

Social Media Strategies

Finding Our Lane in the Millennial-Dominated Digital Highway







JWT, Executive CD HSBC, AIG

Executive CD UNION BANK, LANDBANK, METROBANK, BDO, GENERALI

Social Media Profile



30 years experience in the Communications Planning of brands for multinational companies including Unilever, Nestle, PLDT, Pfizer, URC and San Miguel Corp.

Category Leader brands: Sunsilk Shampoo, Nescafe Coffee, C2, Shakey's, Dunkin' Donuts. BDO. Metrobank.

Challenger Brands: Close-Up, Ford Cars and trucks. Citibank. HSBC.

Niche markets: Viagra, Ponstan, PLDT SME nation. White Flower.

Service:

LBC Courier and Money Remittance, North Luzon Tollways, DHL.

BPO:

Capital One. Generali. Anthem Healthcare. Accenture.

Executive Creative and Chief Creative and Strategy Director, THE BLACK MARKET CREATIVES. PC&V. PUBLICIS MANILA. J ROMERO. J WALTER THOMPSON.

Proprietary training modules in Strategy, Idea Generation, Crafting & Presentation Skills.

App Development and Communications focused on Mobile Social Media and On-line Retail. Merchant-sourcing, user-acquisition and marketing communications of a retail app.

Executive Creative Director. Digital, Events, Content, Integrated Marketing Communications. TEAM ASIA

Communication is a 2-way street

The marketing landscape has dramatically changed in the past decade. People no longer sit in front of mass media vehicles absorbing information fed to them. They actively seek information pertinent to them and actively avoid communication that is intrusive and irrelevant. Communication, or the one-way "talking to" has slowly given way to a more involved and experiential marketing.

Marketing strategies have long moved beyond communication towards developing a more equal relationship between brand and consumer. The past years saw disciplines such as digital, social media, influencer engagement evolving alongside the consumer through this behavioral shift.





THE PHILIPPINES

THE ESSENTIAL HEADLINE DATA YOU NEED TO UNDERSTAND MOBILE, INTERNET, AND SOCIAL MEDIA USE



TOTAL POPULATION



MOBILE **SUBSCRIPTIONS**



INTERNET **USERS**



ACTIVE SOCIAL MEDIA USERS



MOBILE SOCIAL **MEDIA USERS**



107.3 MILLION

URBANISATION:

47%

124.2

MILLION

vs. POPULATION:

116%

76.00

MILLION

PENETRATION:

71%

76.00

MILLION

PENETRATION:

71%

72.00

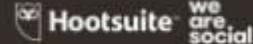
MILLION

PENETRATION:

67%



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JAN 2019

SOCIAL MEDIA OVERVIEW

BASED ON MONTHLY ACTIVE USERS OF THE MOST ACTIVE SOCIAL MEDIA PLATFORMS



TOTAL NUMBER OF ACTIVE SOCIAL MEDIA USERS

ACTIVE SOCIAL MEDIA **USERS AS A PERCENTAGE** OF TOTAL POPULATION

TOTAL NUMBER OF ACTIVE SOCIAL USERS ACCESSING VIA MOBILE DEVICES

ACTIVE MOBILE SOCIAL USERS AS A PERCENTAGE OF THE TOTAL POPULATION



76.00

MILLION



71%



72.00 MILLION



67%

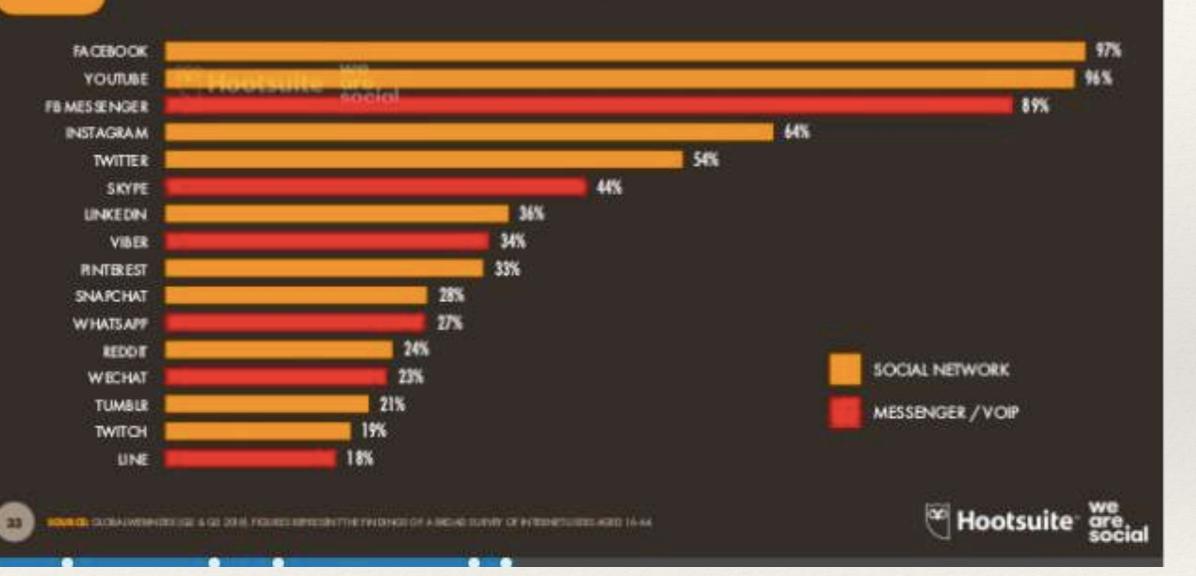


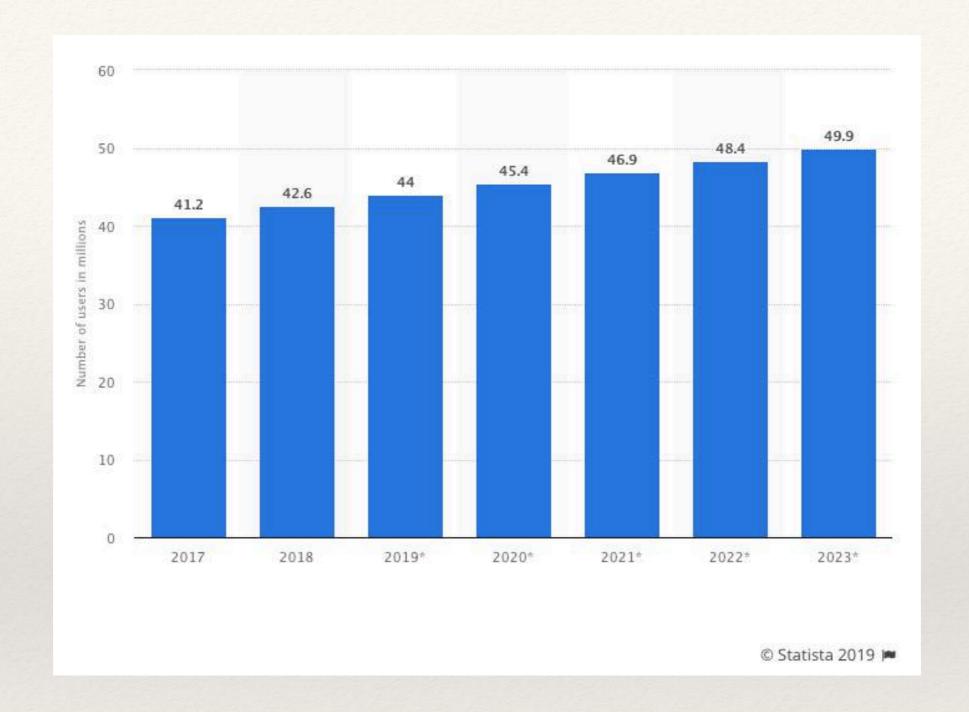


JAN 2019

MOST ACTIVE SOCIAL MEDIA PLATFORMS

PERCENTAGE OF INTERNET USERS WHO REPORT USING EACH PLATFORM (SURVEY BASED)





According to Statista, Facebook users in the Philippines grew from 41.2 million in 2017 to 44 million in 2019.



