Everyday Earn: Solos Performance Summary

August 2022







Performance Insights: Onboarding Pathways + Checklist

- A Win! Inactives generated most of the revenue for both solos 50% and 65%, respectively.
- While total deliveries increased with the Checklist solo (send #2) compared to Onboarding Pathways (send #1), the data shows declines in all KPIs for Checklist, with exception of unsub rate which saw a -0.03 pt decrease.
- Performance data from both solos showing lower engagement from On Property enrollment sources compared to all other sources. However, the On Property sources drove the highest conversion rates of all sources from the Checklist deployment, so more exploration/testing could be done to lift engagement.
- The Digital No Reservation enrollment source for Inactive segments presents opportunity to test more their CTR has room for growth, while their other KPIs are on par with Bonvoy averages.
- Active Super Engaged were segmented for Checklist based on their poll response from Onboarding Pathways. Delivery
 volumes were relatively low because they were highly targeted, and while CTR was high, these Active Super segments
 did not generate revenue from the Checklist campaign, like they did for Onboarding Pathways. Consider evaluating
 how we target these Super Engaged segments to optimize their engagement and drive continued revenue.



Everyday Earn: Checklist Solo Overview

July 7, 2022 – 37 days after Onboarding Pathways

1.5 M Delivered	97 Bookings
0.8% CTR	0.87% Conversion Rate
0.26% Unsub Rate	\$46.8 K Revenue

% Emails Delivered by Enrollment Source

4.5%_0.7% _0.4%

80.1%

Digital_Res_Non_Lux 7.7%

■ Digital Res Lux 0.4%

Other 4.5%

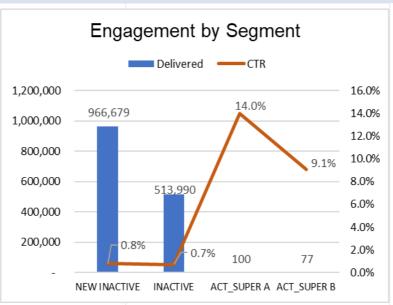
6.5%

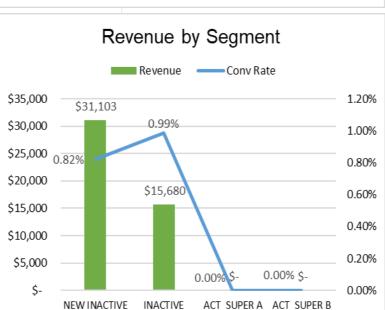
7.7%

Digital No Res 80.1%

On Property Lux 0.7%

On_Property_Non_Lux 6.5%





- Similar proportion of email deliveries by enrollment source, as compared to Onboarding Pathways.
- ~400K more deliveries for Checklist deployment than Onboarding Pathways due mostly to net-new New Inactive audience segment.
 - This newly activated segment also generated
 65% of revenue (\$31K) from Checklist solo.
- CTR of 0.8% was below July average of 1.09%.
 Compared to Onboarding Pathways:
 - o -0.88 pt. decrease in CTR
 - But -0.03 pt. decline in unsub rate shows
 better engagement for some audiences.
 - We saw higher CTR rates from the two Active_Super segments, but these segments did not drive revenue.

July 2022 Bonvoy Avg.

- CTR = 1.09%
- Unsub Rate = 0.23%
- Conversion = 0.92%

Checklist Solo: Segmentation Performance by Enrollment Source

- In comparison to Onboarding Pathways, deliveries increased across all enrollment sources with Other having the largest increase of 65%.
- Digital Reservation Luxury source drove the highest CTR for the Checklist campaign across all enrollment sources at 1.7% but this source did not drive revenue.
- On Property enrollment sources are still seeing higher unsub rates than the other sources, as well as the July average of 0.23%.
 - However, On Property enrollment sources are also driving higher conversion rates, and so could be an opportunity to develop a separate strategy to lift engagement and drive more revenue from On Property sources.
 - Explore versioning content as well as collecting feedback from On Property audience to better understand program interest.
- Could be opportunity to test messaging/offers within the Digital No Reservation enrollment source for Inactives-CTR presents opportunity for growth, while the other KPIs are on par with Bonvoy averages.

