

FAQs

I've opted in, what happens next?

You will have the Keep Competition Alive campaign added to your SMART marketing package. All your valid contacts in FLEX will be set up to receive the Keep Competition Alive SMART emails, with the first one to be sent on Tuesday 19th February.

Who will receive the Keep Competition Alive email campaign?

All your contacts in FLEX provided they meet the usual SMART criteria for email sends:

- Valid email address
- Valid name
- Have not previously unsubscribed
- 'Do not send SMART communications' flag in FLEX is unticked

Can I view the customers who have received the campaigns?

Yes, as per your normal tracking for SMART campaigns, all Keep Competition Alive emails can be viewed in [SMART Stats](#) under the Analytics tab in your AFG Suite dashboard.

When will it the first Keep Competition Alive email be sent out?

The first email is scheduled to be sent to your contacts on Tuesday 19th of February.

How often will these emails go out?

This first email will be sent once to your contacts on Tuesday 19th of February.

Further emails relating to the Keep Competition Alive SMART campaign will be sent and you will be notified and shown an example before each send.

Is there any cost to be included?

No, this new Keep Competition Alive campaign is included in your existing SMART package.

Can I opt out in the future?

Yes, each time we send you a preview of the next email you will be given an opportunity to be removed from the Keep Competition Alive SMART campaign altogether.

NEED ASSISTANCE?

We'll be happy to help. For any questions or further assistance please contact the SMART team at marketing@afgonline.com.au.