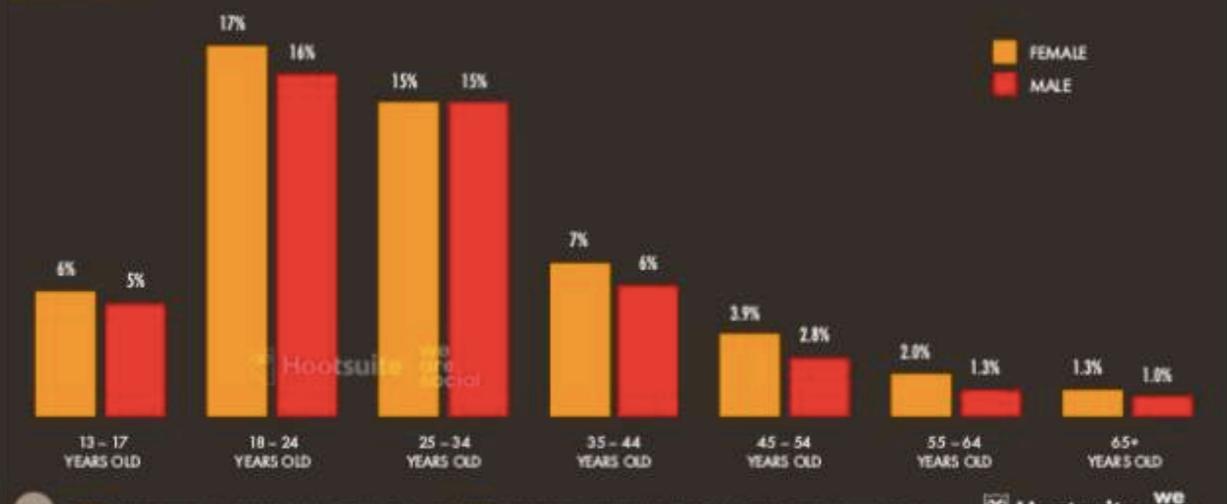
Rappler puts the number at 60-70 million active users per month as of October 2018. Some cities having more Facebook users than its total population, presupposing multiple accounts for some users.

JAN 2019

SOCIAL MEDIA AUDIENCE PROFILE

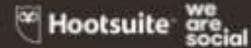
BASED ON THE COMBINED ADVERTISING AUDIENCES OF FACEBOOK, INSTAGRAM, AND FACEBOOK MESSENGER







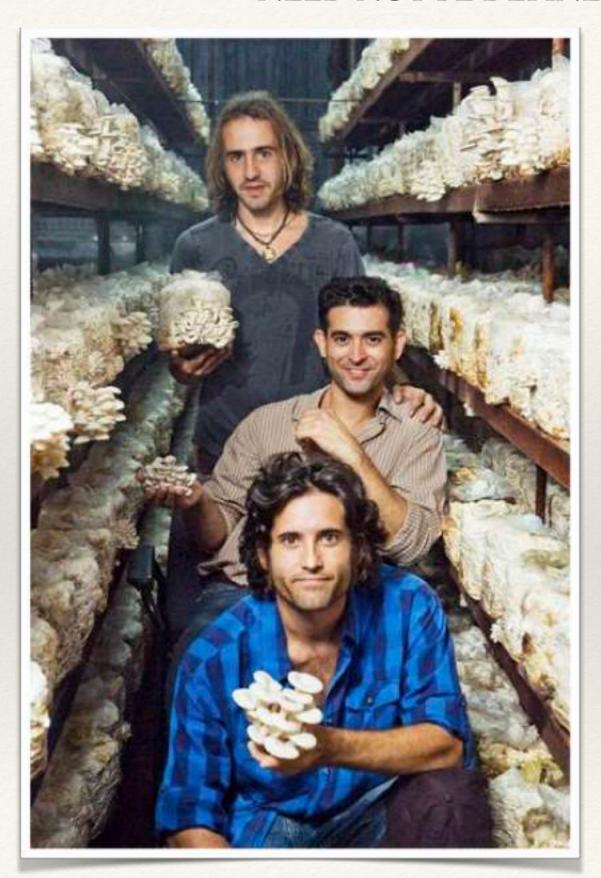
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Do We Really Need to Be There. Isn't our core target too old and too tech-unsavvy?

THE FINANCIAL INSTITUTION TARGET MARKET NEED NOT BE DEFINED BY ITS DEMOGRAPHICS



They don't like to think too much about money. It's simply a means to enjoy their lives, take care of those they love, pursue their passions.





Gen X gives way to Gen Y gives way to the Alpha Generation

- * Growing the market is highly dependent on accessing them beyond traditional channels.
- * Banking and Financial Institutions are expected to be tech-savvy.
- * While money may not be sexy, the opportunities and lifestyle they afford make for vivid stories and engaging content.

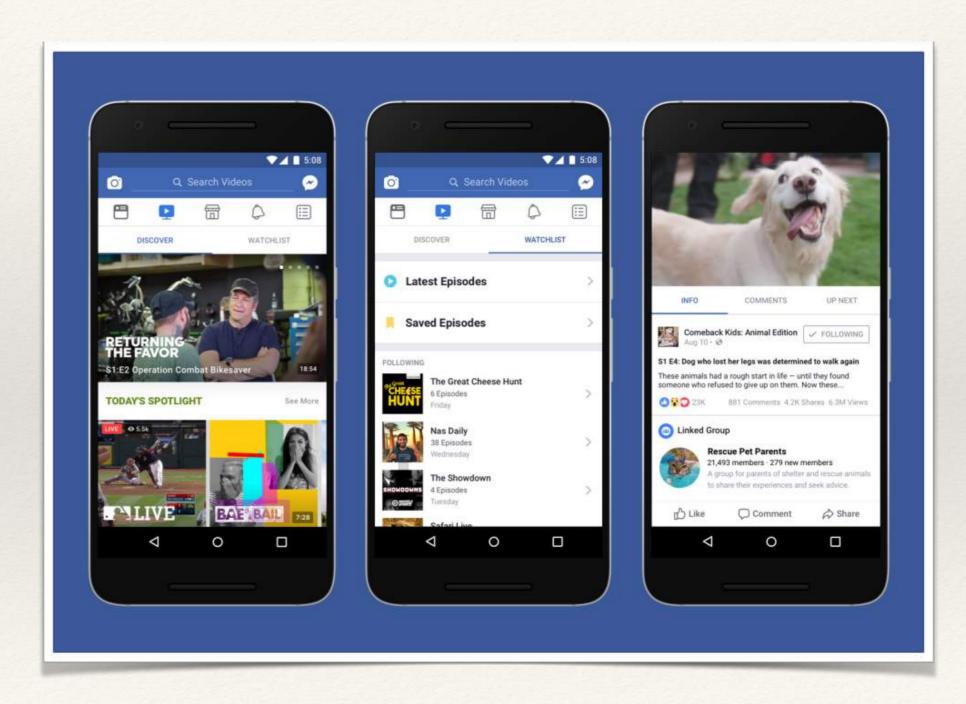
UNDERSTANDING THE MEDIUM

FACEBOOK/INSTAGRAM

have developed algorithm that addresses specific social media marketing objectives

AWARENESS. CONSIDERATION. CONVERSION

- BRAND AWARENESS
- * REACH
- * TRAFFIC
- * ENGAGEMENT
- * APP INSTALLS
- * VIDEO VIEWS
- LEAD GENERATION
- * MESSAGES
- * CONVERSIONS
- * CATALOG SALES
- * STORE VISITS



AWARENESS

REACH

- First-time advertisers
 benefit from FB awareness
 objective
- * This objective shows ads to people who may show interest in your offer (based on target demographics)
- * If you're looking to drive sales, comments, or shares (or you want recall)
- Use this to announce new products

- * This lets you reach as many people as possible. In order to generate engagement, you need numbers.
 - * Decide on the budget that grants you access to the widest audience.
 - Using frequency controls, set the number of times your ad is shown to people
 - Reach people within a target location

CONSIDERATION:

TRAFFIC

ENGAGEMENT

- Use this if you need people to visit your blog, landing page, podcast, etc.
 - * Ideal for giving the audience a peek of your content. They should be entices to click through your ad and learn more.
 - * The goal here is to get clicks.