No Reservation	Res. Non- Luxury	Res. Luxury	Non-Luxury	Luxury	Other

TOTAL						
Delivered	1.2 M	114.1 K	6.4 K	96.0 K	10.5 K	67.1 K
CTR	0.7%	1.4%	1.7%	0.6%	0.6%	1.4%
Unsub%	0.24%	0.20%	0.27%	0.38%	0.51%	0.37%
Conv%	0.92%	0.68%	0.00%	1.47%	1.64%	0.52%
ACTIVE_SUPER A (cl	icked + non-stay activity)					
Delivered	58	22	3	4		13
CTR	5.2%	27.3%	0.0%	25.0%		30.8%
Unsub%	0.00%	0.00%	0.00%	0.00%		0.00%
Conv%	0.00%	0.00%	0.00%	0.00%		0.00%
ACTIVE_SUPER B (0 Delivered	non-stay activity) 47	14		16		
CTR	8.5%	14.3%		6.3%		
Unsub%	0.00%	0.00%		6.25%		
Conv%	0.00%	0.00%		0.00%		
INACTIVE						
Delivered	409.9 K	44.9 K	2.5 K	32.8 K	3.4 K	20.5 K
CTR	0.6%	1.1%	1.2%	0.5%	0.7%	1.0%
Unsub%	0.24%	0.18%	0.20%	0.38%	0.42%	0.35%
Conv%	0.95%	1.02%	0.00%	1.90%	0.00%	0.97%
NEW INACTIVE (did r	not get email #1)					
Delivered	776.8 K	69.1 K	3.9 K	63.2 K	7.1 K	46.5 K
CTR	0.7%	1.6%	2.0%	0.6%	0.5%	1.6%
Unsub%	0.24%	0.22%	0.31%	0.38%	0.56%	0.38%
Conv%	0.91%	0.54%	0.00%	1.30%	2.56%	0.40%

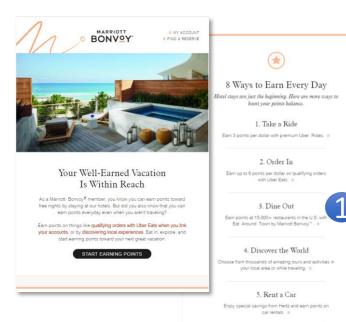
Checklist Solo Engaged Inactive Members

- Follow-up activation campaign generated additional engagement from the recipients of Onboarding Pathways (email #1); also activated nearly 1M additional inactive members that were selected to receive this solo
- Email generated total of 97 bookings and \$47K in tracked email revenue
- 65% of bookings and revenue came from the net-new 967K inactive member segment
- Phase 2 efforts of this campaign series are underway: moving to triggered campaign, regional versioning, test & learn planning
- Will use solo engagement as benchmark to measure against trigger performance

Segments	Delivered	Clicks	CTR	Unsub Rate	Bookings	Revenue
1. ACTIVE_SUPER A (clicked + has non-stay activity)	100	14	14.0%	0.00%	0	\$ -
2. ACTIVE_SUPER B (0 non-stay activity)	77	7	9.1%	1.30%	0	\$ -
3. INACTIVE	513,990	3,551	0.7%	0.25%	35	\$15,680
4. NEW INACTIVE (did not get email #1)	966,679	7,562	0.8%	0.26%	62	\$31,103
Grand Total	1,480,846	11,134	0.8%	0.26%	97	\$46,783



Checklist Solo: Heat Map by Segment



6. Get a Credit Card

Earn more points and enjoy special benefits with
Marriott Borvoy® Credit Cards.

7. Buy a Bed

Browse beds across our farmly of brands and earn
10,000 points when you purchase.

