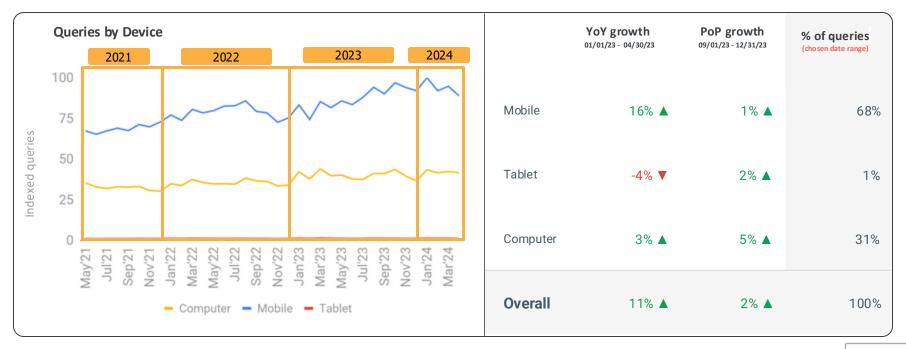
Blue line is Mobile

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Search Shopping

Queries grew 11% with 68% of all searches on mobile.



Source: Google internal data for Current Accounts & Checking Accounts | United States. Time period: 01/01/2024-04/30/2024

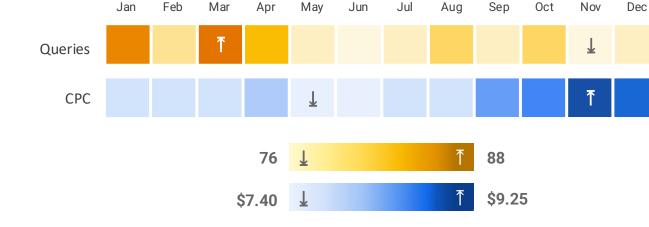


7

Monthly seasonal patterns in queries and CPC

In the last 4 years, CPCs were in the range of **\$7.40-\$9.25** and peaked in Nov.

Category searches have consistently peaked in Mar.



Source: Google internal data for Current Accounts & Checking Accounts | United States. Time period: 01/01/2024-04/30/2024



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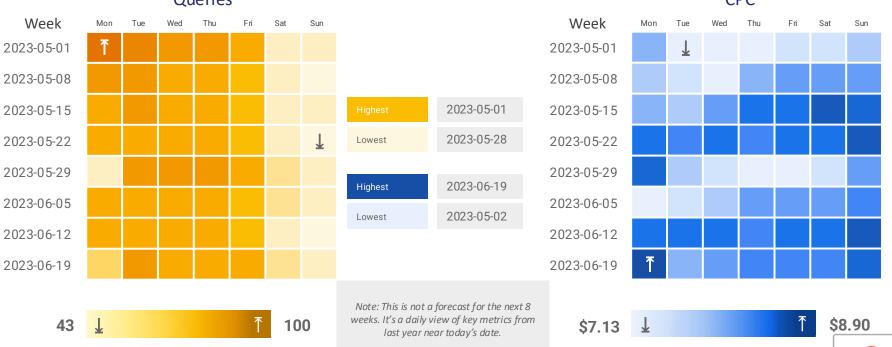




Shopping

The next 8 weeks: search trends from last year





Queries

CPC Search

Google Partner

Source: Google internal data for Current Accounts & Checking Accounts | United States. Time period: 01/01/2024-04/30/2024

Proprietary + Confidential

Exclusive Insights

Google Premier Partnership





Last 6-months **41M** Searches HELOC 80.6M Ad Impressions 3.79 Competitors with Every Search \$81.4M spent on HELOC Advertising 9% Increase in Searches YoY 8.8M Clicks \$9.25 CPC

Last 6-months 41.4M **Searches** Checking 455M Ad Impressions 3.01 Competitors with Every Search \$49.8M spent on Checking Advertising 0.93% Increase in Searches YoY 6.29M Clicks \$7.92 CPC

