#### IAC / Personals

Tim Sullivan

**President** 

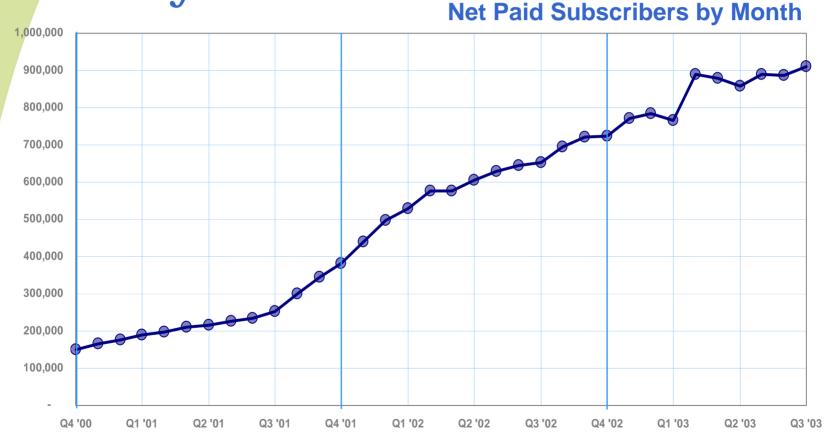
match.com

## Solidifying leadership in the business of Connecting People





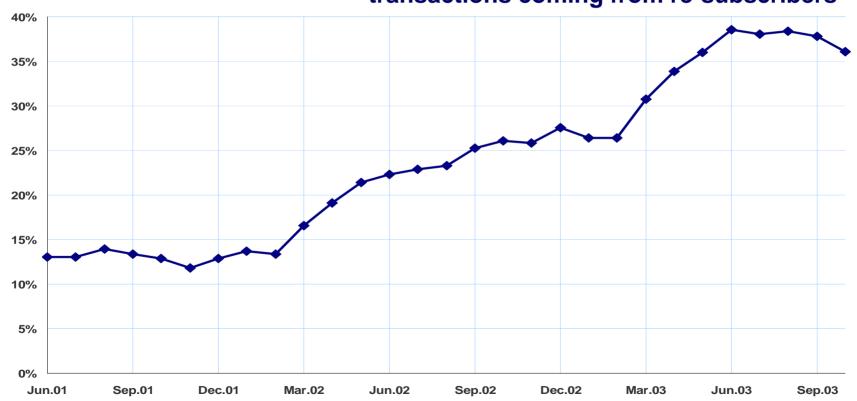
Steady growth over the past three years...





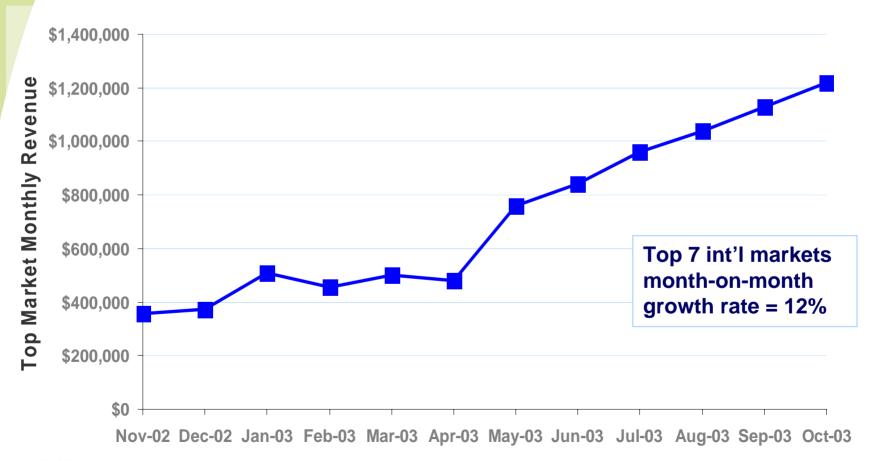
### **Not** a one-time transaction → steady growth in re-subscription activity