8. Refer a Friend

Reward your friends and earn up to 50,000

LUXURY

Planning Your

Next Trip?

Choose from 30 unique hotel brands and over 7,000 hotels and resorts around toward free mights on every eligible stay.

- Hero captured the most clicks for both Inactive segments, but both Active Super audiences responded more to the checklist
- Top 3 checklist responses: Dine Out option for EAT was #1 for all segments, followed by
 Buy a Bed for Boutiques, and Refer a Friend; consistent trend across most segments

Module	INACTIVE	ACTIVE_SUPER A (clicked + has non-stay activity)	ACTIVE_SUPER B (0 non-stay activity)	NEW INACTIVE (did not get email #1)	Grand Total
Header	15.16%	0.00%	0.00%	13.65%	14.11%
Hero	41.68%	44.44%	27.27%	43.88%	43.16%
Checklist	19.36%	50.00%	63.64%	19.79%	19.72%
Brand Module	5.01%	0.00%	0.00%	4.40%	4.59%
Footer	18.78%	5.56%	9.09%	18.27%	18.42%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%



Checklist Solo: Heat Map by Enrollment Source

- Hero and Checklist drove the most clicks for all sources except On Property
 - Both On Property sources saw high CTR in the footer, coming primarily from the Unsubscribe link.
- As with segment level heat map, the top drivers in the Checklist were Dine Out, Buy a Bed and Refer a Friend
 - Take a Ride also saw good click rates for the Digital sources. The Other source also responded favorably to Rent a Car and Take a Ride links.

		DIGITAL		ON PRO	PERTY	
% of Clicks by Enrollment Source	No Res	Res Lux	Res Non Lux	Lux	Non Lux	Other
Header	13.50%	17.42%	16.62%	16.98%	14.39%	14.71%
Find & Reserve	1.63%	1.52%	1.29%	1.89%	1.75%	1.07%
Marriott Bonvoy Header Logo	3.96%	4.55%	4.17%	5.66%	2.22%	2.44%
My Account	7.92%	11.36%	11.17%	9.43%	10.41%	11.20%
Hero	43.43%	50.00%	47.04%	27.36%	36.61%	40.02%
Checklist	18.91%	25.00%	23.73%	7.55%	12.05%	25.91%
Buy a Bed	3.58%	5.30%	3.65%	0.00%	3.04%	5.95%
Dine Out	4.74%	3.03%	7.72%	3.77%	2.69%	6.17%
Discover the World	0.90%	1.52%	1.44%	0.00%	0.70%	1.14%
Get a Credit Card	1.78%	3.79%	1.90%	0.94%	0.82%	1.37%
Order In	1.08%	3.79%	1.24%	0.00%	0.82%	2.52%
Refer a Friend	3.05%	3.79%	2.32%	0.00%	1.17%	3.13%
Rent a Car	1.66%	0.76%	2.06%	1.89%	1.29%	2.97%
Take a Ride	2.12%	3.03%	3.40%	0.94%	1.52%	2.67%
Brand Module	4.87%	2.27%	3.40%	5.66%	4.68%	4.19%
Footer	19.30%	5.30%	9.21%	42.45%	32.28%	15.17%
Unsubscribe	17.06%	5.30%	7.36%	37.74%	30.41%	13.57%
	100%	100%	100%	100%	100%	100%



Recommendations and Next Steps

Recommendations

- For On Property sources, explore a potential separate strategy to lift engagement and drive more revenue due to mixed KPIs -- higher unsub rates, yet higher conversion rates.
 - Explore versioning content, as well as collecting feedback from On Property audience to better understand program interest.
- Explore opportunity to test messaging/offers within the Digital No Reservation enrollment source for Inactives -- CTR presents opportunity for growth, while the other KPIs are on par with Bonvoy averages.