- * For Brands looking for active participation from your audience
 - Boost your posts (Post Engagement) This gets your post in front of people who might like, share or comment on your post.
 - * Promote your page. It makes sense to optimize for likes if you don't have a website and are only building your brand through FB.
 - Get people to claim your offer.
 Entice people with discounts on your FB page.

APP INSTALLS

VIDEO VIEWS

* Got a mobile app that you want people on FB to know about? This objective takes people to Google Play Store or Apple App Store.

- * For advertisers who've got a brand story to tell or products to show through video. With this kind of ad, you establish Brand awareness.
- * Videos are powerful means of building a stronger connection with your audience. Facebook receives an average 8 BILLION video views each day.
- * This however doesn't spark conversions or attract people to your site. If you want people to click through, use the traffic objective.

CONVERSIONS

LEAD GENERATION

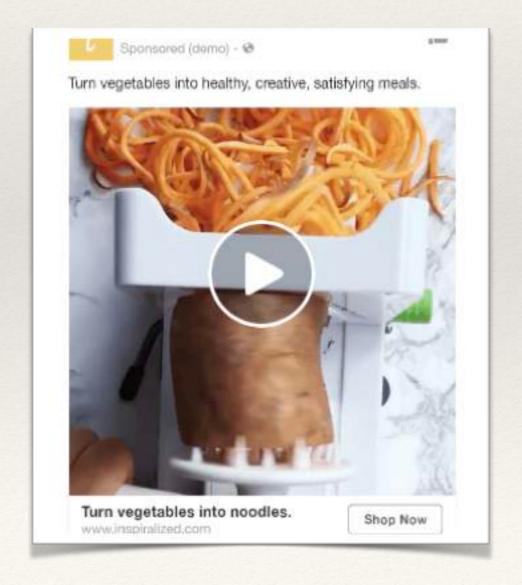
- * Got a webinar? A product page? Landing page? This objective brings your target to your website where they can take ACTION.
 - * Maximize this objective by installing FB pixel on your website. The pixel is a piece of code that tracks people's action. You can use the data you collect to understand your audience better or improve your campaigns.

- * FB ads help you grow your email list. With this objective, you offer an enticing lead magnet that people can access by giving contact information.
 - * This ad won't take people to your website; albeit a sign-up form pops up. It automatically fills up with a user's information depending on what they share with FB. People can also fill in other details themselves (their name, phone number)

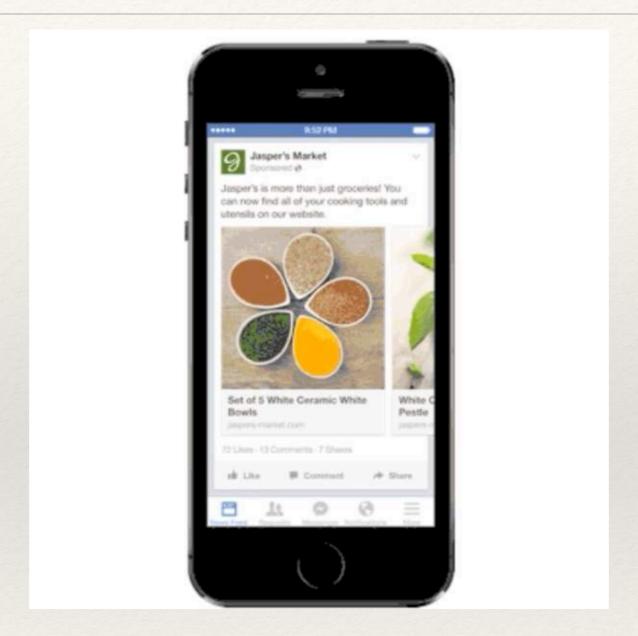
CRAFTING THE MESSAGE How to Write Great (Effective) ads for Facebook

Video Product Demo

* While Facebook allows longer video content, keep it as short as possible. Bank demos tend to be unwieldy and long. Think bite-size Tasty videos on Facebook and drive them to your website for details.

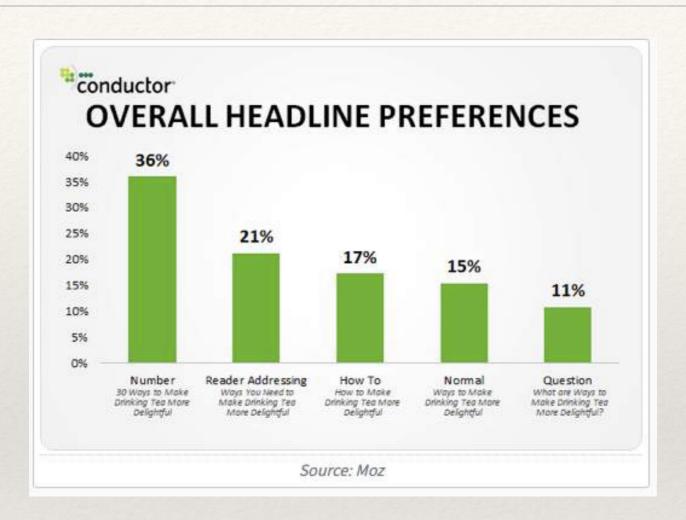


Use multiple images

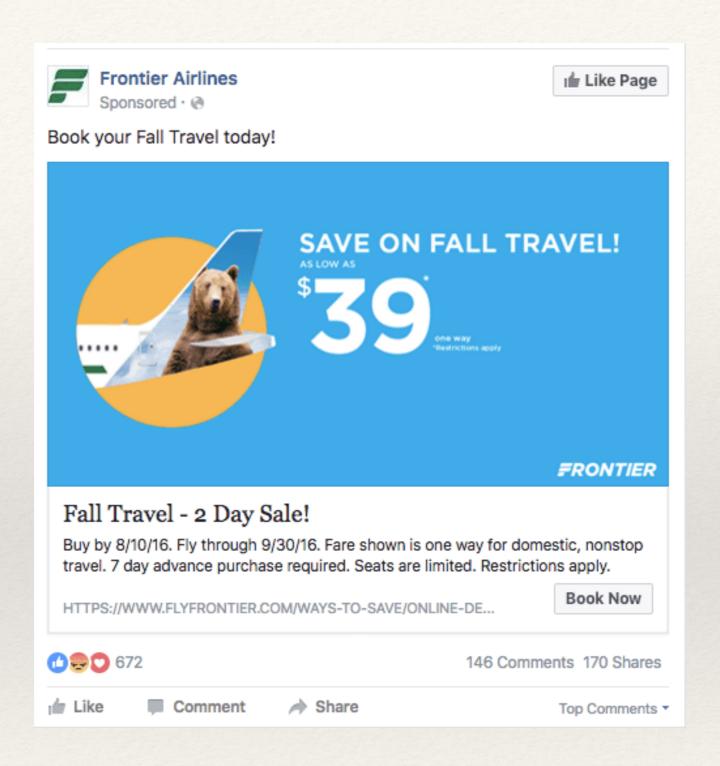


The carousel template allows us to tell a story in bullets. Show multiple products. Tell a quick problem-solution story. Show a product's multiple uses.

Use Numbers



- * Use numbers as a social proof to increase people's trust
- Outbrain collected data from 150,000 article headlines and discovered that headlines with odd numbers get 20% more clicks that headlines with even numbers. (give 7 reasons, instead of 8 why your credit card is better)



Only 8/10 people will read the headline. Only 2 will read the rest.

