



# Planned Giving Marketing: What Works, What Doesn't, and What's Next

**Date:** August 28, 2025

Time: 1:00 – 2:00 Eastern

**Presenter: Andrew Palmer** 

Senior Director of Marketing Services



### How satisfied are you with your current marketing?

- Mostly/Very satisfied: ~62% combined
- Dissatisfied / need to do more: ~38%

Most organizations are doing something and feel okay about it, but more than a third admit they're underperforming. This suggests a significant appetite for scaling up and improving.



# What is your most important goal for marketing?

• Raising awareness: 38%

Donor education: 31%

• Lead generation: 31%

The field isn't driven by one dominant goal. Instead, organizations are split between awareness/education and direct response (leads). A balanced is needed.





### Do you have a written planned giving marketing plan?

• No written plan: 59%

• Yes plan: 41%

A majority operate without a formalized strategy—indicating room for improvement in disciplined, year-over-year marketing planning.

Schedule	Channel	Theme   Gift Type   Audience
Apr-May	Print Mailing 1	THEME: It's simple to change the future
	Postcard	
		GIFT: Bene Designations
		AUDIENCE: Donors who are 45+ and have given 3-5 or more gifts in the last
		5-7 years.
		Follow up with amail two wooks after mailing
		Follow up with email two weeks after mailing



### What is the most important theme you want to convey?

• Many ways to create a legacy: 39%

• Impact of a gift: 32%

• Simplicity: 21%

Tax benefits: 7%

© Donor-centered storytelling dominates (legacy & impact). Technical/tax messaging is low priority—confirming a sector-wide shift toward emotion and simplicity over complexity.



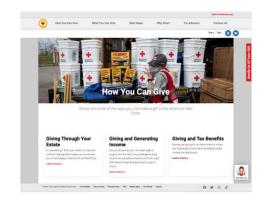




# What tactics have you used in your marketing?

- Planned giving website (87%)
- Print newsletters (52%)
- Print Postcards (62%)
- Digital newsletters (55%)
- Donor surveys (31%)
- Social media (30%)

**\*\*** A mix of traditional **\*\*** *print-heavy* **methods** with growing—but less dominant—digital usage.









### What tactic has been most AND least effective?

- Most effective tactics:
- Traditional print postcards (30%)
- Planned giving websites, newsletters, donor surveys, educational events (each ~15%)
- Least effective tactics:
- Social media (29%)

Frint still outperforms digital in this field, while social media is seen as the least effective.







Impact Makers



### Do you have a legacy society & how do you promote it?

- Yes: 89% have one
- Promotion: 52% automatically enroll donors; But only 17% promote the benefits
- Legacy societies are well established but not nearly marketed enough.





### Which gift types do you promote in your marketing?

- Bequests, IRA rollovers/QCDs, 93%, Most common
- Complex gifts (CRTs 34%, CGAs 65%, real estate 4%), Less emphasized
- Simplicity rules—aligns with donor behavior and earlier messaging trend. 65% market DAFs!



Turn your retirement savings into a meaningful gift.	GUSTAVO DUDAMEL MUSIC 6 ARTISTIC STREETOR	
Looking for a way to make a tax-free gift and support the LA Phil? Consider an IRA charitable rollover.	Los Angeles, CA 90012	
If you are age 70½ or older, the IRA charitable rollover (also called a Qualified Charitable Distribution or QCD) allows you to contribute up to \$108,000 in 2025 from your IRA directly to the LA Phill with no tax on the withdrawal.		
If you are 73 or older, the transfer counts toward your Required Minimum Distribution (RMD) and you'll avoid paying income tax on the distribution. Your RMD is a mandatory distribution from your IRA that needs to be completed by year's end.		
Contact your IRA administrator for distribution forms and requirements.		
We're here to help! LA Phil Office of Gift Planning Genevieve, Abby, Fabian, and Taylor legacy@laphil.org   215 972 3458		
Visit us at planmylegacy, laphil.org/IRA to learn more.		



### Which outcomes have you observed from marketing?

### Top results:

- More donor inquiries (58%)
- Confirmed new planned gifts (58%)
- Engagement from quiet donors (55%)

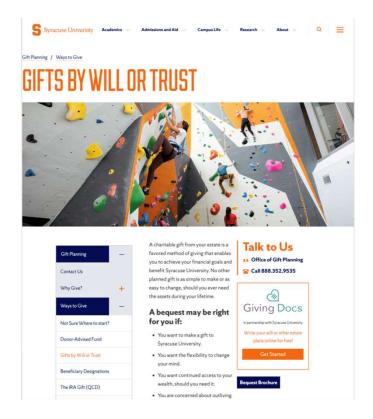
*f* The programs that are active are producing *direct* donor activity and gift confirmations.