Last 6-months 401M Searches Mortgages

> 455M Ad Impressions

2.93 Competitors with Every Search

\$274M spent on Mortgage Advertising

3% Increase in Searches YoY

56.1M Clicks

\$4.89 CPC

Exclusive Insights

Google Premier Partnership





Last 6-months 940M Searches **ALL Loans** 1.3M Ad Impressions 3.26 Competitors with Every Search \$670M spent on ALL Loans Advertising 3.17% Increase in Searches YoY 147M Clicks \$4.54 CPC

Last 6-months 904M Searches Credit Cards

> 708M Ad Impressions

2.07 Competitors with Every Search

\$485M spent on Credit Card Advertising

1.57% Increase in Searches YoY

149M Clicks

\$3.25 CPC

Last 6-months 161M Searches Personal Lending

> 455M Ad Impressions

3.36 Competitors with Every Search

\$116M spent on P. Lending Advertising

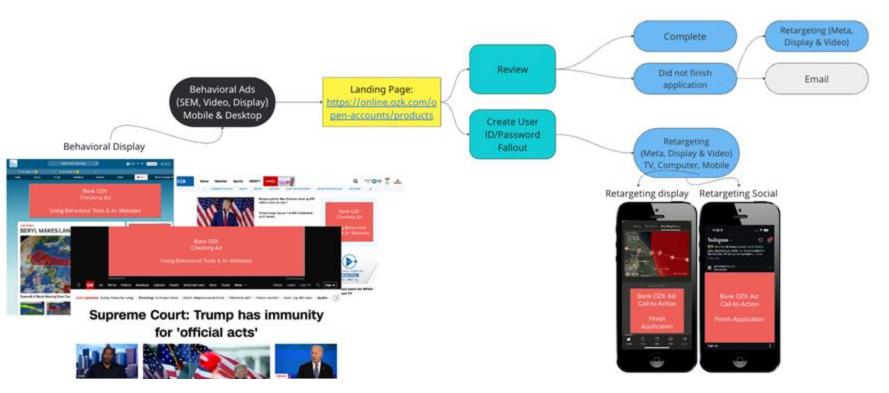
2.72% Increase in Searches YoY

27.2M Clicks

\$4.28 CPC

EXCLUSIVE End-to-End Reporting

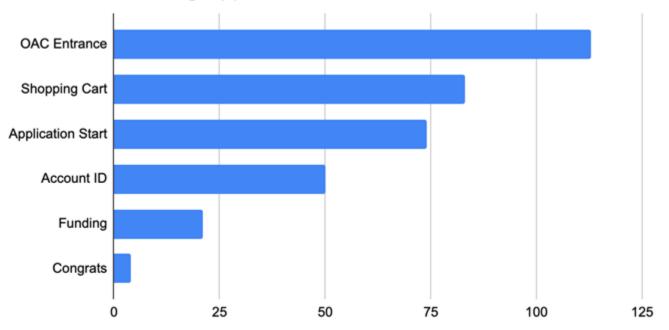
Checking Customer Journey



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Getting people ALL the way through the application process

Premium Checking Applications Process

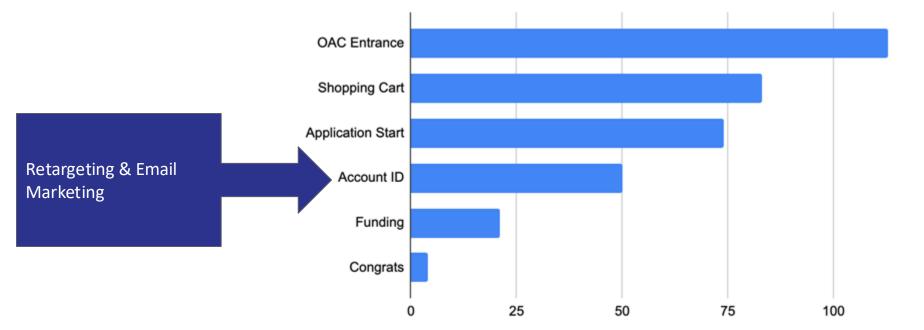


Applications

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Getting people ALL the way through the application process