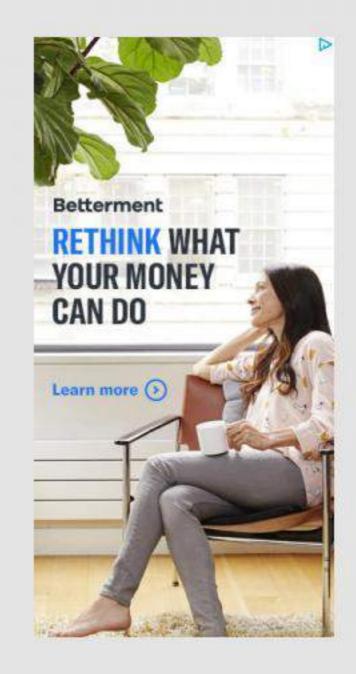
Betterment

OVER 40,000 FIDELITY CLIENTS ROLLED OVER IN 2017

Plus get up to 1 year managed free.

- Easy transfers
- ✓ Personalized strategies
- Revolutionary tech

Roll over today

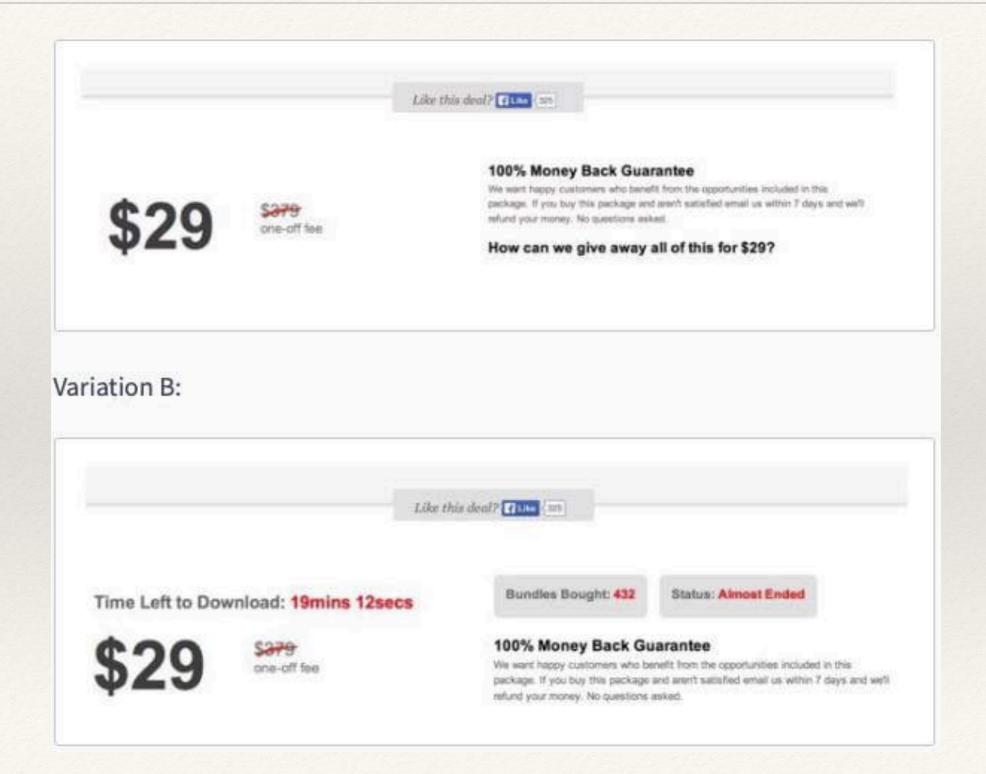


Betterment YOU COULD PAY **60% LOWER FEES** THAN AN AVERAGE 401(K) Plus up to 1 year managed free. Roll over today

Plus up to 1 year managed free. Roll over today



Create a Sense of Urgency







4-Hour Flash Sale! EXTRA 25% OFF for up to 3 local Things to Do Deals! Ends 5 PM EDT



Use Promo Code: FLASHFUN

Today Only! Exclusions Apply

WWW.GROUPON.COM

Shop Now





Comment



Nasdaq: For real urgency, use Facebook Live



THE INFLUENCER

Influencer Marketing Stats every Marketer Should Know

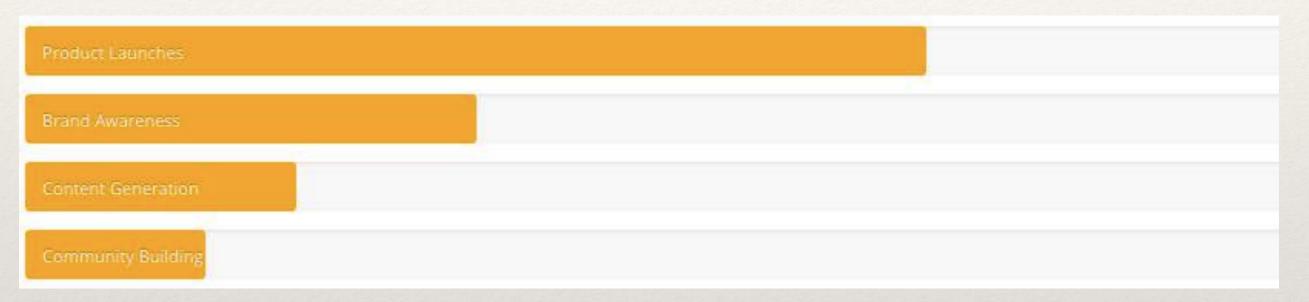
- * 70% of teen-age YouTube subscribers trust influencer opinions over traditional celebrities.
- * 86% of women turn to social networks before making a purchase.
- * 32% of influencers who work with brands cite Facebook as the best platform, followed by Instagram.
- * 71% of consumers are more likely to make a purchase based on a social media reference.
- * 86% of the most viewed beauty videos on YouTube were made by influencers, compared to 14% by beauty brands themselves.
- * On average, companies generate \$6.50 for every dollar invested in Influencer Marketing.

TRENDS

- * Emphasis towards Content Marketing. Influencer over-use. Influencer/brand disconnect. Irrelevant content. Quality (new, natural, brand&influencer fit, shareable) content will be the name of the game.
- * People-centric Influencer Marketing. Return of focus to the target market and how the recommended products and services will impact their lives.
- * Filipinos are becoming increasingly risk-averse. The reliance on word of mouth is something we can mine. The young constantly look online for reviews and recommendations, thus making Influencer Marketing highly successful in the country.

HOW TO CHOOSE YOUR INFLUENCER MARKETING GOALS AND KPIs

The Most Common Influencer Marketing Campaign Goals



The Most Common Influencer Marketing KPIs



Reach

Can be measured based on the number of followers of influencers. Easy to measure, but the least valuable.



Clicks

Easy to measure and one of the most important performance based metrics



Engagement

Includes any social action (like, comment and share). Requires a hashtag or unique link for proper attribution. More value than a click.

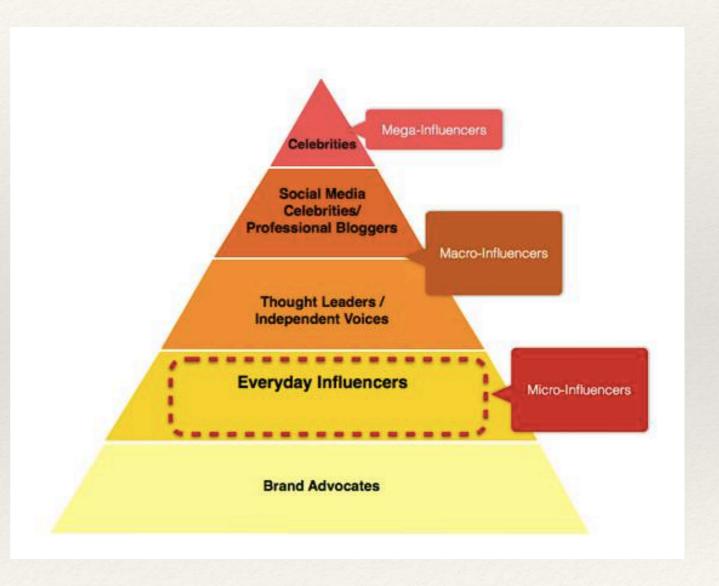


Conversion

Includes installs, signups, form completions and purchases. Hardest to measure, requiring a pixel & Dividue link or a promo code for attribution.