### Do you use separate estate planning tools on your website?

- 67% don't use them
- Main barriers: unclear ROI (28%) and budget (24%)
- Users: Mostly FreeWill
- Adoption is still limited, but perception of value is mixed. Budget and clarity issues prevent wider uptake.

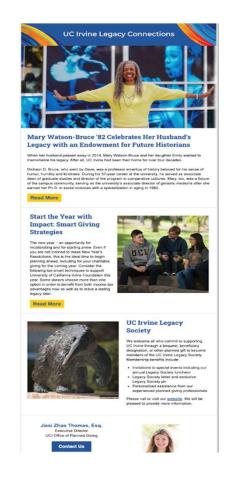




# Size and type of programs surveyed?

- Representation Dominated by Higher Ed (38%)
- 44% are "teams of one"
- 30% have 2-3 staff
- 22% have 5+ staff

Most planned giving programs are lean—marketing capacity is constrained.





## **Advice & Cautionary Tales**

- **Donor-centered messaging:** Sell the *impact* and *legacy*, not the product.
- Consistency matters: Ongoing communication is key (postcards, newsletters, surveys).
- Stewardship before marketing: Don't overpromise without capacity to nurture donors.
- **Surveys & events work:** Especially targeting women and high-networth donors.
- **Messaging alignment:** Ensure materials reflect your org's voice, not just vendor boilerplate.



## Key Trends & Takeaways

- Simplicity + Legacy Language is Winning → Donors respond best to easy, mission-centered options.
- Print Outperforms Digital → Postcards and print newsletters drive the most engagement.
- Estate Planning Tools Still Emerging → Budget and ROI concerns limit adoption; Need a new player.
- Capacity Constraints → With most teams 1–2 people, outsourcing and vendor support play a big role.
- Stewardship is Critical → Marketing without stewardship risks donor trust.



### **Your Questions Answered**

# What is the best way to promote new gift planning website?

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### YOUR **PARTNER** IN PLANNED GIVING SUCCESS

## Promote a website









With a proper estate plan, you can:

· Take care of your immediate family and friends

· Get your property to beneficiaries quickly

· Plan for incapacity

· Choose executors/trustees for your estate

• Ease the strain on your loved ones

Reduce taxes on your estate

· Help support Brandeis University

us online for a free estate planning guide to get started today. Whatever the size of your estate, it is important to have a plan that will provide for the needs of your loved ones and honors your philanthropic passions.

We are here to help you enjoy peace of mind while making a lasting impact at Brandeis. For more information contact:

Joel Carlton-Gysan Executive Director, Planned Giving 781-736-7719 jcarltongysan@brandeis.edu

To request your paper or digital copy of the estate planning guide, return the response card. Or to download your guide, visit plannedgiving.brandeis.edu/estate



BUSINESS REPLY MAIL
HISTCLASS MM. PEMPT NO 2009 BOSTON MA
POSTAGE WILL BE PADDEY ADDRESSISE

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### Q&A

# Where do you start with Social media marketing?

Do you have managed pages or groups related specifically to PG?

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## **Donor Stories**



Giving Back, Giving Forward, and Leaving Your Legacy.

When you make a legacy gift to Columbia, you pave the way for future generations to be inspired, feel empowered, and ultimately to flourish. It can completely transform the heights Columbia students, faculty and researchers can reach. Donors are a diverse group with uniquely personal reasons for supporting the university. Explore their stories and experience the impact a single gift can have on the future of Columbia, and the world.

### **Impact Makers**



### Q&A

# How effective are planned giving newsletters?

Print and digital

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### Q&A

# How should we ramp up our messaging when this has traditionally been minimal in our organization?

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### Inserts get stuffed



When Ed Jankowski's wife, Joyce, was diagnosed with cancer and suffered a stroke, he retired from his career as a federal civil servant to care for her. Throughout Joyce's illness, Ed never left her side, even when she received hospice care at home with HopeHealth. After her death, Ed's HopeHealth grief counselor helped him process his grief. Ed gives monthly to HopeHealth and has made a legacy gift in honor of the care Joyce and he received.