Premium Checking Applications Process



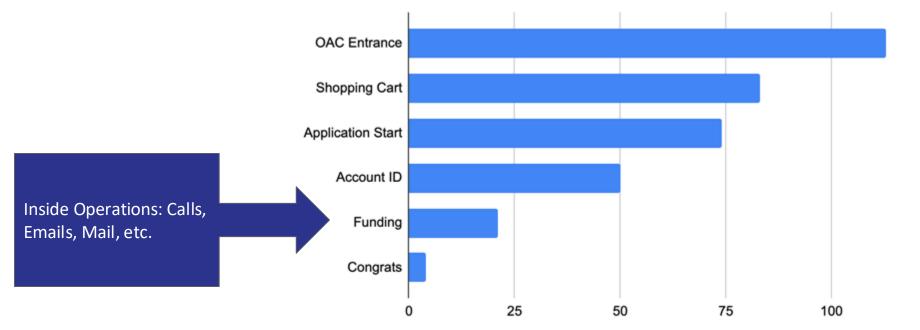
Applications

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125

Getting people ALL the way through the application process

Premium Checking Applications Process



Applications

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125

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Doppio® Exclusive

255 Behavioral and Data Layers for Consumers who are in-market for Checking & Savings Accounts

Doppio [®] > In Market > Financial > Banking	Individuals who are in-market for a checking or savings account, credit card or loan - and are exploring banks such as JP Morgan Chase, PNC Bank, Citi Bank, or Wells Fargo. Visit asterisks.com for custom or additional segments
Doppio® > Experian > Consumer Financial Insights > Investable Assets > Tier 1 (Highest) (FLA / Fair Lending Friendly)	Consumers who are likely to have investable assets in tier 1 (highest). Investable assets include deposits (checking, savings, money market, CD), stocks, bonds, mutual funds, retirement accounts, etc.
Doppio [®] > Financial Services > Banking Services > Debit & Checking Services	Google Criteria - In-market Categories for Debit & Checking Services
Doppio [®] > Consumer In-Market > In- Market Financial > Banking	Individuals who are in-market for a checking or savings account, credit card or loan - and are exploring banks such as JP Morgan Chase, PNC Bank, Citi Bank, or Wells Fargo.

CREDIT CARD

LOCAL NEIGHBORHOOD

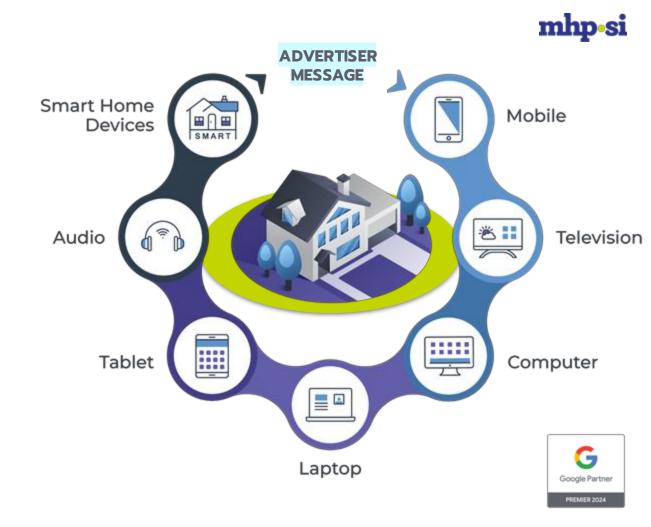
A

BASE CUSTOMER

CHECKING

SELLING

the household, where 88% of financial decisions are made



- Search Engine Marketing (SEM/PPC)
- Display on Mobile & Computer
- Connected TV
- Spotify or Pandora





