Thank you, Anastasia. Your order is complete.

SHARE THE PERKS OF KORSVIP AND GET 10% OFF



ant to keep the party going, Debrai

A Grand Tour of

Advocacy

57 Customer

Programmes

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Win A Little Treats Set Momofulu/s in the house! Rafer your friends to

ast Fork before June 30 to get the chance to win a free Little Treats Sat For 2 --- which es a set of East Fork Bitty Bowls and Homofuky Chopeticks

GET LUCKY



ur order is complete. Thank you, Jennih

Give \$50, Get \$25 heat a friend to \$50 off their first purchase and

get \$25 in store credit



GIVE \$15, GET \$15

TREAT YOUR FRIENDS TO A MACICAL \$15 OFF THER FIRST ORDER OVER \$75. ONCE THEY SHOP, YOU'LL RECEIVE A MAGICAL \$15 OFF TOO, DARLINGS!* Darlings, get ready for the Summer of Lovegase Discover my NEW! collection of heauty icons to make you GLOW with JCN and HAPPINESS, including my NEW! Pinkgasm Beauty Light Wand in Pinkgasm Sunset for a PRETTY, FRESH LOVE-BUUSH FROM WITHIN!

GIVE \$15 OFF

Your order is complete. Thank you, Kris. Treat a friend to 35% off and get 35% off for

vourself! For orders of \$40 or more

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Give 35% off

Thanks Sergio, your order is now complete.

Tell your friends about us

mention

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Treat a friend to 20% off and get 20% off for

yourself

Introduction

Ready to feel inspired about the power of customer advocacy?



At Mention Me, we help brands harness the power of their fans. To date, our advocacy-first approach has delivered more than \$2bn in revenue to 500+ customerobsessed brands.

If you're wondering how this looks in action, you've come to the right place.

The pages of this ebook present examples from 57 brands, ranging from fashion to finance, showing how they're leveraging customer advocacy to turn fans into a powerful driver of profitable revenue and sustainable growth.

Complete with referral offers and other advocacy-driving actions, there's plenty in this guide to get you excited about what your brand could achieve. Read on to get inspired.



Fashion

Whether we're in need of a new winter coat or complimenting our coworker's jeans, we talk about fashion almost every day. This makes leveraging customer advocacy an unmissable growth opportunity for brands in this sector. Here are some of our favourite examples.



Your order is complete

GIVE YOUR FRIENDS 15% OFF AT FATFACE

They'll get 15% off their first order, and when they buy, you'll get 15% off too!

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

Give 15% off

By accepting this offer you agree to the $\underline{\mathrm{Terms}\ \mathrm{and}\ \mathrm{Conditions}}$

POWERED BY MENTION ME



"

Propensity to Refer® machine-learning automatically adjusts our targeting strategy, showing our customers content they're more likely to engage with and creating a better overall experience."

Linda Cusack, Digital CRM Manager at FatFace

Their year, Helen Your order is complete.			
MICHAEL KORS		<section-header><section-header><section-header><section-header><text><text><text></text></text></text></section-header></section-header></section-header></section-header>	
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		WHISTLES	

Nathanial, be quick! Introduce your friends to BrandAlley and we'll give them £20 off their first order over £120.

Plus, you'll receive £20 off your next order over £120 too!

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights.</u>

GET OFFER NOW

By accepting this offer you agree to the Terms and Conditions

POWERED BY MENTION ME





We've seen incredible growth with Mention Me. Its products evolve alongside with what we're trying to achieve, and structured in a way that makes customer advocacy data work so much harder, supplementing our activities across marketing channels."

Michelle Hurney, Head of Marketing at BrandAlley Watch the BrandAlley case study



Drew, give your friends 15% off Seraphine!

And we'll treat you to 15% off*

START SHARING

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. More info and your privacy rights.

Valid on orders over £70* and more. By accepting this offer you agree to the Terms and Conditions



11

Our referrer lookalike audiences are driving 20% more customers and 15% lower CPA than our other seed audiences.

We're also finding that referrer lookalike customers are more likely to buy again and introduce friends themselves, driving longterm value for our business."