"This is an organization I am proud to support. You can name HopeHealth as a beneficiary of an insurance policy or annuity, or give through an IRA distribution. I decided to do all three. My legacy gift will help other families."

If you're interested in discussing a legacy gift to HopeHeatlh, contact Suzanne Fortier, Chief Philanthropy Officer at (401) 415-4690 or email SFortier@HopeHealthCo.Org



YOUR
PARTNER
IN PLANNED
GIVING
SUCCESS

You can visit act.ucsusa.org/CGA

or scan the OR

benefits.

code to calculate

your personalized

### Let them ask for more



# Leaving a gift in my will, trust, or retirement account. I am pleased to inform you that I have included UCS in my estate plans.

### Yes, I would like to learn how I can make a gift that I never imagined was possible.

- | I would like to speak with someone about making a gift through my will, life insurance, or retirement plan assets
  | Please send me information on how to include Martin Health System in my future plans
  | I would like to learn how to make a gift and earn income for life
  | I have already included Martin Health System in my will
  | Contact Information Update
  | Get Your Estate Planning Guide Visit giftglanning.martinhealth.org/guide
  - Contact Information Update
    Email \_\_\_\_\_
    Telephone \_\_\_\_

e your name removed from the Martin Health Foundation fundraising list, please notify us by phone at 772.223.563by email at MHF.optoutemarlinhealth.org, or by mail at P.O. Box 9010, Stuart, P. 14995-9010.

by email at MHF optiout@martinhealth.org. or by mail at P.O. 80x 9010, Stuart, Pt. 3-4995-9010.

copy of the official registration and financial information may be obtained from the Division of Consumer Services by calling table free, within the state, 1-800-helpfla or a the Internet at www.XBORhelpfla.or. Megistration does not imply endorsement, approval or recommendation by the state.

	zed example of how I can ble gift annuity based on the
following date(s) of birt the amount of \$	hinin
☐ I would like more inform	nation on ways to include
Children's National in m	ny will, trust, or other estate plan
	d Children's National in my
estate plans.	
Name	
Address (if changed)	
City, State	Zip
City, State	Zip

	West Point ASSOCIATION OF GRADUATES
	Name(s) Class Year
	Address
retnirn.	City, State, Zip
tape and r	Home Phone
tear, fold,	Other Phone
for confidentiality: tear, fold, tape and return.	Email Address
	Please send me:  a copy of your Charted Giving Plans booklet
	I am interested in learning more abou
	planning my estate
	a gift by will or trust
	a charitable IRA distribution
	a gift that provides income for life
	I am pleased to inform you that:
	<ul> <li>I have included West Point in my esta plans.</li> </ul>
	□ I am considering including West Poin in my estate plans.
	If you have any questions, contact:
	West Point Association of Graduates Planned Giving Office 845.446.1627 plannedgiving@wpaog.org
	Visit our planned giving website at giftplanning.westpointaog.org



## Always Be Closing

### Jenny R. Papageorge, CAP

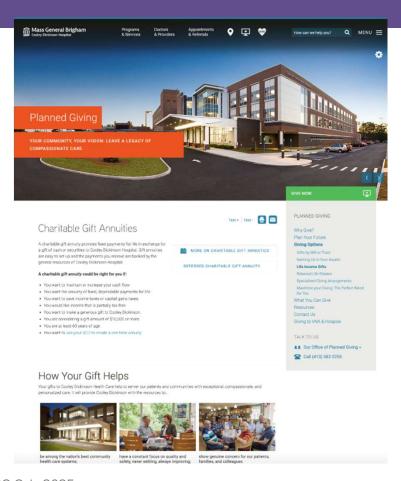
she/her/hers Director of Planned Giving, Development

### Cooley Dickinson Hospital Cooley Dickinson VNA & Hospice

30 Locust Street, Northampton, MA <u>01061-2942</u> T 555-555-5555, F 555-555-5550 cooleydickinson.org/giving

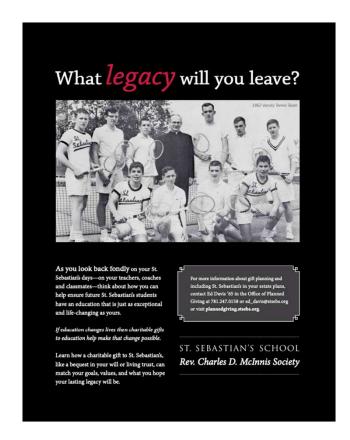
Interested in a gift that provides you or a loved one with payments for life? Ask me about our Charitable Gift Annuity Program.