TV Stations & Other Agencies



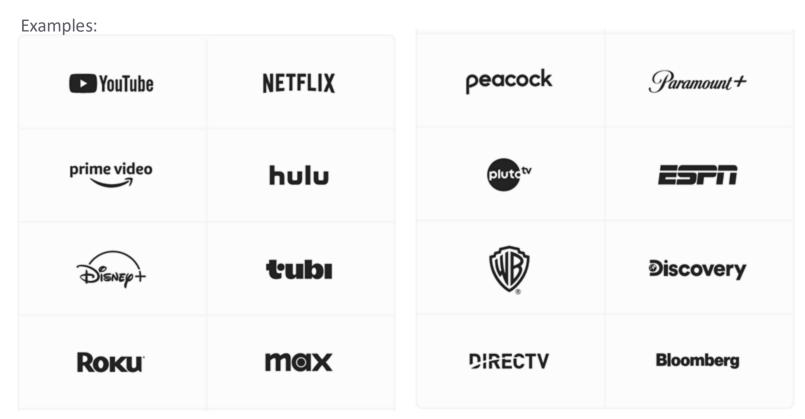


Exclusive Connected TV





Exclusive



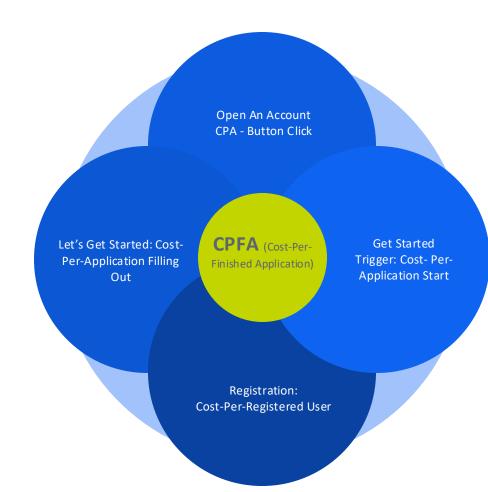


Attribute 10x more CTV conversions with 3P cross-device conversion tracking



Exclusive





Our Optimization is the reason banks stay with us.

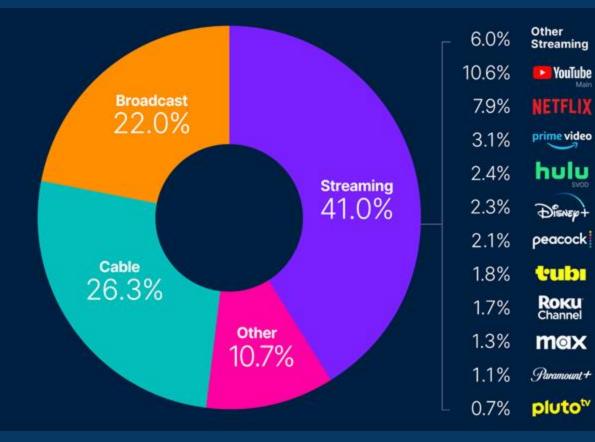


The **US pay TV** industry has experienced a significant decline, **losing 27.808 million** subscribers since 2018, now **totaling 68.76 million**, a **28.8% decrease**.

Imagine losing the populations of California, Texas, Florida, and Missouri combined.



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https://nielsen.com/

mhp si

strategy. performance. results.

<u>twhitley@mhp.si</u> 501-773-2700

Case Study Premium Checking

6 Month Performance Review

Challenge Increase premium checking applications

Develop an online omnichannel campaign to drive product leads and measurable ROI.

Establish performance marketing reporting benchmarks, tracking and reporting.

Solution

Performance Marketing

- Paid Search
- ✓ Facebook & Instagram
- ✓ Doppio[®] Display
- ✓ Retargeting
- ✓ Connected TV



mhp-s

13,350 Unique Pageviews



<\$12 Cost-Per-Lead **26%** Conversion Rate

With our campaign, we generated a 26% conversion rate. That is going from converting only 4 out of 100 people to 26 out of 100 people.

2023 Finance Industry Performance Benchmarks (Google) 2023 Finance Industry Performance Benchmarks (Meta) \$71.44 Cost-Per-Conversion for Search, \$84.10 Cost-Per-Conversion for Display 4.17% Conversion Rate for Search, 0.80% Conversion Rate for Display, 5.01% for Social Media

*Conversions refers to Application Starts, Form Fills, & Calls

Proprietary + Confidential

Banks Near Me



Strategy & Execution

Objective: Rank higher for local searches, specifically "bank near me" terms.