Percentage of total subscription transactions coming from re-subscribers

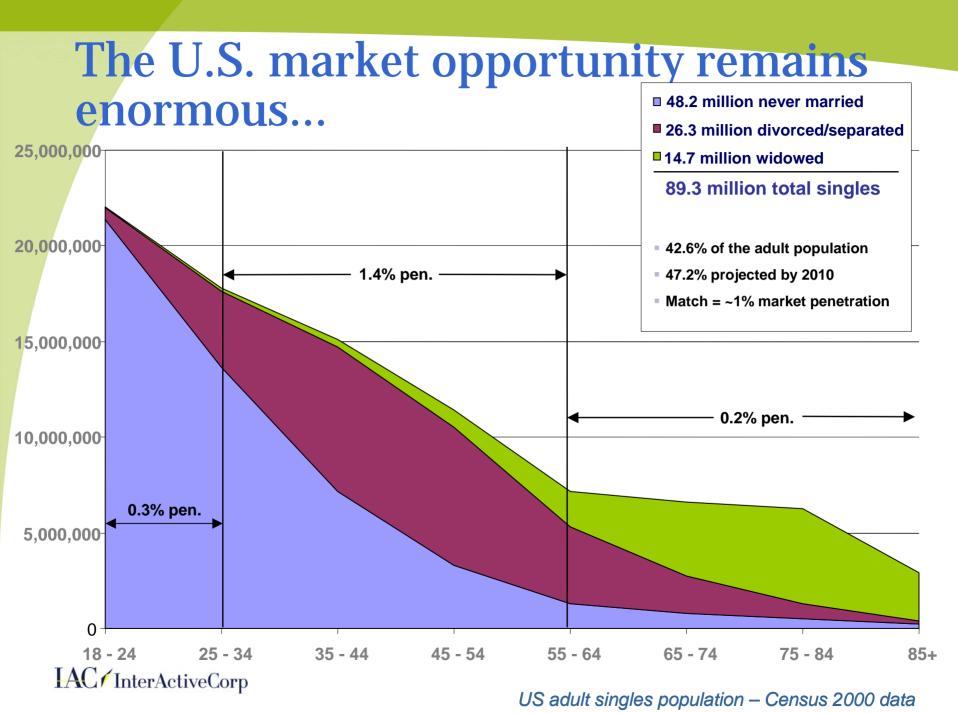




# A global business, with international adoption trends similar to the U.S. market...



IAC ✓ InterActiveCorp



# Three key levers to driving market growth:

#### Awareness of Match.com brand

 Relatively high @ 80% of online singles (total aided + unaided) (1)

#### Category "Legitimacy" – not yet complete

 Only 41% would tell family or friends that they were using an online dating site (1)

#### Value-add of product – still evolving

- A totally new product concept
- Creating demand, rather than shifting from offline
- Product improvements make the service more accessible and more effective

(1) Match.com internal research

### Match is the clear category leader...

	Unique Visitors (million)	Total Usage Minutes (thousand)	Subscribers (million)
Match.com	12.5	805	909,881
Yahoo! Personals	6.0	309	?
MatchNet	4.4	336	?
Friendfinder	3.8	17	?
iMatchup	3.8	81	?
Lavalife	1.9	39	?
Date.com	1.6	47	?
Friendster	1.6	116	?
Dreammates	1.4	38	?
Singleme	1.3	22	?
eHarmony	1.3	61	?
<b>Cupid Junction</b>	1.3	18	?
Matchmaker	1.0	47	?

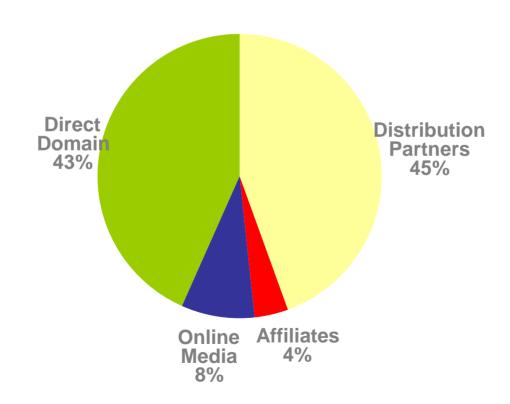
- UU's = 2x Yahoo
- Total minutes = 2.5xYahoo
- No competitor subscriber reporting