## Magazine ads [Annual Giving Report/Alumni News]



# Is it effective to base a marketing calendar around themed time periods?

like Make-a-Will Month?



### Make-a-Will Month







### **Create Your Legacy Today**

Did you know August is Make-a-Will Month? It serves as an annual reminder that your will is the key to your legacy and protecting your family's future.

A will is your opportunity to say who receives what from your estate. Surprisingly, the majority of people die without a valid will. Without a will, state law will determine how your estate is distributed—even if it is not what you intend.

A charitable gift in your will—a charitable bequest—is an easy and flexible way to support the Appalachian Mountain Club and protect the outdoors. You can give a dollar amount, specific items, or designate a percentage of your estate.

If you already have a will, you can add a gift to AMC with a simple amendment.

If you would like more information about how you can make a charitable bequest gift to AMC please contact:

#### Stephanie Schiele sschiele@outdoors.org, 617-391-6638

To learn more, visit us online at: legacy.outdoors.org

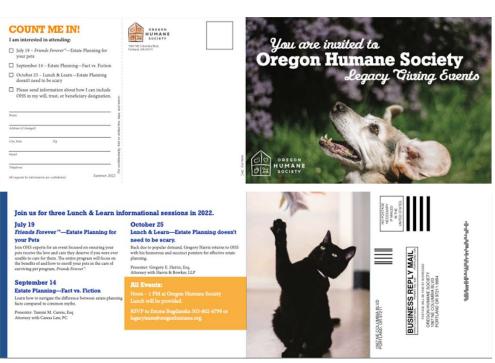


Appalachian Mountain Cl. Attr. Planned Giving Offic 10 City Square, Suite 2 Boston, MA 02129



### Market your events







### Make special anniversary gift



### 50TH REUNION GIVING -A MILESTONE GIFT

Your 50th Reunion is a time to reflect on your Loyola experience, reconnect with classmates, and celebrate together. Reunion giving benors your Loyola mentors, professors, and relationships while helping to launch today's Loyola students as they begin their own journey.

Here are a few gift types to consider:

- Bequest name Loyola as a percent or dollar amount remainder beneficiary in your will or trust.
- ➤ IRA Qualified Charitable Distribution give directly from your IRA if you are 70% or older.

  ➤ Beneficiary Designation name Loyela a beneficiary of your reforment accounts, bank and brokerage accounts, or padi-up life insurance policine.
- Charitable Gift Annuity in exchange for a gift to Loyola, you will receive guaranteed fixed payments for life.

Did you know planned gifts also count toward your 50th Reunion giving? Whether you're ready to create a new slanned gift or you want to tell us about one that you've already made, it's a great way to make a difference.





### TO BENEFIT THIS YEAR, ACT BY DECEMBER 31, 2020

A reunion is a time for us to reflect on our Dartmouth Medical School/Geisel School of Medicine experiences, reconnect with classmates, and celebrate together. As you plan your reunion gift, keep in mind that contributing cash is just one way to support the Geisel School of Medicine. You may wish to consider a Charibolle Rollover from your IRA, a tax-mart technique.

For hose over the age of 70%, you can make a taxfree gift of up to \$100,000 to Geisel directly from your IRA. Such a distribution is not subject to income tax, as it would be if you made a withdrawal from your IRA and then made a gift. If you want to learn more, please complete, and mall the other side of this card, or contact:

#### Questions? Ideas

Contact Judi Taylor Cantor, Director of Planned Giving C or test: 617-407-9390 Judi.T.Cantor@hitchcock.org

#### START PLANNING NOW

During this milestone year, your reuring filt is a tribute to your DMS and Greitel mentors and professors, the relationships and experiences you enjoyed on compas 50 or more years ago, and it is a gift to loday's Gessel students who are just beginning their journey.

Your reunion gift is a vote of confidence in Geisel and an investment in the future. You are paying it forward by ensuring that a Geisel education remains accessible to the most deserving students. Our Planned Giving Office stands ready to work with you and your advisors to explane options for your reunion gift.