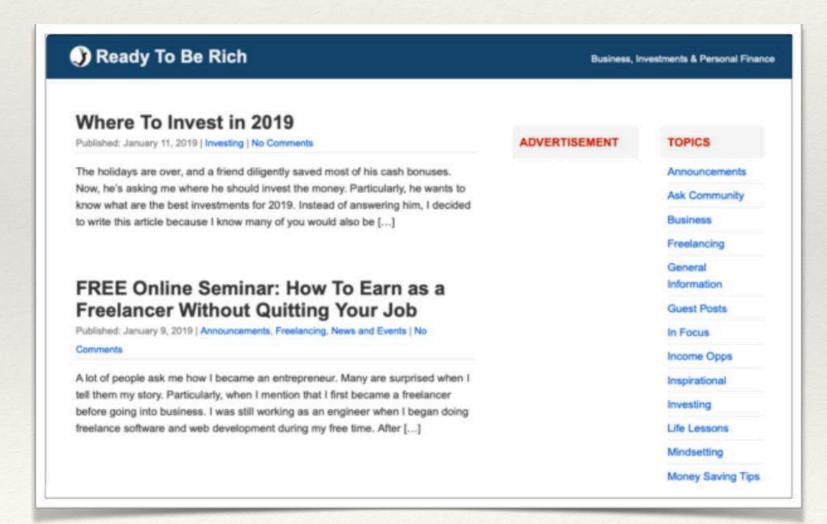
THE PYRAMID OF INFLUENCE

- * MEGA INFLUENCERS 500,000+ followers. Highest reach with 2%-5% engagment.
- * MACRO-INFLUENCERS 50,000-500,000 followers. Pro-bloggers, YouTubers. 5%-20% engagement. Highest topical relevance, category specific influence lifestyle, fashion, business.
- MICRO-INFLUENCERS 1,000- 100,000 followers. 25%-50% engagement. Highest brands relevance and driven by personal experience and the strength of relatonship with their networks.
- * BRAND ADVOCATES Consumers who are passionate and willing to share but have little following or influence.



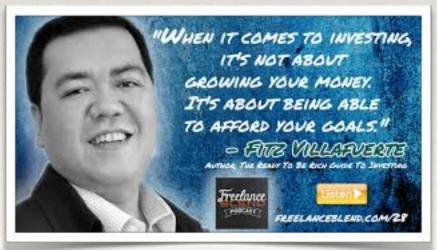
Philippines Top Financial Bloggers

FITZ VILLAFUERTE of READY TO BE RICH

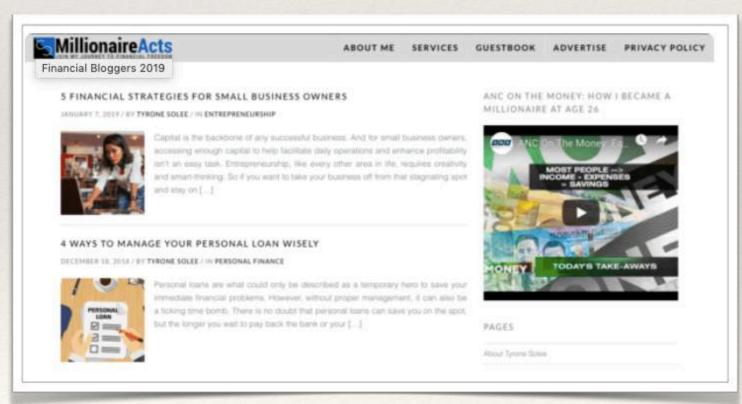


Listed among 12 most influential people in personal finance.

Tips on business, investments and saving money.



Tyrone Solee of Millionaire Acts

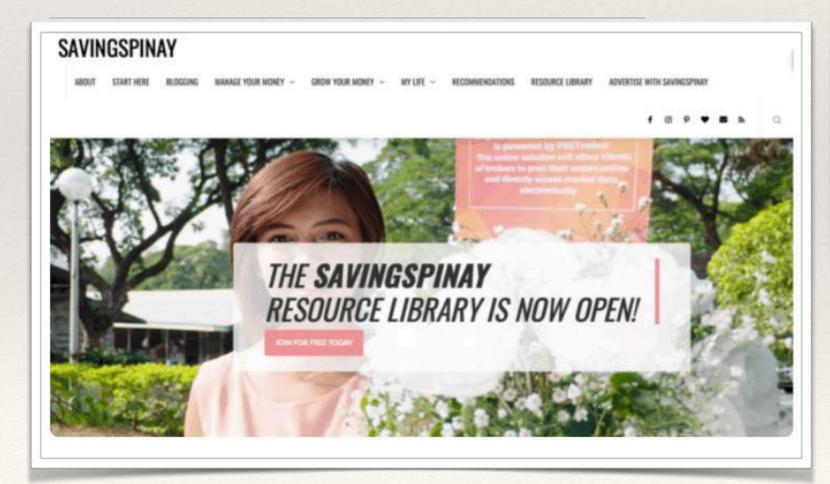




Earning a Million before 30 7 steps to Your First Million Pesos

Tips and how-to guides on making money through investments, entrepreneurship and living frugally

Izza Glino of SavingsPinay

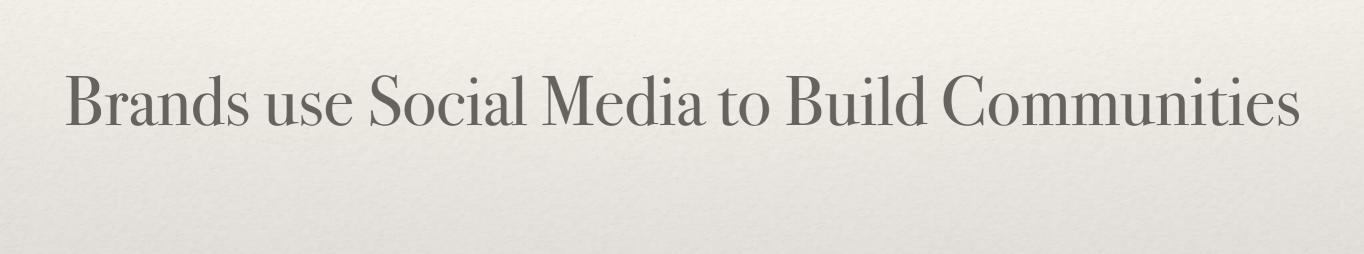






First-hand experiences in saving money, living within one's means, investing, and income augmentation.

UNDERSTANDING THE CATEGORY: GLOBALLY ACCLAIMED DIGITAL CAMPAIGNS



Chase: Creating Buzz through Sports and Competitiveness







Such a campaign garners social buzz for Chase, in no small part due to the popularity of Curry, Williams, and sports in general.