Next Steps

- Explore how we will align Everyday Earn campaign strategies with the Welcome email series.
- Will continue to track engagement/performance of triggered campaigns following these solos
- Build a roadmap that charts quarterly test opportunities and recommendations, tactics, learnings questions and goals to help optimize campaign results



APPENDIX



Everyday Earn Checklist Solo: Creative and Targeting July 7, 2022

Targeting criteria: U.S. members with an English language preference who:

- INACTIVE: Received Onboarding Pathways Inactive message + had 0-point activity since receiving
- ACTIVE SUPER A: Received the Onboarding Pathways
 Active Super Engaged message + clicked the poll answer,
 'Ability to earn points to redeem for future travel' and have had a non-stay related point activity
- ACTIVE SUPER B: Received the Onboarding Pathways
 Active Super Engaged message + clicked the poll answer,
 'Ability to earn points to redeem for future travel' and have had 0 non-stay related point activity
- NEW INACTIVE did not receive email #1: Remaining members who have enrolled in the last 12 months + had
 0-point activity (stay or non-stay related)

PCIQ Subject Lines

SL1: Elizabeth, Earn Your Way to More Vacay

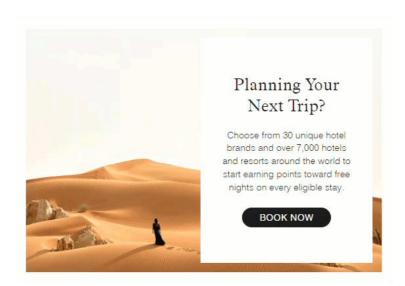
SL2: 8 Ways to Earn Free Vacation

SL3: How to Earn a Free Vacation

PH: Stay in or venture out – either way you'll earn

points toward free nights.

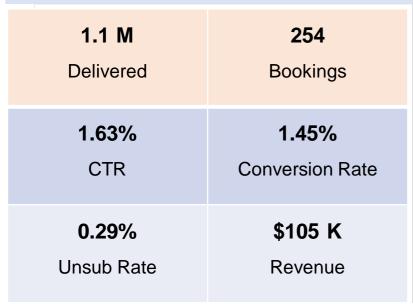
Banner, hero headline and hero copy were versioned for each segment based on stay/no-stay activity.

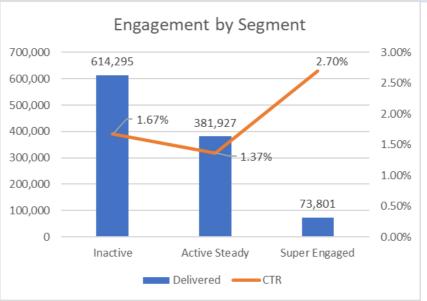


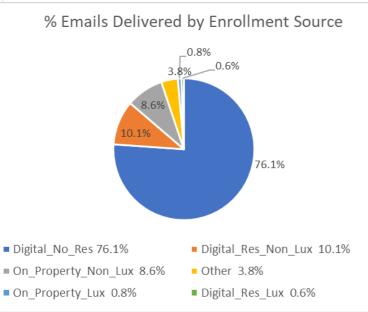


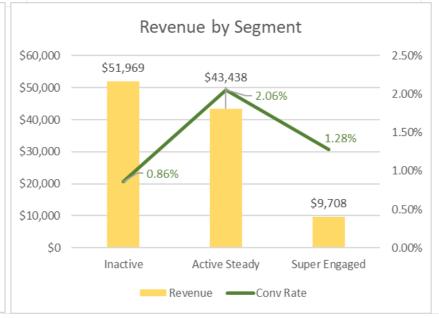
Everyday Earn: Onboarding Pathways Solo Overview