Geographies: Bank branch locations + 10-mile radius in all markets; Google Business Profile locations

Audiences: High-intent users who are searching for a financial institution in their area

Tactics: Performance Max & Paid Search

Recommendations:

- Continue this tactic to help drive incremental application finishes
- Pull out branded searches and dedicate budget for these
 - Currently acting as an arm of a brand campaign
 - Bolster where organic may be losing out
- Overarching strategy in tandem with SGE/AI Overviews

Case Study Banks Near Me

3 Month Performance Review

Challenge Generate Local Awareness

Low Brand Awareness in Communities

Solution Media Mixes

Develop an online marketing mix within a 5-mile radius around each location to drive in-store traffic. The campaign also incorporates a brand awareness strategy to strengthen local engagement and community presence.

The campaign successfully generated 7,657 in-store visits, along with 13 completed applications— an unexpected but welcome outcome. Additionally, the campaign achieved an impressive 48,215 website visits, effectively boosting brand visibility in the targeted area. mhp•si

48,215 Website Sessions 9,038 Conversions

18.75%

Conversion Rate

7,657 Store Visits

13 Completed Applications

Proprietary + Confidential *Conversions refers to Open/Apply Now button clicks, Form Fills, Store Visits and Calls.

Case Study Business Checking

9 Month Performance Review

Challenge Increase business checking applications

Develop an online marketing mix to drive product leads with measurable ROI.

Establish performance marketing reporting benchmarks, tracking and reporting.

Solution

Performance Marketing

- ✓ Paid Search
- ✓ Facebook & Instagram
- √ LinkedIn
- ✓ Doppio[®] Display
- Retargeting





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Case Study SBA Loans

8 Month Performance Review

Challenge Increase SBA consultations

Develop an online marketing mix to drive product leads with measurable ROI.

Establish performance marketing reporting benchmarks, tracking and reporting.

Solution

Performance Marketing

- Paid Search
- Facebook & Instagram
- 🗸 🛛 LinkedIn
- Joppio[®] Display
- Retargeting





*Conversions refers to Form Fills

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Case Study Mortgage Loans

12 Month Performance Review

Challenge Increase mortgage loan applications

Develop an online marketing mix to drive product leads with measurable ROI.

Establish performance marketing reporting benchmarks, tracking and reporting.

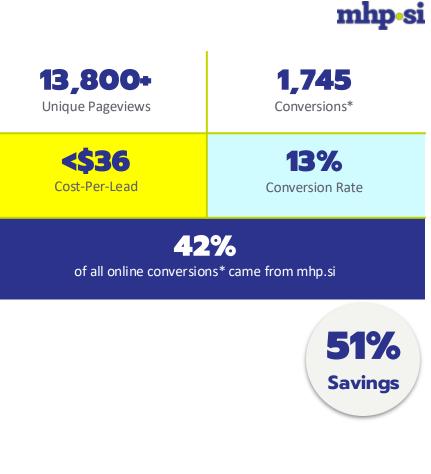
Solution

Performance Marketing

- ✓ Paid Search
- ✓ Facebook & Instagram
- ✓ Doppio[®] Display
- ✓ Retargeting
- ✓ Connected TV



Conversion Rate



2023 Finance Industry Performance Benchmarks (Google) 2023 Finance Industry Performance Benchmarks (Meta) \$71.44 Cost-Per-Conversion for Search, \$84.10 Cost-Per-Conversion for Display 4.17% Conversion Rate for Search, 0.80% Conversion Rate for Display, 5.01% for Social Media

*Conversions refers to Online Applications, Form Fills & Phone calls

Case Study HELOC

6 Month Performance Review

Challenge Increase HELOC loan applications

Develop an online marketing mix to drive product leads with measurable ROI.

Establish performance marketing reporting benchmarks, tracking and reporting.

Solution

Performance Marketing

- Paid Search
- Facebook & Instagram
- ✓ Doppio[®] Display
- Retargeting
- ✓ Connected TV

188% Lift



*Conversions refers to Online Applications, Form Fills, & Calls

Proprietary + Confidential

Case Study Credit Card

6 Month Performance Review

Challenge Increase credit card applications

Develop an online marketing mix to drive product leads with measurable ROI.

Establish performance marketing reporting benchmarks, tracking and reporting.

Solution

Performance Marketing

- Paid Search
- Facebook & Instagram
- ✓ Doppio[®] Display
- Retargeting
- ✓ Connected TV

308% Lift

11,015+ Unique Pageviews 5,605+ Leads application starts, form fills & calls

925+

Conversions completed online applications \$7.50

17%

Conversion Rate

Cost-Per-Lead application starts

Cost-Per-Conversion completed applications

We now have an average cost-per-credit card application of \$6.