Anaïs Biyot, ECommerce Manager at Seraphine **Read the Seraphine case study**

SEROPHINE

Your order is complete. Thank you, Krysta.

Get 20% off for yourself and give a friend 20% off

Simply refer a friend to get your reward

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

GET 20% OFF

<u>Terms and Conditions</u> Product exclusions apply

OWERED BY MENTION ME



We know brand advocates are highly valuable, so we speak to them differently.

Mention Me adds a new level of data and insights that play a critical role in driving our entire contact strategy."

David Witts, Senior CRM Manager E-Commerce Europe at PUMA Read the PUMA case study

boohoo M/N

Your order is complete.

REFER A FRIEND TO GIVE THEM AN EXTRA 10% OFF* + FREE NEXT DAY DELIVERY WITH THEIR FIRST ORDER.

YOU'LL ALSO GET AN EXTRA 10% OFF*+ FREE NEXT DAY DELIVERY FOR EVERY FRIEND YOU REFER.

*Excludes selected lines Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

TAP TO CLAIM REYNALDO

By accepting this offer you agree to the Terms and Conditions

POWERED BY MENTION ME



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Your order is complete. Thank you, Roderick.

Treat a friend to 20% off and save 20% yourself. Win-win.

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and</u> your arivacy rights.

GIVE 20% OFF

By accepting this offer you agree to the Terms and Conditions

POWERED BY MENTION ME



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Mention Me lets us engage with every customer. Referral brings new customers in, then targeted offers turn shoppers into repeat customers. It's the best of both worlds.

It's completely datadriven, so you can make strategic decisions with confidence. The numbers talk, and they prove it's working."

Natalia Kirby, Digital Marketing Manager at Moss Bros Read the Moss Bros case study YOUR ORDER IS COMPLETE, LAURYN

GIVE YOUR FRIENDS 10% OFF

We'll also give you 10% off too for each friend who makes their first purchase.

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. More info and your privacy rights.

GIVE 10% OFF

By accepting this offer you agree to the Terms and Conditions *10% off subject to a £100 minimum spend

POWERED BY MENTION ME





"

We were completely right to trust Mention Me. We're now nurturing advocacy from new and existing customers, helping us acquire customers who spend 13% more."

Arie Tom, CMO at GlassesUSA Read the GlassesUSA case study



MISSOMA

Your order is complete. Thanks Amber!

Treat yourself and a friend to 15% off. Don't say we don't treat you.

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

Get 15% Off

By accepting this offer you agree to the Terms and Conditions

POWERED BY MENTION ME



. . .

Share that new shoe feeling

Isaiah, get 15% off for you and your friends

Online only. Offer not valid in stores.

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. More info and your privacy rights.

GET 15% OFF

Offer only valid online. Terms and Conditions. Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. More info and your privacy rights

POWERED BY MENTION ME



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Health and Beauty

Once you discover the perfect red lipstick or holy grail supplement, you want to tell everyone about it. **That's what makes customer advocacy such a powerful growth driver for health and beauty brands** — just see for yourself.





"

We're constantly learning about how to engage our customers and enhance their experience through Mention Me. It's the ideal solution for acquiring new customers while making existing ones feel special."

Julia Deutsch, Senior Global Digital Marketing Manager at Charlotte Tilbury





Your order is complete. Thank you, Marcella.

GIVE 25% OFF GET 25% OFF

Treat a friend to 25% off and get 25% off your next purchase after they've ordered.

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

SHARE THE LOVE

By accepting this offer you agree to the <u>Terms and</u> <u>Conditions</u> To benefit from this offer your friends must place their first order by Friday. 30 June 2023 23:59 UK (GMT +01:00), if they purchase after that date you'll receive 20% off and they'll receive 20% off.

POWERED BY MENTION ME



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Your order is complete

FRED, GIVE YOUR FRIENDS 15% OFF.

You will also recieve 15% off as a thank you when they place their first order with Molton Brown.

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. More info and your privacy rights.

GIVE 15% OFF

By accepting this offer you agree to the Terms and Conditions

POWERED BY MENTION ME



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"

Our customer advocates are highly valuable, and the friends they bring along spend 18% more than other customers, helping to continue the growth we experienced during the pandemic."