#### Strong Competitive Position

- The only major player with pure focus
  - 274 employees → growing to 361 by end of year '04
- Aggressive investment in product and technology
  - 107 employees in technology and product development → growing to 169 by end of year '04
- Strong and diversified customer acquisition strategy
  - Both distribution and direct domain
- Unchallenged brand voice
  - The defining voice/expert in the category
- Fully global footprint
  - 30% of staff on international

# A business leveraging both distribution partnerships and brand marketing...





### Strong distribution and online advertising partnerships...



Long-term
 distribution
 partnerships →
 shared risk & reward

Online media deals

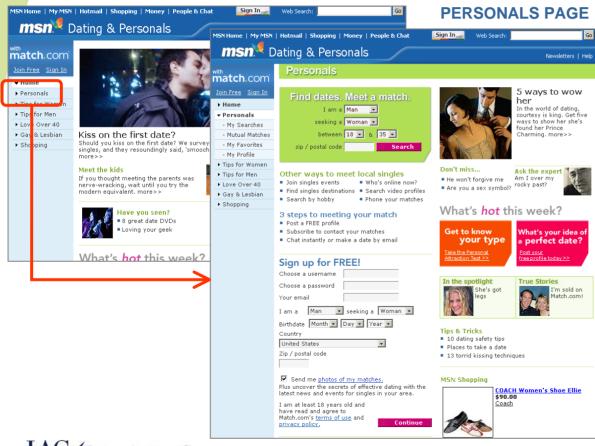
→ short-term and continued optimization

General interest portals
 + demographically
 targeted content sites



### MSN: Strategic relationship recently extended

#### **DATING & PERSONALS HOME PAGE**



- Extended term & expanded partnership
- Permanent "Dating & Personals" channel
- Improved user experience
- Sub-channel content



MSN: Strategic relationship recently extended SN Home | My MSN | Hotmail | Shopping | Money | People & Chat



**Expanded promotion** throughout MSN network

spent the entire date talking about myself.

Newsletters | Help

am a Man 🔻 seeking a Woman 💌

etween 25 • & 33 •

zip / postal code

that went smashingly well. After a few weeks' worth of email, they set up a first

date at a local restaurant that was halfway between their respective homes in the

The first date seemed to be going well, and Bob was barely able to finish his meal he had so much to say. But when he asked Beverly out for the following weekend.

she replied she was busy for at least the next several weeks. They parted with a

Bob's mistake? "I didn't give her a chance to get a word in edgewise," he admits. "I

Doing all the talking is a classic example of how guys can screw up that exalted

It doesn't have to be that way. Follow these five simple tips and make sure you get

- **Content integration**
- **Personalization**

5 first-date blunders to avoid

more links from

match.com

■ Meet your matches

■ Post a FREE profile

· How to find a date

Send this article

Contact singles

Bob, a marketing professional

attorney, after he spotted her

free profile online. The two began an email relationship

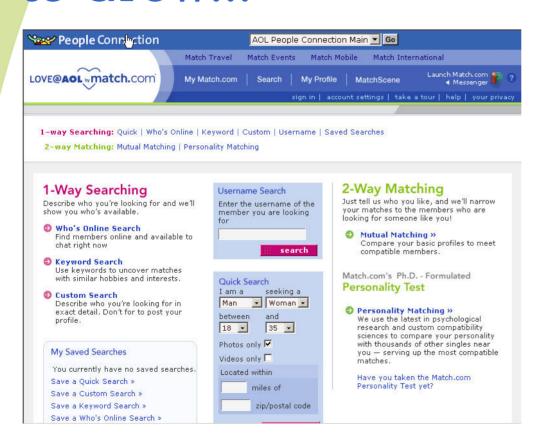
contacted Beverly, an

lukewarm handshake

**Partnership continues** to expand and drive new & re-subscribers



### Love@AOL Partnership Continues to Grow...



- Recently extended longterm strategic alliance
- Promotion throughout AOL service, AOL.com, Netscape, & Compuserve
- Personals channel on AOL Local
- Expanding and growing partnership...



#### Offline Advertising

#### The Key to Driving Awareness and Legitimacy





#### PR: Solidifying our brand voice as distinct from the category



- Acknowledged category leader
- Increasingly, the "expert" on all things dating
- Part of the popular culture...