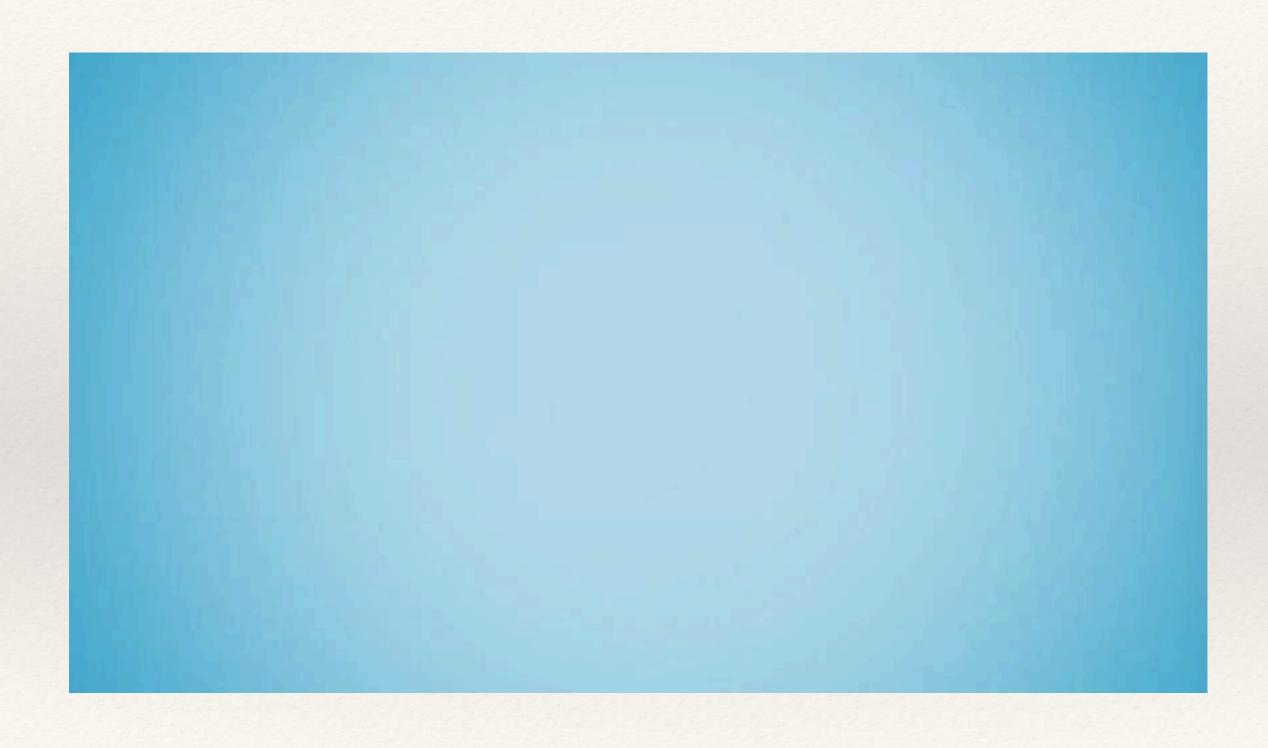
Chase has also used sports to help people improve their financial knowledge. In collaboration with LeBron James' media company Uninterrupted, Chase has launched an online series called Kneading Dough.

The series features intimate conversations with professional athletes about how they've adjusted to their unique financial paths. The first episode features Draymond Green, Curry's teammate on the Golden State Warriors.

Kneading Dough: An athlete's journey toward better financial management.

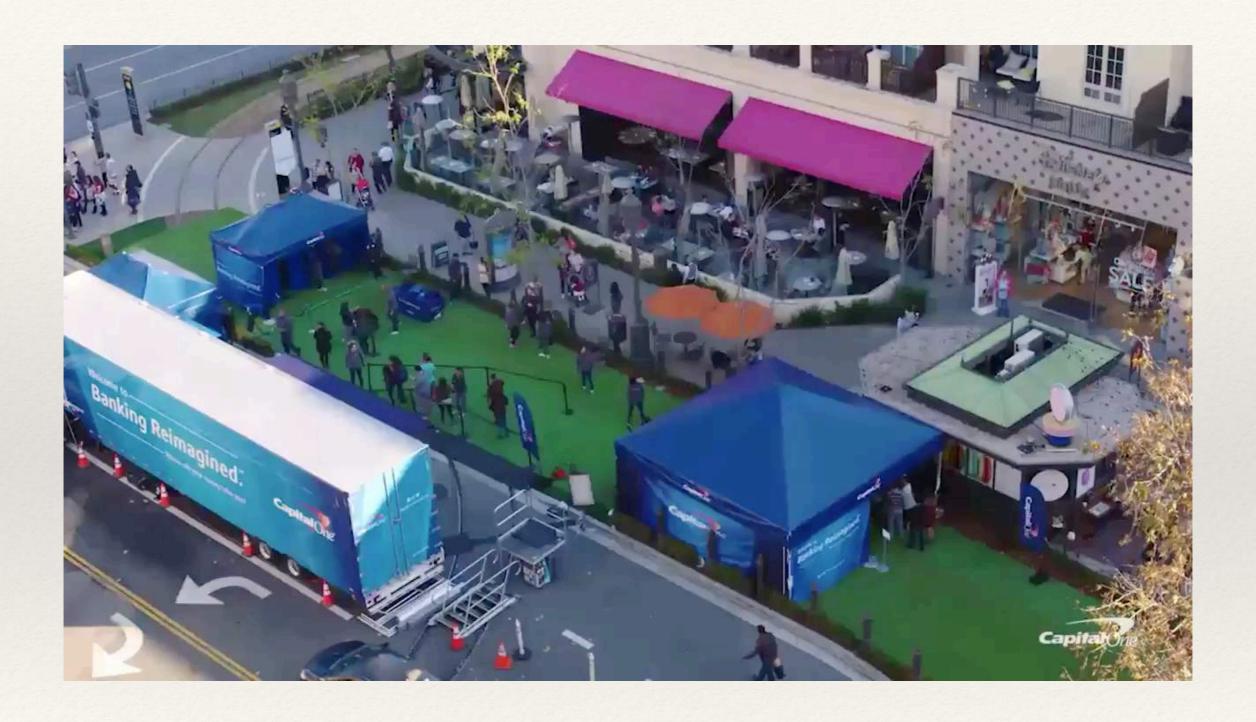


CITIBANK AND LINKEDIN CHAMPION BUSINESSWOMEN



Brands use Social Media to position themselves as Thought-leaders.

Capital One reinforces its Brand Equity as an Innovative Financial Institution



The campaign was meant to generate new ways of thinking about finance – a strategy that Capital One drives with cutting-edge technology. The bank's 54-foot trailer has traversed the country while showcasing a personalized digital experience. Customers can use an interactive wall to learn about financial values and set goals. This perspective allows customers to think about their finances in a compelling, innovative way.







The #BankingReimagined Tour is on the road to #Richmond.
See you soon Short Pump! captl1.co/2nnnumT

○ 9 10:00 PM - Mar 15, 2017

See Capital One Cafe's other Tweets

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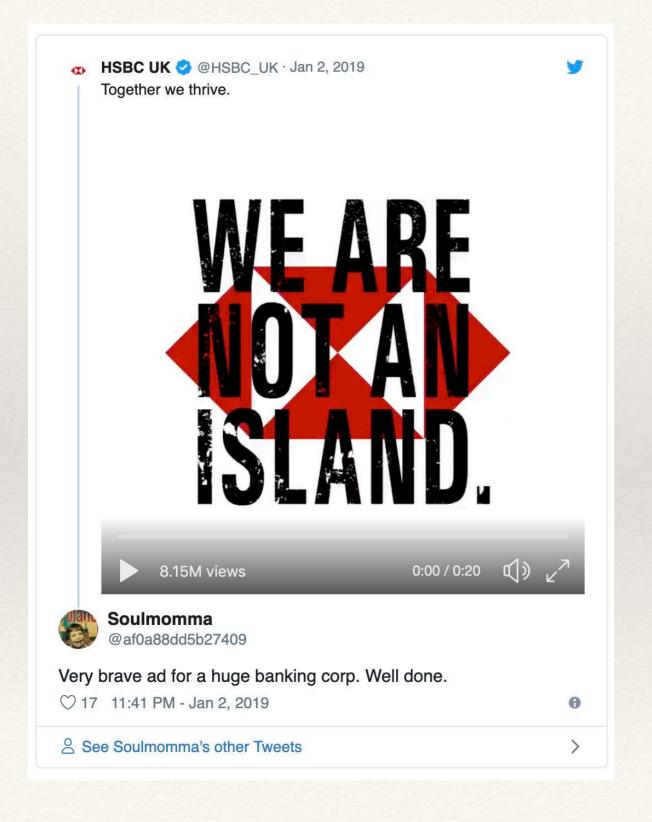
Trend-jacking. Brands use Social Media to take a Cultural, Social or Political stand.