Rose Wilkes, Retention Specialist at Symprove Read the Symprove case study

SIMBA

Your order is complete

ELIANA, GET A FREE £100 SIMBA VOUCHER

Plus help your friends get a perfect night's sleep by giving them 2 Free Simba-Pure Pillows when they buy their first Hybrid® mattress.

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

GET MY £100 VOUCHER

*To be an eligible referrer, you must have made a Qualifying Purchase (see full terms and conditions below). Two pillow offer is available with purchases of double or king its matrixesse. Single mattress purchases will be eligible for one pillow. By accepting this offer you agree to the <u>Terms</u> and <u>Conditions</u>

POWERED BY MENTION ME



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Refer your friends to Wattbike and earn up to £250 in Wattbike gift cards

Treat your friend to £150 off Wattbike Atom and receive a £50 Wattbike gift card for every friend you refer (max. 5 referrals).

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

Give £150 off a Wattbike Atom

By accepting this offer you agree to the Terms and Conditions

POWERED BY MENTION ME



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wattbike

Insurance and Financial Services

We often seek financial advice from friends and family — **making it one of the highest-converting sectors for referrals.**



• 0

Steven, nous avons bien enregistré votre souscription

Parrainez : offrez 50 € à un(e) ami(e) et recevez 50 € en carte cadeau !

Notre programme de parrainage est géré par Mention Me, qui va procéder au traitement de vos données et vous envoyer des emails en lien avec ce service. <u>Plus d'informations et vos droits à</u> <u>la vie privée.</u>

OFFREZ 50 €

En acceptant cette offre, vous en acceptez les Conditions générales

PROPOSÉ PAR MENTION ME



"

Our programme's performance is constantly improving, and its CPA is consistently cheaper than our other channels. It's been a game-changer for us."

Diane Larramendy, Chief Operating Officer at Linxea Read the Linxea case study



Travel and Hospitality

When we're planning a trip or a holiday, we want it to run as smoothly as possible. Luckily, customer advocates are always keen to recommend their favourite hotels, car rental services and airlines to fellow jet-setters and gogetters.



Nº1 LOUNGES



. . .

Peter, get £15 driving credit

And every friend that becomes an approved Zipcar member will get £15 driving credit too!

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info</u> and your privacy rights.

GET £15 DRIVING CREDIT

By accepting this offer you agree to the <u>Terms and Conditions</u> Joining the Zipcar Basic plan involves a £10 application fee to join, with £10 Iriving credit upon approval and an extra £15 credit for referred members only.

POWERED BY MENTION ME



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Your order is complete

Sabrina, give your friends £50 off Exclusive accommodation when they make their first booking with Away Resorts.

And to say thanks we'll give you £50 off an indulgent stay for each friend who books for the first time.

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

GIVE £50 OFF

By accepting this offer you agree to the <u>Terms and Conditions</u> The Burst of Blue & Oakwood accomodation is not included. Non-redeemable at Cleethorpes Pearl.

POWERED BY MENTION ME



Brands in this sector see a surge of traffic in the summer — <u>read</u> <u>this blog</u> to see how you can make the most of this golden opportunity by harnessing customer advocacy.



Food and Beverage

Food and drink aren't just necessities. They're social experiences that can lead to great memories — and lots of foodies recommending these brands to friends and family.



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Thank you for your order Pauline.

Gift your friends £10 off their first order and help them boss their goals

You will also receive £10 off your next order! And a chance to win a £200 Huel Gift Card.

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. More info and your privacy rights.

Give £10 off now

By accepting this offer you agree to the Terms and Conditions

POWERED BY MENTION ME



"

We've seen exceptional results in the six years we've been working with Mention Me.

It's played an important role in turning our loyal community of Hueligans into a significant revenue stream, helping to acquire valuable customers at a lower cost to other channels."

Emily Hollis, Senior CRM Executive at Huel Read the Huel case study . . .

Your order is complete

SHARE THE POWER

There's no better time than now to give the gift of extra plant power to your pals.

They'll get 50% off their 1st box and 15% off their next two and you'll enjoy 35% off with your next box. Win win.