## Our investments in product and technology are creating clear competitive differentiation

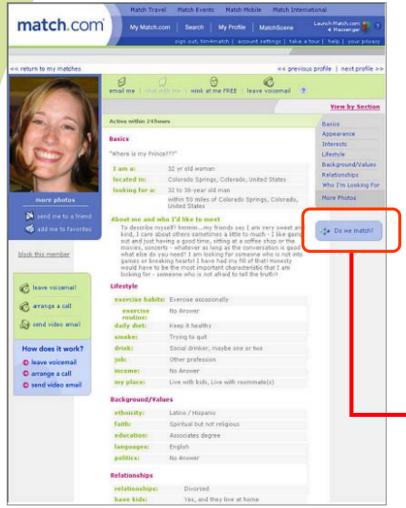
SCALE	$\longrightarrow$	Match is the acknowledged people database
UNIQUENESS OF PRODUCT	<b>→</b>	More than just a search function -> value-added matching and a broad feature set
BRAND VOICE	<b>→</b>	More than just "personals utility"  → an authority, advisor, advocate
BREADTH OF VALUE PROPOSITION	<b>→</b>	From marriage → dating → flirting → friends
VERTICALIZATION	<b>→</b>	Community relevance and authenticity

### We are investing aggressively in Core Matching technology...

#### **INCREASING VALUE ADD**



#### Lifestyle Matching



IAC / InterActiveCorp

- Two-way matching
- User-defined relevance weighting
- Matching based on basic profile criteria
- Lifestyle, relationships, appearance, education



### Core Product Technology: Personality Matching

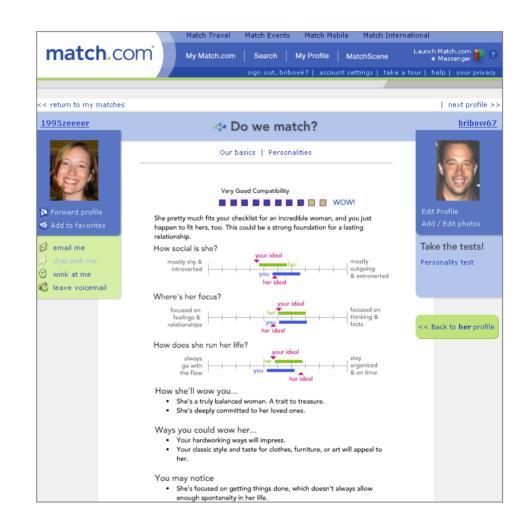
- Personality profiling, rather than selfreporting
- Based on 15 years of research into attraction science
- Instant report –free & customized
- Totally unique in the market...





### Core Product Technology: Personality Matching

- +2 million unique tests taken in 6 months
- Matching based on test launched in October
- Patented algorithm
- -"Things to talk about"





### Core Product Technology: Physical Attraction Matching



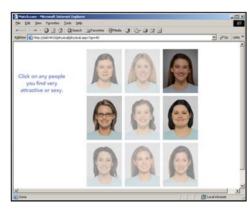


#### Physical Attraction Matching

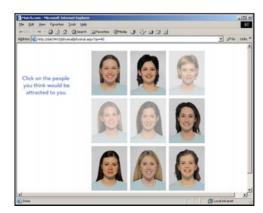
### Test will measure aspects of physical preference:

- Attraction (beauty)
- Not your type (exclusion)
- Mutual spark (experience)
- Girlfriend material (just raw physical attraction vs dating partner)