# **End of Year Giving**





### Q&A

# Any suggestions for marketing CGAs, especially DGAs?



#### YOUR **PARTNER** IN PLANNED GIVING SUCCESS

### It's why rate charts work...

### CONFIDENTIAL REPLY I want to help save lives and advance care. PLEASE SEND ME INFORMATION ABOUT: ☐ Charitable gift annuities ☐ Funding a gift annuity with stock ☐ The Healthier Tomorrows Campaign ☐ Other creative ways to give and save taxes

Baystate Health Foundation 280 Chestnut St. Springfield, MA 01199	Nonprofit U.S. Postage PAID Springfield, MA Permit No. 830	1/2		A GIFT THA	
				Now wit	h
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### Make a Gift, Create an Income Stream for Life

Many donors have seized upon the power of a charitable gift annuity in generating income, saving taxes and making a meaningful gift. With rates the highest they have been in 15 years, now is a

- Sarah created a charitable gift annuity with Baystate Health Foundation to support cancer care.
- She increased her dependable, fixed income for life with the secure gift. annuity payments.
- She also benefitted from a sizeable tax deduction the year of her gift and other tax-saving opportunities.
- By funding the CGA with highly appreciated Microsoft stock, she reduced her capital gains tax and trimmed her exposure to market fluctuations.
- Best of all, she created a tribute to her late brother with a gift to bring the best in care to cancer patients.

A charitable gift annuity is a powerful way to establish a meaningful legacy, save on taxes, and help ensure the vitality of Baystate Health well into the future.

To see how a charitable gift annuity could work for you, and receive a personalized gift illustration, please contact Kylie Johnson, CAP at 413-794-7789 or Kylie.Johnson@BaystateHealth.org, or visit planmygift.baystatehealth.org.



### Sample rates based on \$10,000 gift

Age	Annuity rate	Annual annuity	Charitable deduction
65	5.7%	\$570	\$3,800
70	6.3%	\$610	\$4,000
75	7.0%	\$700	\$4,360
80	8.1%	\$810	\$4,700
85	9.1%	\$910	\$5,410
90	10.1%	\$1,010	\$6,230









### Personalize Marketing with BatchCalcs

## Why Use BatchCalcs?

- Individualized Calculations: Deduction, annuity rate, annual payment, tax-free portion, and duration
- Flexible Inputs: Target amounts can vary by donor or be fixed across the mailing
- Output Options: Receive a data file for mail merge
- Add-On Value: Include a Summary of Benefits chart with each illustration



[Date]

[Address] [City, State, Zip]

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If, for example, you were to create a \$25,000 cash gift annuity, you could receive [\$Payment] in annual payments, and a federal income tax charitable deduction of [CharitableDeduction] in the year



\$XXXX Annual lifetime payments \$XXXX Tax-free portion for XX Years Payments made for life of annuitants ages X and X

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Marguerite C. Johnson '61 Senior Vice President and Chief of Staff

p.s.—If you have questions, please feel free to contact Lonny Townley, executive director of development operations - email longy townley@mcphs.edu, phone: 617.732.2230, websites: legacygiving.mcphs.edu/cga.

Boston, MA Campus 179 Longwood Avenue ( Boston, MA 02115 | 1 617.732.2800 | F 617.732.2801



### Q&A

# Any proven strategies to encourage documentation of Estate Commitments?



### **Find intentions**















# YOUR PARTNER IN PLANNED GIVING SUCCESS

### **Be different**

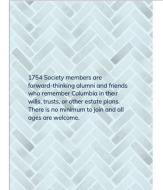
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COLUMBIA | Office of Gift Planning

Raise your hand.

Columbia | Office of Gift Planning

Or Pour Defines againmenting on the analysis of the control of the



### Let us welcome you.

By telling us that you have made future plans for Columbia, you become a member of the 1754 Society community and gain access to the unique people and experiences that Columbia offers.



To inform us, call Ryan Hart at (212) 851-7857 or email gift.planning@columbia.edu.

### Considering planning for the future?

If so, contact us to begin the conversation or visit giftplanning.columbia.edu.

₾ COLUMBIA | 1754 SOCIETY

200

I'm planning my gift now so that others like me can study what they love and make an impact.



Barbara Campagna '86GSAPP 1754 Society member Place Stamp Here

> ATTN: Office of Gift Planning Columbia University 622 W. 113th Street, MC 45 New York, NY 10025

# How can we optimize emails to best get the attention of our constituents?



## Unlocking Email Open Rates: 12 Subject Line Tips

## Create Uniqueness - Give Donors a Reason to Pause

Your donors are constantly bombarded with emails — many of which look, sound, and feel the same. To stand out, your subject line needs to **break the pattern**. When it feels fresh, unexpected, or thought-provoking, it triggers curiosity and encourages the reader to learn more.