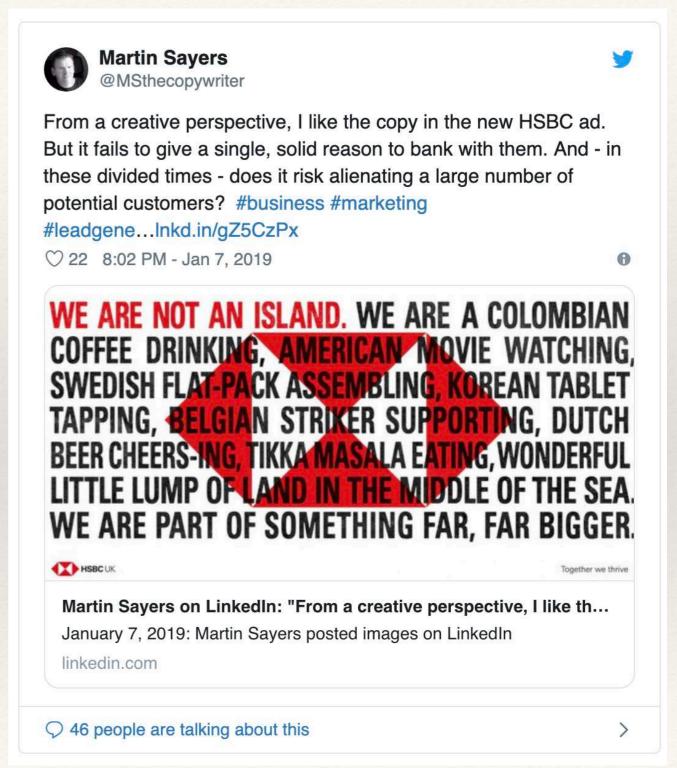
HSBC mines current events to solidify its Brand Position



HSBC'S POSITION ON BREXIT

POLITICAL NEWS SPARKS DEBATE AND ENGAGEMENT. WEIGH THE VALUE OF STRONG OPINION AGAINST YOUR BRAND EQUITIES





Brands use Social Media to change Brand or Category Perception

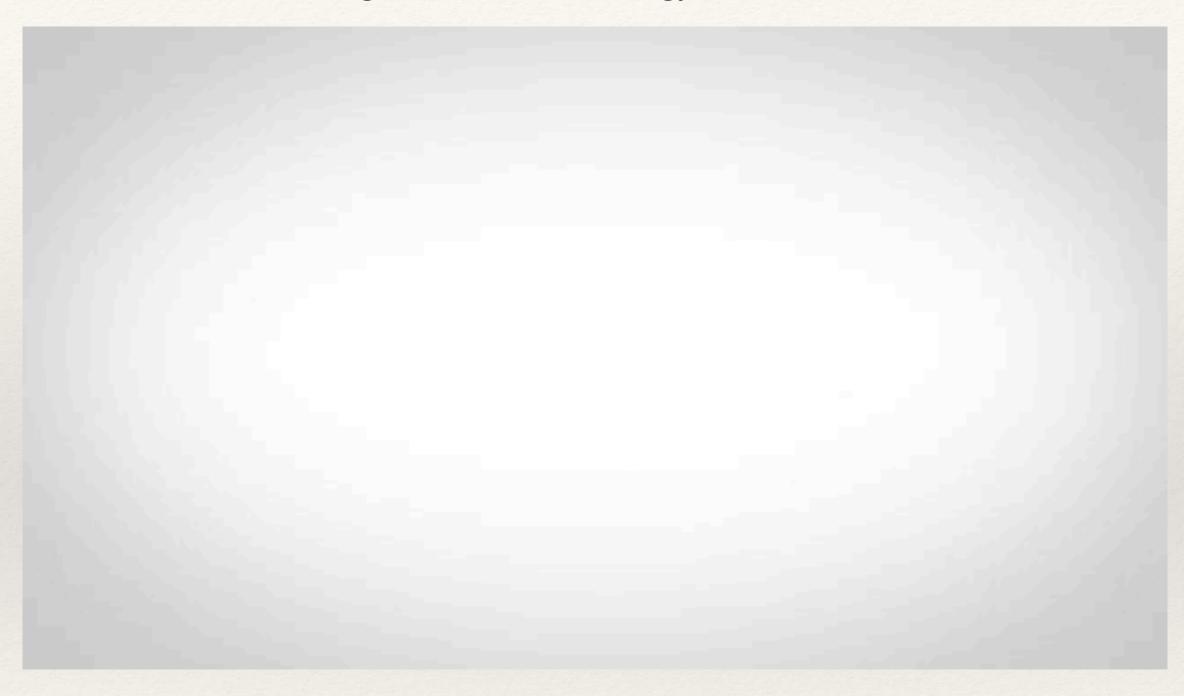
Using Social Media to Correct a Category or Brand Impression

During the global recession, the popularity and public trust of financial institutions plummeted. In response, corporate social responsibility became an important way for brands to regain public trust. Morgan Stanley used #CapitalCreatesChange initiative to rejuvenate the company's reputation and relationship with the public. This involves highlighting the value that Morgan Stanley brings to not just its clients, but to their communities and society at large.





PAYPAL. THE MULTI-SOCIAL MEDIA APPROACH Shifting from Cold technology to Human-Tech



FIRST, LET'S PAUSE FOR A SHORT COMMERCIAL BREAK

Our target market is exposed to content that appeals to emotions, entertain while they sell, and use influencers and brand champions to magnify their messages.

How do we cut through this noise? To turn impressions into engagement and conversions, we queue up in the market's feeds with content like these.

ANGKAS





LIKE PAGE

Ang sarap ng 69... pesos na promo code.

Promo code: AKSINGLE

- Get P69 off 1 booking (nice)
- First 1000 bookings only
- Valid on FEB 14 in ALL cities



the traffic isn't the only thing i'm beating tonight

> to: from:



Mas safe pa kami kesa sa condom.

ANGKAS





JOLLIBEE STUDIOS





LET'S TALKABOUT THE MARKET

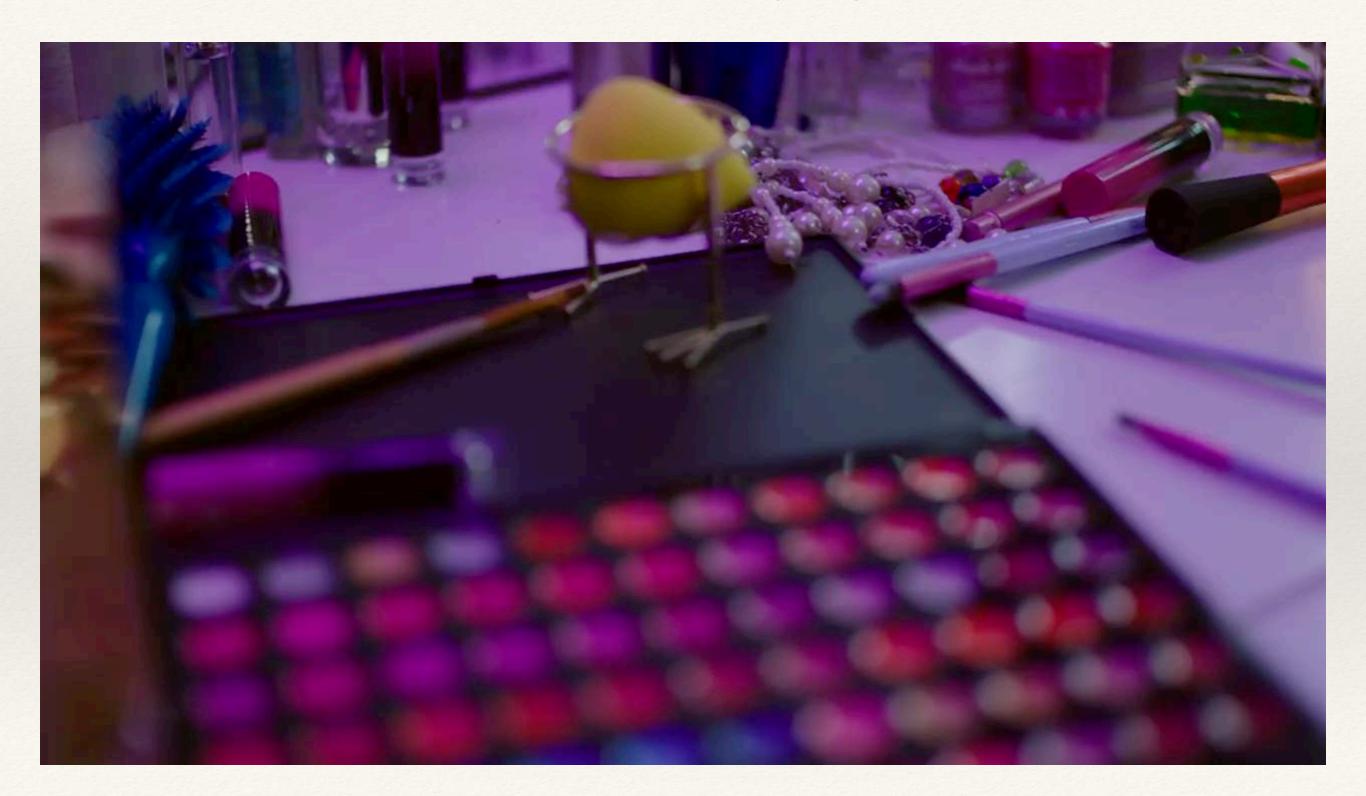
TO GROW THE MARKET, WE NEED TO REACH THE UNBANKED: THE LIVING-IN-THE-NOW MILLENNIAL