#### WHO YOU FIND ATTRACTIVE



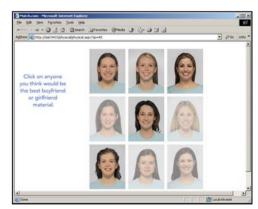
#### **MUTUAL SPARK**



#### **NOT YOUR TYPE**



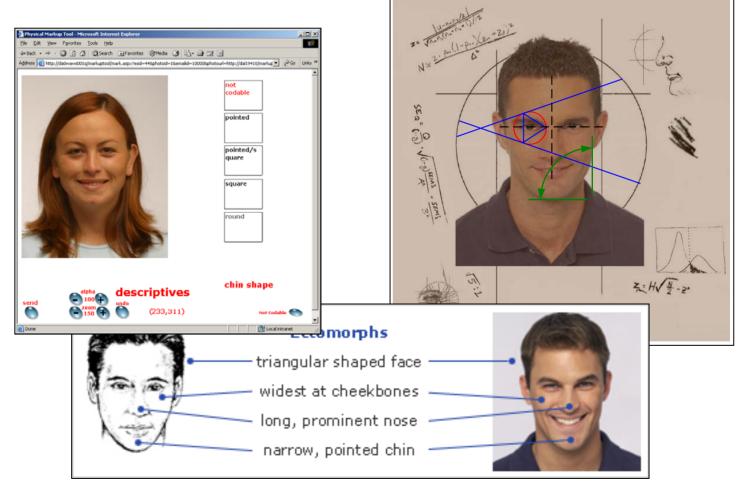
#### **GIRLFRIEND MATERIAL**





#### Physical Attraction Matching

We are classifying all profile photos...

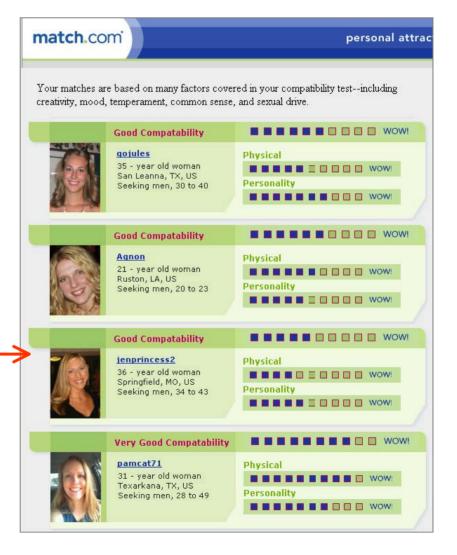




#### **Physical Attraction Matching**

 Matching based on physical attraction profile will launch in December





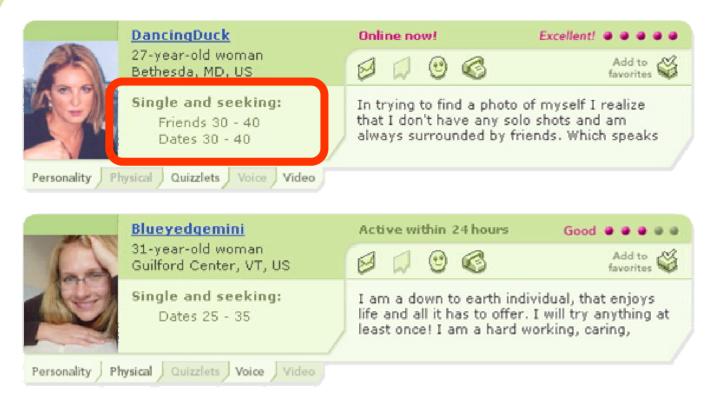


### In December, Match will expand to permit searching for friends...





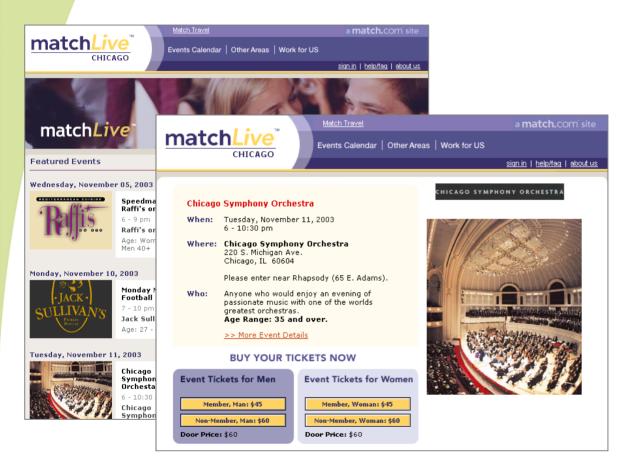
#### Searching for Friends



- Will deploy using existing profile-matchingcontact model (rather than just a networking model...)
- Extends the Match value proposition to broader social interaction
- Strongly positive feedback from Match membership base