May 26, 2022









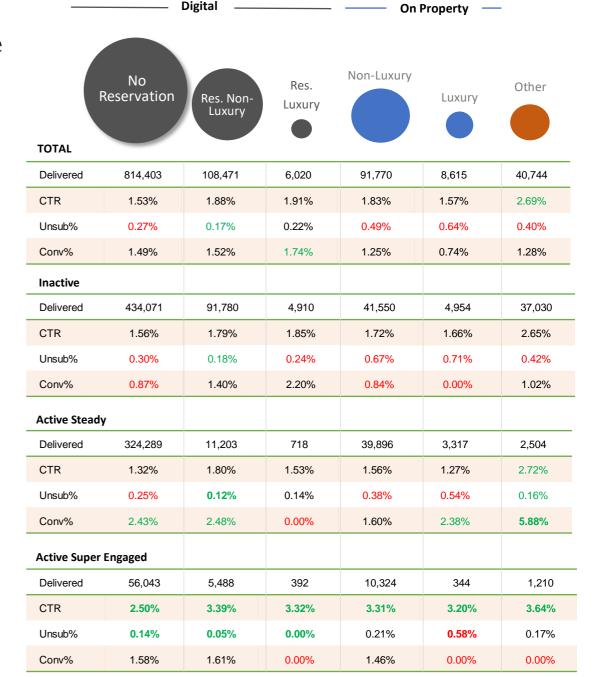
- Overall CTR of 1.63% was above May average of 0.93%, but high unsub rate shows disengagement for some audiences.
- Within the Active Steady segment, a slight decline in CTR is made up for with the strong 2.06% conversion rate. Active Super Engaged drove the best click activity at 2.70% CTR.
- The Inactive segment drove the most revenue, but the lowest conversion rate.
 As could be expected, this segment is not as engaged yet.

May 2022 Bonvoy Avg.

- CTR = 0.93%
- Unsub Rate = 0.14%
- Conversion = 1.11%

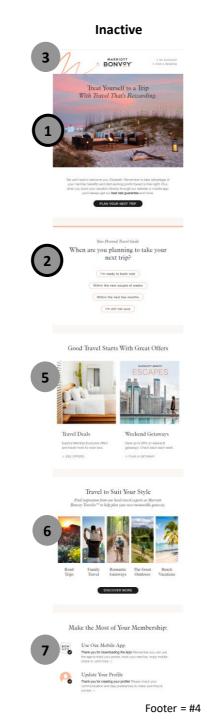
Onboarding Pathways: Segmentation Performance by Enrollment Source

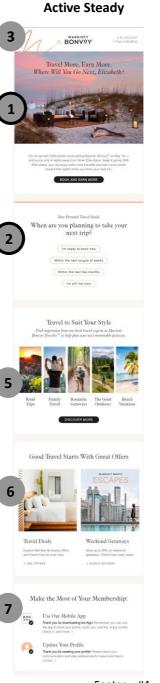
- Most delivery volume is coming from the Digital No Reservation enrollment source, while the Digital Reservation Luxury source is driving the least number of deliveries across all segments.
- Overall click rates are strong across all segments compared to May Bonvoy average of 0.93%. This is a positive sign that content and messaging seem to be resonating at this stage.
- Within all segments, unsub rates for the On Property enrollment sources are generally much higher than the other enrollment sources, as well as the May Bonvoy average of 0.14%. There could be an opportunity to develop a separate strategy for the On Property enrollment sources to lift engagement and conversions.
- Active Steady saw some of the highest conversion rates.
 Specifically, the Other enrollment source within Active Steady delivered the highest conversion rate across all sources, at 5.88%.
 Click activity for Active Steady was also highest within the Other enrollment source, at 2.72%.
- While click rates are strong for Active Super Engaged, conversion rates for this segment may be lower than expected. Prioritizing testing within this segment may be an opportunity to keep them engaged and drive more conversions.