Conversion Rate

2023 Fin an ce Industry Performance Benchmarks (Google) 2023 Fin an ce Industry Performance Benchmarks (Meta) \$71.44 Cost-Per-Conversion for Search, \$84.10 Cost-Per-Conversion for Display 4.17% Conversion Rate for Search, 0.80% Conversion Rate for Display, 5.01% for Social Media

*Conversions refers to Online Applications



Case Study Student Checking

3 Month Performance Review

Challenge Increase student checking applications

Develop an online marketing mix to drive product leads with measurable ROI.

Establish performance marketing reporting benchmarks, tracking and reporting.

Solution

Performance Marketing

- ✓ Paid Search
- Instagram
- ✓ YouTube
- Performance Max
- Joppio[®] Display
- ✓ Retargeting





2023 Fin an ce Industry Performance Benchmarks (Google) 2023 Fin an ce Industry Performance Benchmarks (Meta) \$71.44 Cost-Per-Conversion for Search, \$84.10 Cost-Per-Conversion for Display 4.17% Conversion Rate for Search, 0.80% Conversion Rate for Display, 5.01% for Social Media

*Conversions refers to Online Applications & Calls

Proprietary + Confidential

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Case Study Auto Loans

6 Month Performance Review

Challenge Increase auto Ioan online applications

Develop an online marketing mix to drive product leads with measurable ROI.

Establish performance marketing reporting benchmarks, tracking and reporting.

Solution

Performance Marketing

- ✓ Paid Search
- ✓ Facebook & Instagram
- ✓ Doppio[®] Display
- Retargeting
- ✓ Connected TV

931% Lift

Conversion Rate

2023 Fin an ce Industry Performance Benchmarks (Google) 2023 Fin an ce Industry Performance Benchmarks (Meta)

*Conversions refers to Application Starts, Form Fills, & Calls \$71.44 Cost-Per-Conversion for Search, \$84.10 Cost-Per-Conversion for Display

4.17% Conversion Rate for Search, 0.80% Conversion Rate for Display, 5.01% for Social Media

5,960+	43%	
Unique Pageviews	Conversion Rate	
310 +	<\$81	
Leads	Cost-Per-Lead	
application starts, form fills & calls	application starts	
132	<\$190	
Conversions	Cost-Per-Conversion	
completed online applications	completed applications	
38% of all online conversions* came from mhp.si		

Case Study RV Loans

9 Month Performance Review

Challenge Increase RV loans applications

Develop an online marketing mix to drive product leads with measurable ROI.

Establish performance marketing reporting benchmarks, tracking and reporting.

Solution

Performance Marketing

- ✓ Paid Search
- ✓ Facebook & Instagram
- ✓ Doppio[®] Display
- Retargeting
- Connected TV

140% Lift

Conversion Rate

8,080 +	824
Unique Pageviews	Conversions*
<\$33	10%
Cost-Per-Lead	Conversion Rate
of all online conversio	
	55% Savings



Our Capabilities



July 2024

mhp-si

Who We Are

We positively impact our clients' business through constantly innovating our own.

strategy. performance. results.

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Who We Are

A nationally award-winning marketing agency, mhp.si is a fully integrated communications firm with 50+ years of experience providing clients in the banking and financial industry with data-driven strategies for marketing, advertising, public relations, and online/digital. As a Google Premier Partner, mhp.si has emerged as a "game changer" in financial services by offering clients performance marketing services that achieve measurable ROI.

We seamlessly integrate traditional and digital marketing techniques to reach potential customers where they live, work, and play. We use an FLA-compliant, data-driven approach to create personas, find the correct target audience, and leverage the proper channels to promote banking products. We target customers at the household level by placing banking product info on smartphones, Connected TV, and HHID.

mhp•si

Who We Are

mhp.si is a longtime member of the prestigious American Association of Advertising Agencies and has been recognized as one of the nation's fastest-growing companies by Inc. magazine for five years. A Google Premier Partner for 10 consecutive years, the company is praised for its innovation and entrepreneurship by The Silicon Review and Entrepreneur Magazine's Entrepreneur 360[™]. In 2020, mhp.si earned recognition from Adweek magazine as No. 2 on the short list of top 5 agencies over 20 years old and a No. 60 ranking among "fresh-thinking and fearless leaders" on the Adweek 100: Fastest Growing Agencies list. Learn more at mhp.si.