- * His currency is experience.
- * She buys now, pays later.
- * He values financial access and financial freedom over financial security.
- * She lives in the highly curated world of social media.



Know the audience, do not judge them.

UOB takes on an unapologetic definition of what it's like to be a millennial, what it means to be young.





EVER WONDERED

which electrical appliances consume the most electricity in your home?



Tap to find out



take to reduce energy usage

- once every 3 months for them to remain energy efficient. 2. Reduce your shower time by 5
- minutes and save 45 litres of
- and leave ample space around for heat dissipation.



DO YOU KNOW

how many plastic bags are taken from supermarkets in Singapore each year?



Tap to find out



A whopping 820 million = Average of 3 bags per person for every shopping trip

Start doing your part for the

- shopping bags.
- or avoid using straws altogether.

 3. Pass up plastic bottles and invest in a refillable water bottle.

Take public transport



Bring your own take-out container



Print duplex instead of

UOB

single-sided

7 ways to make saving our planet a part of your lifestyle

SAVE

THE EARTH

Bring your own reusable bag to the supermarket



Bring your own water bottle

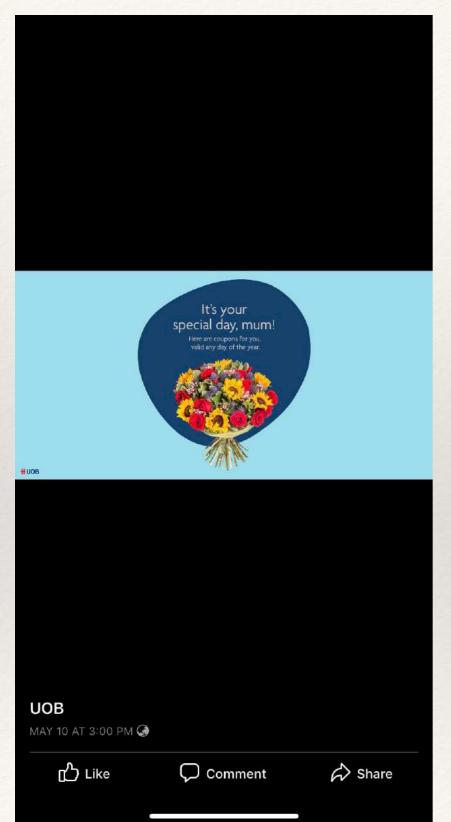


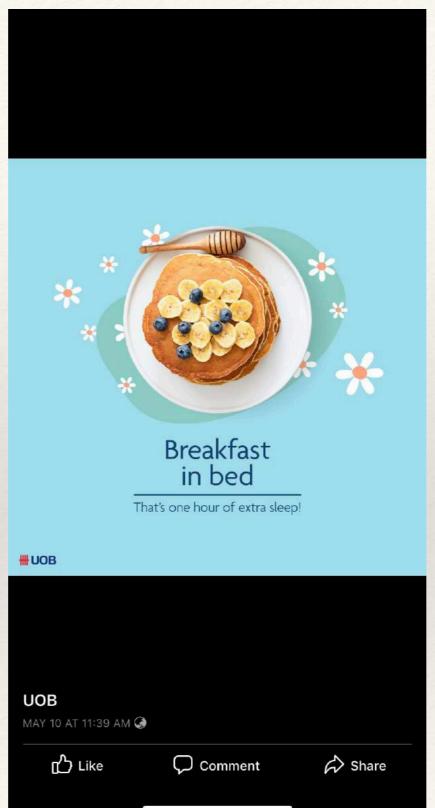
Turn off switches when not in use



Reduce food waste by buying less









Start with a sympathetic understanding of the target market's lives and issues.

SalemFive

TARGET MARKET
The Pragmatic Adventurer.
Eyes on the Horizon
Backpedalling Forward

INSIGHT Money=Stress

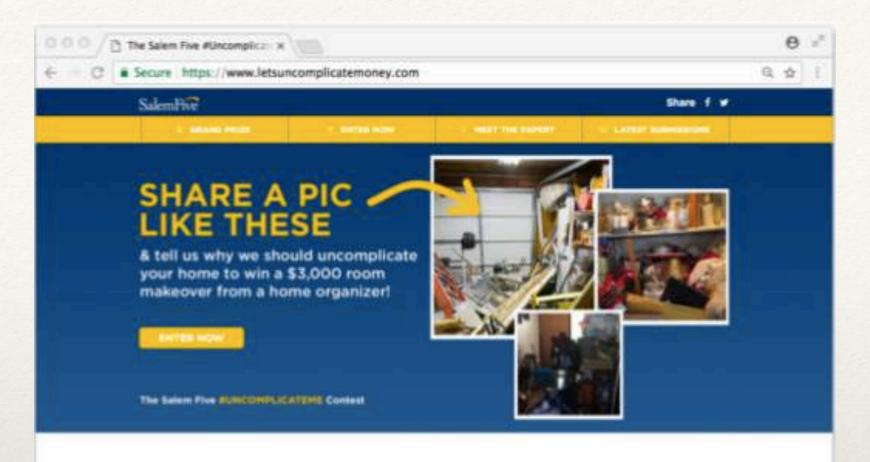
Consider all that consumers need to manage today. Direct payments from checking accounts and credit cards, financial apps, mobile payment platforms, insurance policies, a mortgage, auto loans and saving for the future. People are overwhelmed.









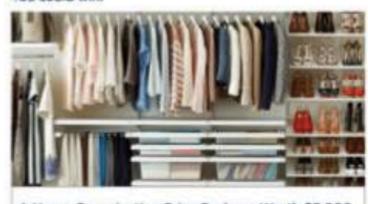


UNCOMPLICATE

MY HOME

We know, junk piles up. life gets hectic, and staying organized is... complicated. So we're giving away a room makeover from a professional organizer to help you (or someone you love) get organized and stay that way.

You could win:



A Home Organization Prize Package Worth \$3,000

- A one-on-one consultation with Professional Organizer, Sarah Buckwalter
- A custom room makeover from Sarah's team at Organizing Boston

Four runners up win:



A \$250 Container Store Gift Card

 Find a storage and organization solution perfect for your space

SOCIAL MEDIA IS JUST ANOTHER CHANNEL

- * On Facebook, create content buckets that 1 reinforce the brand 2 introduce products regularly 3 offer instant gratification 4 create an aspirational lifestyle 5 entertain
- * On Instagram, go for more active engagement of micro-influencers. Choose influencers by the content they create and not the size of their following. For less known products, find a merry balance of reach and category influence.
- * Find a homogenous group to rally behind: sportsmen? single mother entrepreneurs? millennial agri-businesses? sustainable products?

The issue of appealing to a younger target market has never been about the medium. It's always been about content.

UOB. WE ARE OUR VALUES



THE BLACK MARKET

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