Onboarding Pathways: Heat Maps

- Hero and Poll were the most engaging modules for Inactive and Active Steady segments
 - Engagement was close between modules; Poll successfully engaged openers and pulled activity from the Hero module
- Active Super segment engaged strongly with the Account Box (43% of clicks), and the Poll received more clicks than the Hero
- Inactive audiences had stronger engagement in Offer content (11% of clicks); click activity was nearly the same for both offers
- Travel Inspiration clicks were stronger for both
 Active segments compared to other secondary
 content Romantic Getaways and Beach Vacations
 were the top 2 clicked travel ideas





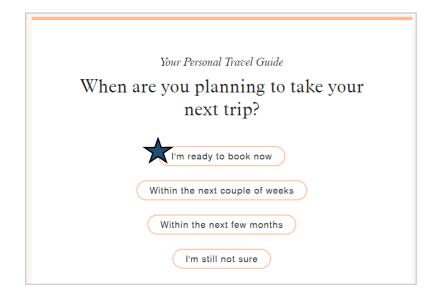


Onboarding Pathways: Heat Map Details

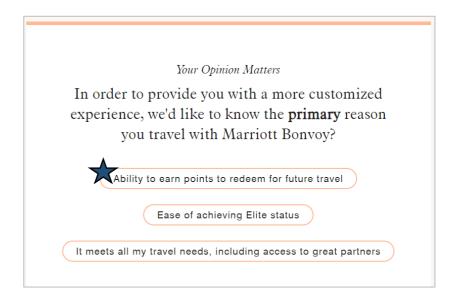
Modules	Inac	ctive	Active Steady		Active Super Engaged	
Header	1676	15%	1057	18%	371	16%
Hero	3238	28%	1490	25%	264	12%
Member Account Box					978	43%
See Benefits			-		474	21%
View Activity			-		504	22%
Poll - Questions/Answers	2340	20%	1397	24%	360	16%
the primary reason for traveling with Marriott Bonvoy?						
Ability to earn points to redeem for future travel					172	8%
Ease of achieving Elite status					25	1%
It meets all my travel needs, including access to great partners					115	5%
When are you planning to take next trip?						
I'm ready to book now	742	6%	474	8%		
I'm still not sure	406	4%	241	4%		
Within the next couple of weeks	469	4%	289	5%		
Within the next few months	720	6%	385	6%		
Offers	1299	11%	364	6%	76	3%
Travel Deals	648	6%	157	3%	37	2%
Weekend Getaways	651	6%	207	3%	39	2%
Travel Inspiration	739	6%	502	8%	87	4%
Beach Vacations	258	2%	160	3%	19	1%
Family Travel	93	1%	78	1%	13	1%
Road Trips	123	1%	62	1%	13	1%
Romantic Getaways	195	2%	140	2%	28	1%
The Great Outdoors	39	0%	48	1%	8	0%
Discover More (catch-all CTA)	31	0%	14	0%	6	0%
Make the Most of Membership	589	5%	275	5%	48	2%
Create Your Member Profile	81	1%	59	1%	11	0%
Download the Mobile App	258	2%	120	2%	20	1%
Update Your Profile	242	2%	89	2%	15	1%
Use Our Mobile App	8	0%	7	0%	2	0%
Footer	1550	14%	813	14%	93	4%
Grand Total	11434	100%	5924	100%	2277	100%

Poll Responders Were Ready to Book And Enjoy Earning Points

Poll - Questions/Answers	Inac	Inactive		Steady
Total Module Clicks / % of clicks	2,340	20%	1,397	24%
I'm ready to book now	742	6.5%	474	8.0%
Within the next couple of weeks	469	4.1%	289	4.9%
Within the next few months	720	6.3%	385	6.5%
I'm still not sure	406	3.6%	241	4.1%



Poll - Questions/Answers	Active Supe	er Engaged
Total Module Clicks / % of clicks	360	16%
Ability to earn points to redeem for future travel	172	7.6%
Ease of achieving Elite status	25	1.1%
It meets all my travel needs, including access to great partners	115	5.1%



Heat Maps by Enrollment Source: <u>Inactive</u> (Top 3 modules)