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

GIVE 50% OFF

By accepting this offer you agree to the <u>Terms and Conditions</u> POWERED BY MENTION ME

PLANT **POWER** FOR YOUR PALS



aliplants

Acquire, engage and retain your brand advocates

See how allplants are maximising their Klaviyo integration

mention $M_{\ell} \times$ all plants

Watch the allplants case study

The integration between Mention Me and Klaviyo allows us to utilise all our customer data to serve bespoke, personalised messaging that makes recipients feel engaged in a really powerful way."

James Lester, Senior CRM Executive at allplants





Thank you for choosing organic, Nora.

Treat your friends to 50% off

Share the organic love. Refer a friend and we'll give you both 50% off your next two organic Fruit & Veg boxes.

Our refer-a-friend programme is managed by Mention Me, who will process your data and send your referral service emails. <u>More info and your privacy rights</u>.

GIVE 50% OFF

By accepting this offer, you agree to the <u>Terms and Conditions</u>

POWERED BY MENTION ME



. . .



Treat a friend to 20% off and get 20% off for yourself.

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. More info and your privacy rights.

Get 20% off

By accepting this offer you garee to the Terms and Condition

POWERED BY MENTION ME



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bulk

Your order is complete

Jacquelyn, give your friends 45% off when they place their first order with Bulk™.

And to say thanks we'll give you 45% off your next order for each friend who purchases for the first time.

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

GIVE 45% OFF

By accepting this offer you agree to the Terms and Conditions

POWERED BY MENTION ME



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Your order is complete. Thank you!

VERONICA, FANCY £10 OFF?

For every friend you refer to Biscuiteers you'll get £10 Pressie Points. Plus, they'll get 15% off!

start sharing

y accepting this offer you agree to the <u>Terms and Conditions</u>

OWERED BY MENTION ME



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Cocado

Whoah, nice one. We'll Zoom that right over.

Antonio, give your friends £10 off* their first Zoom.

As a thanks, you'll get £10 off* on your next order too. And an imaginary gold star.

Just so you're aware, we only deliver <u>in Leeds</u> <u>and parts of London</u> (for now).

Our Refer a Friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

Give £10 off

Restrictions apply. See Refer a Friend <u>Terms and Conditions</u>. *Minimum spend £30

POWERED BY MENTION ME



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Your order is complete. Thank you, Remington.

TREAT A FRIEND TO 15% OFF AND GET 15% OFF FOR YOURSELF

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

GET 15% OFF

By accepting this offer you agree to the Terms and Conditions

POWERED BY MENTION N



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Sodastream



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Your order is complete. Thank you, Marlin.

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REFER A FRIEND AND BOTH ENJOY 20% OFF YOUR NEXT ORDER

Our refer-a-friend programme is managed by Mention Me who will process your data and send you referral service emails. <u>More info and your privacy rights</u>.

*Referral codes cannot be redeemed on subscription products.

GET 20% OFF

By accepting this offer you agree to the Terms and Conditions

POWERED BY MENTION ME



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Your order is complete

Jimmie, give your friends 20% off their first Sparkling Water Maker

And get \$10 off for yourself!

Our refer-a-friend program is managed by Mention Me who will process your data and send you referral service emails. <u>More info</u> <u>and your privacy rights.</u>

Give 20% off

By accepting this offer you agree to the Terms and Conditions

POWERED BY MENTION ME

Miscellaneous

Other examples of brands harnessing customer advocacy data to **drive profitable revenue from their customer base.**











Watch the Bloom & Wild case study

When we had to turn off marketing in March/April 2020, Mention Me was the only channel that we kept on. May year-on-year — the UK, specifically — grew 800%. It was exceptional."

Lindsay Newell, Former Head of Marketing UK at Bloom & Wild



"

The Mention Me platform equips us to identify our best customers, understand what resonates with them, and drive more referrals."

Arthur Brunetti, Digital Marketing Executive at Gozney Read the Gozney case study



powered by **Turt**

See how customer advocacy could look for your business

Complete the form to speak with one of our advocacy experts.



Tell your friends about us