In **planned giving**, that means moving beyond the usual phrases like "Planned Giving Update" or "Your Legacy Matters." While accurate, those lines rarely excite. Instead, give your subject lines a creative twist that invites exploration while still aligning with your message.

## Effective example:

Can I pay you for life?

## Why it works:

- · It's surprising and a little provocative
- · It introduces a benefit (payments for life) without giving too much away
- · It teases a charitable gift annuity in an engaging way

## Other strong options might include:

- · A smarter way to support what you love
- · How a gift can pay you back
- · Your IRA can do more than retire

## **Guidelines for success:**

- · Be bold, but stay true to your audience
- · Avoid misleading claims uniqueness is about interest, not gimmicks
- Test subject lines that feel like a "new idea" or a lesser-known option (e.g., DAFs, beneficiary designations, CGAs)



# How does one address planned giving marketing to those that don't understand planned giving?



## What is planned giving anyway?



## AND POWERFUL

It is a simple idea, yet a remarkably powerful one:

## Education changes lives.

Making a planned gift can change the lives of students, and be one of life's most satisfying experiences.

Learn how a charitable gift, like a bequest to Bennington in your will or making Bennington a beneficiary of your IRA, can match your personal legacy goals. Start today by downloading our FREE Estate Planning Guide from our **new planned giving website** at plannedgiving.bennington.edu/guide.

The planning you do today could change the lives of Bennington College students tomorrow. For further information, please contact:

Lauraine K. Goldberg Senior Director of Planned Giving Phone: 802-440-4367 Email: Igoldberg@bennington.edu



## How much is too much planned giving communication?



## **Know you donors**



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## How to incorporate Al into our marketing efforts?

In what ways can we use this tool to maximize strategic marketing?

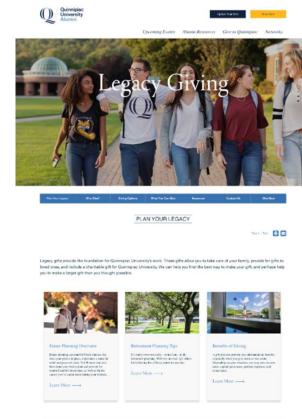


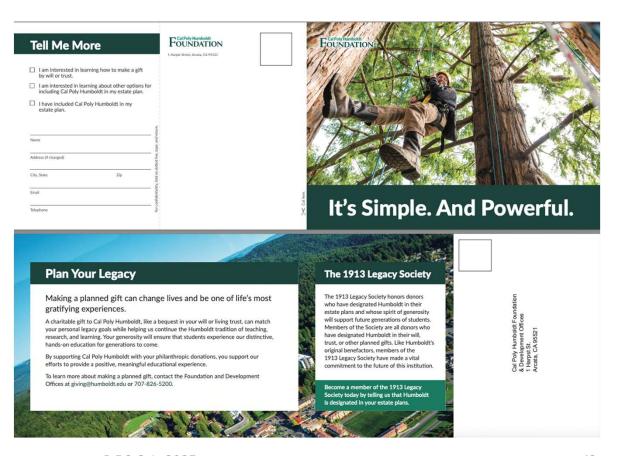
## What is the most important thing a small shop should focus on with implementing a planned giving program?



## YOUR PARTNER IN PLANNED GIVING SUCCESS

## Do They Know You Exist?







## Which types of marketing work best with different age groups?



## **Stages of Giving**

- 21-54 Cash, Bequests, Beneficiary designations [simplicity of giving]
- 55-69 Appreciated securities, DAF, DCGA [retirement]
- 70+ Retirement assets, CGA, QCD, CRT. [legacy and tax avoidance]







## Would appreciate any advice you have on mailing lists and segmentation of lists?



## **Target indicators**

## The traditional planned giving indicators are:

Primary Planned Giving indicators:		Secondary indicators:
-	Frequency of giving	- Cumulative giving
-	Longevity	- Affinity to Institution
-	Age	- Capacity via wealth screen planned
-	No heirs	giving scores



## **Questions?**



## To ask a question click the Q&A button at the bottom

Andrew Palmer
Senior Director of Marketing Services
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