Digital

No Reservation

- Hero = 29.8%
- Poll = 21.6%
- Header = 13.5%

Reservation Luxury

- **Header = 23.2%**
- Hero = 21.1%
- Poll = 18.2%

Reservation Non-Luxury

- Hero = 25.3%
- Poll = 20.2%
- Header = 18.7%

On Property —

Luxury

- Footer = 31.3%
- Header = 20.8%
- Hero = 19.8%

Non-Luxury

- Footer = 25.8%
- Hero = 22.3%
- Poll = 16.6%

Other

- Hero = 29.2%
- Poll = 17.3%
- **Offers = 13.5%**



When are you planning to take your

Good Travel Starts With Great Offers



Travel Deals

Weekend Getaways

Travel to Suit Your Style







Make the Most of Your Membership:



Use Our Mobile App Thank you for downloading the Appt Remember you can use the app to track your points, book your next trip, enjoy mobile check-in, and more. It



Update Your Profile Thank you for creating your profile! Place

Heat Maps by Enrollment Source: <u>Active Steady</u> (Top 3 modules)

— Digital ————

No Reservation

- Hero = 26.5%
- Poll = 24.1%
- Header = 16.8%

Reservation Luxury

- Header = 28.6%
- Poll = 21.4%
- Travel Insp = 21.4%

Reservation Non-Luxury

- Poll = 26.2%
- Hero = 22.3%
- Header = 20.5%

On Property —

Luxury

- Footer = 26.9%
- Header = 23.1%
- Hero = 21.2%

Non-Luxury

- Header = 23.4%
- Poll = 19.0%
- Hero = 18.6%

Other

- Poll = 42.7%
- Hero = 21.3%
- Header = 10.7%



Heat Maps by Enrollment Source: <u>Active Super Engaged</u> (Top 3 modules)

— Digital ————

No Reservation

- Account box = 42.4%
- Header = 16.0%
- Poll = 15.1%

Reservation Luxury

- **Account box = 35.7%**
- Header = 21.4%
- Poll = 21.4%

Reservation Non-Luxury

- Account box = 47.3%
- Poll = 26.6%
- Header = 14.3%

On Property —

Luxury

- Account box = 46.2%
- Header = 23.1%
- Footer = 23.1%

Non-Luxury

- Account box = 44.8%
- Header = 18.7%
- Poll = 12.2%

Other

- Account box = 30.0%
- Poll = 28.0%
- Hero = 14.0%



In order to provide you with a more customized experience, we'd like to know the primary reason

Travel to Suit Your Style















Download the Mobile App



Create Your Member Profile

Onboarding Pathways: Heat Map Details

<u>INACTIVE</u>	Digital_No_ Reservation	Digital_Reservation_ Luxury	Digital_Reservation_ Non_Luxury	On_Property_ Luxury	On_Property_ Non_Luxury	Other_ Enrollment
HEADER	13.5%	23.2%	18.7%	20.8%	16.1%	13.4%
Hero	29.8%	21.2%	25.3%	19.8%	22.3%	29.2%
Account Box	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%
Poll	21.6%	18.2%	20.2%	8.3%	16.6%	17.3%
Offers	11.3%	11.1%	13.0%	3.1%	6.3%	13.5%
Travel Inspiration	6.4%	12.1%	5.9%	9.4%	4.2%	8.5%
Make the Most of Membership	3.9%	6.1%	7.9%	7.3%	8.3%	6.5%
Footer	13.5%	8.1%	9.0%	31.3%	25.8%	11.7%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

ACTIVE STEADY	Digital_No_ Reservation	Digital_Reservation_ Luxury	Digital_Reservation_ Non_Luxury	On_Property_ Luxury	On_Property_ Non_Luxury	Other_ Enrollment
HEADER	16.8%	28.6%	20.5%	23.1%	23.4%	10.7%
Hero	26.5%	14.3%	22.3%	21.2%	18.6%	21.3%
Account Box	0.4%	0.0%	0.9%	3.8%	0.4%	0.0%
Poll	24.1%	21.4%	26.2%	9.6%	19.0%	42.7%
Offers	6.4%	0.0%	11.4%	1.9%	3.5%	6.7%
Travel Inspiration	8.6%	21.4%	9.6%	1.9%	7.2%	9.3%
Make the Most of Membership	3.7%	7.1%	3.9%	11.5%	10.1%	5.3%
Footer	13.5%	7.1%	5.2%	26.9%	17.8%	4.0%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Onboarding Pathways: Heat Map Details