IAC InterActiveCorp

### MatchLive events build brand awareness and drive subscriptions



- Launched July '02
- 600 Events in '03 / 1400+ in '04
- 50 cites in '03 / 80 cities in '04
- 10 countries
- "Face-to-face" dating complements the online experience



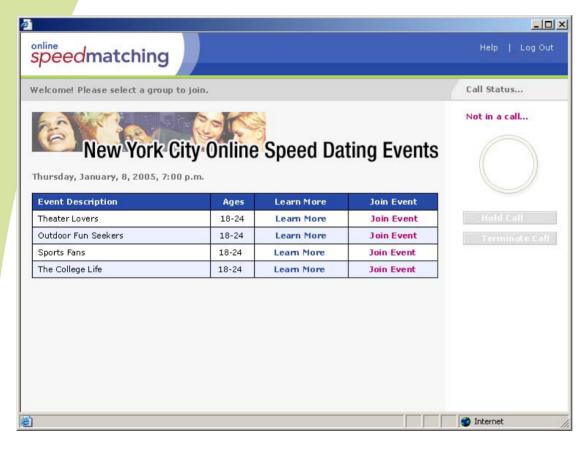
### Speedmatching Will Be in 90 Cities in 2004



- Launched in early October '03
- 49 events year to date
- 200+ events planned through 2003
- 1800+ events planned for 2004
- 60+ cities by end of '03;90+ cities by end of '04



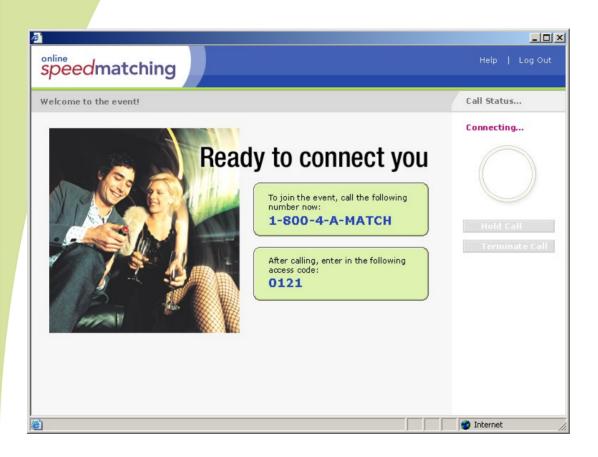
#### Online Speedmatching



- An integrated online / telephone speedmatching experience
- Members will register for online
- Will be a separate subscription
- But bundled discount for subscribers



#### Online Speedmatching



- Members will log in to Match.com five min.
   before event
- Then call 800 number
- Application takes over browser
- Synchronizes phone and web...



#### Online Speedmatching



- Members get intro to the site
- First profile comes up
- Clock indicates when first date will start
- Profile info on screen



### Video Profiles Are Growing Steadily...





- 10,000+ videos created since launch
- 6000+ subscribers to view videos @\$4.95/month
- Key technology as broadband penetration increases



### Use of Voicemail Messaging Is Expanding...

per minute charge to leave



### MatchMobile is the leading wireless dating application...

- High level promotion on AT&T mMode
- Can search, load a photo, and create a profile for free.
- Profile transfer from Match or directly to wireless device
- 2000+ subscribers at \$4.99/month
- Other carriers by yearend





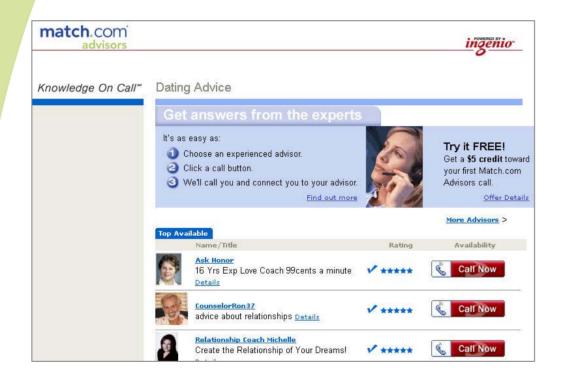
# Increasing investment in content and viral quizlets...