Who We Are

Driving strategy, performance and results from

mhp-si

Little Rock, AR

Bentonville, AR

Dallas, TX

Memphis, TN

and beyond.

What We Do

strategy. performance. results.

Branding &	Public	Influencer
Creative	Relations	Relations
Performance	Reputation	Marketing
Marketing	Management	Automation
Search Engine Optimization	Video Production	Website/App Development

What We Do Performance Marketing

We merge traditional and digital media strategies with TraDigital[™].

Programmatic Advertising

Competitive Media Buying Broadcast, Cable, Radio, Magazine, Out-of-Home, Newspaper

Media Strategy Development

Digital Media PPC Advertising, Programmatic Ads, CTV, OTT and more

Media Research

And More.

What We Do Search Engine Optimization

We make sure the right message reaches your audience at exactly the right time.

Competitive Analysis and Research

SEO Performance Monitoring

Site Analysis and Audits

On-Page Site Optimization

SEO Content Publishing

Keyword Tracking/Adjustment

AI Overview Optimization

SEO/Social Media Integration

And More.

What We Do Marketing Automation

We leverage cutting-edge tactics and technology to streamline your marketing efforts.

Email Marketing

eCommerce

Surveys/Feedback Request

Lead Generation

Behavioral Targeting

Personalized Advertising

And More.

What We Do Branding & Creative

We performed unmatched brand research to create highquality creative.

mhp-si

Traditional Creative

Digital Design

Print Promotional Services

Video Production

Vertical Video

Web Design

And More.

What We Do Public Relations

We roll out the red carpet for your brand and capitalize on big opportunities.

Strategic Communications

Crisis Communications

Executive Communications

Reputation Management

Influencer/Creator Relations

Name, Image, Likeness Agreements

Earned Media

Event Coordination

And More.

What We Do Social Media

We think like creators for your brand, energizing your presence on social platforms.

Content Studio

Vertical Video

Community Engagement

User-Generated Content

Reputation Management

SEO Content

Blogs/Shareable Content

And More.

What We Do Reputation Management

We help you expand your community and engage your current one.

Community Interaction Comments, DMs, Reviews

Google Business Profile Optimization

Social/Review Platform Audits

Public Relations Synergy

Review Campaigns

And More.

What We Do Video Production

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We captivate audiences with high-quality video authentic to your brand.

Studio West

Video Concepting/Scripting Directing Production Audio Recording Podcast/Vodcast Live Streams Drone Footage

mhp•si

What We Do Website/App Development

We captivate audiences with high-quality video authentic to your brand.

Web Design/Development
บx/บเ
QA Testing
eCommerce
App Development
Scalable Solutions
Web Hosting
Maintenance
And More

How We Do It



Our culture is built on 3 things...



We're a diverse team of over 150 innovators, data crunchers, creative thinkers, AI wranglers and SEO gurus committed to making a big impact for our clients and communities.

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How We Do It

TraDigital[™]

We look at every way your audiences can experience your brand, then deliver to those audiences strategic touchpoints at the appropriate level of the marketing funnel.

Doppio[®]

Doppio[®] is our two-shot approach to optimizing campaign effectiveness with our sophisticated, aggregated data analytics platform and the insights and instincts of our talented staff.

Google Premier Partner

We're a Google Premier Partner, a distinction given to 3% of marketing agency partners in the U.S., which provides us with early access to industry analytics, data sets and more.

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How We Do It

Awards, Recognition, Memberships

Our accolades and awards demonstrate our company's community leadership, corporate citizenship, ethical and successful business practices, and on-strategy communications.













Inc. 5000





Ready to Get started?

Tim Whitley 501-773-2700 twhitley@mhp.si





STRATEGL

. PERFO

LITTLE ROCK, AR \cdot BENTON VILLE, AR \cdot DALLAS, TX \cdot BENTON VILLE, AR