ACTIVE SUPER ENGAGED	Digital_No_ Reservation	Digital_Reservation_ Luxury	Digital_Reservation_ Non_Luxury	On_Property_ Luxury	On_Property_ Non_Luxury	Other_ Enrollment
HEADER	16.0%	21.4%	14.3%	23.1%	18.7%	12.0%
Hero	13.1%	7.14%	5.4%	0.0%	9.0%	14.0%
Account Box	42.4%	35.71%	47.3%	46.2%	44.8%	30.0%
Poll	15.1%	21.429%	26.6%	0.0%	12.2%	28.0%
Offers	3.6%	14.29%	3.0%	0.0%	1.5%	10.0%
Travel Inspiration	4.0%	0.00%	3.0%	0.0%	4.1%	0.0%
Make the Most of Membership	1.6%	0.00%	0.0%	7.7%	4.9%	2.0%
Footer	4.2%	0.00%	0.5%	23.1%	4.9%	4.0%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Overview of Campaign Strategy

Campaign Goals:

Increase the % of new members with first points activity within 60 days of membership and over the first year

Objectives:

- Engage new members with a multi-touch, personalized series of messages that furthers the onboarding experience beyond the welcome communications
- This campaign will inform future iterations of enrollment activations

Audience: Members who have joined the program in the last 10-120 days and have either had 0, 1, or 2+ stays since joining

- Phase 1: solo emails were sent to U.S. members with an English language preference; trigger & in-language versions will be part of phase 2 efforts
- Additional messages through other channels will be part of future enhancement efforts

Primary Segments:

Inactive

Members who joined the program in the last 10-120 days AND had **0 stays** since joining

Active Steady

Members who joined the program in the last 10-120 days AND had **1 stay** since joining

Active Super Engaged

Members who joined the program in the last 10-120 days AND had **2+ stays** since joining

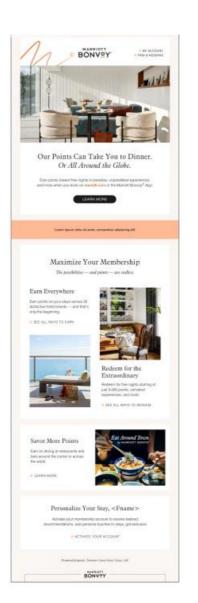
Performance Metrics:

- CTR, bookings
- % of new members that have either earned or redeemed in their first 120 days
- Other post-click activities =
 - EAT registration and earnings
 - Uber earnings and account linkage
 - · Cobrand card engagement (new accounts and usage)
 - Other: App downloads, Boutique purchases, rental car earning, refer-a-friend earning, etc.



Welcome Series

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Onboarding Solos

Onboarding Pathways Solo

> Deployed May 26th

(10 days after Welcome)



Make the Most of Your Membership:

Update Your Profile
Therk you for creating your profile! Please check your communication and stay preferences to make sure they're

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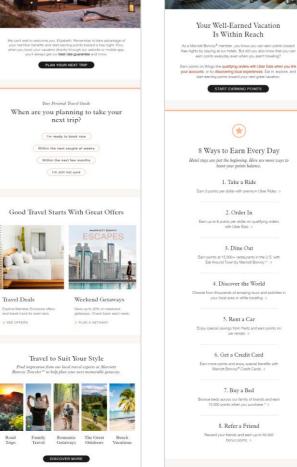
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EDITION

Launched July 7th
~ 30 days after
Onboarding Pathways

Everyday Earn Checklist



22

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