- Increasing our brand voice
- Differentiation
- Viral customer acquisition





### Match.com Advisors / Profile Assistants / Agents



#### **Advisors**

- Certified relationship counselors
- Per minute charge
- Launched October

#### **Profile Assistant**

- Freelance writers to help customers with essays
- Flat fee for edit or creation
- Launches in November

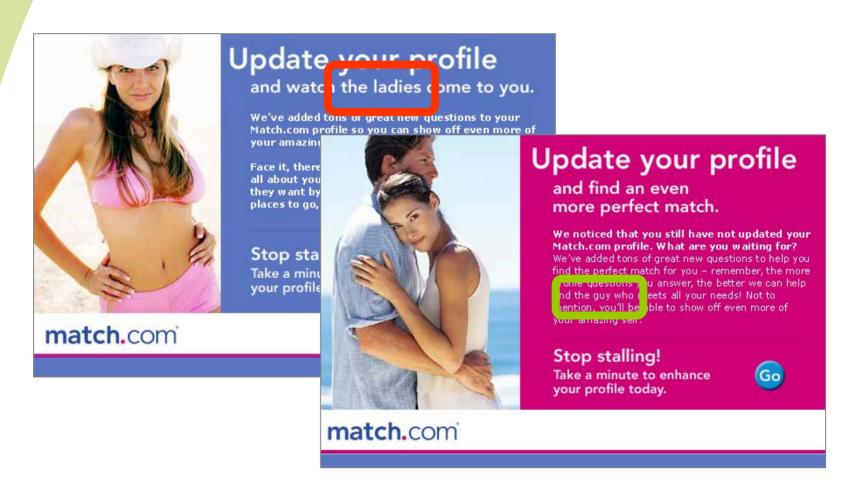
#### **Agents**

- Personal matchmaking
- Launches in December



#### **Increasing Verticalization:**

#### **Gender Targeted Emails**



#### **Increasing Verticalization:**

### **Segmented Advertising and Registration Paths**



- Driving greater differentiation in creative execution in online ads
- Landing page echoes online creative
- Site functionality is broad enough to support many brand promises...





#### **Increasing Verticalization:**

### Demographically Targeted Content Paths



- Will ramp up '04 content creation to include more target demographic groups
- Relevance and authenticity
- Echoing huge diversity of member base and distribution partnerships



#### **Differentiation**

### Match.com is building a broad suite of features and functionality to cement differentiation...

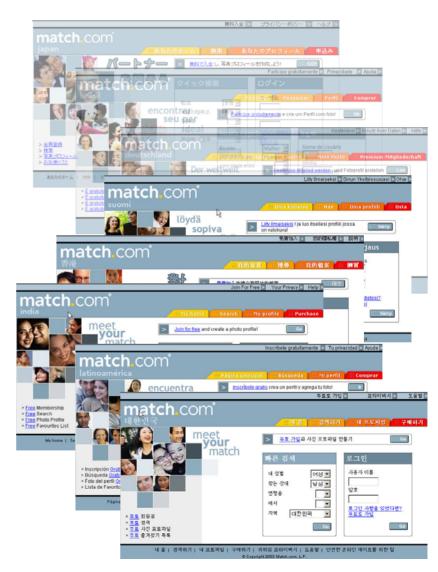
	Match.com	Yahoo! Personals
Basic Matching	Х	X
Personality Matching	Х	
Physical Attraction Matching	Х	
Video	Х	X
Voice	Х	X
Profile Consulting	Х	
Friend searching	Х	
Keyword Searching	Х	X
Instant Messaging	Х	X
Events & Speedmatching	Х	
Online Speedmatching	Х	
Quizzes and content	Х	
Wireless Product	Х	

- Evolving towards a multi-product offering
- Satisfying multiple value promises (marriage → friends)
- Solidifying market leadership
- Early adoption of key future technologies
- Possible price tiering/bundling



#### International Development

- April 2002: Acquisition of Soulmates Technology provided core international platform
- April 2003: Acquisition of uDate solidified UK leadership and scale
- Local sites offered in 28 countries, 18 languages and 32 currencies
- International operations in 7 locations with total headcount of 98





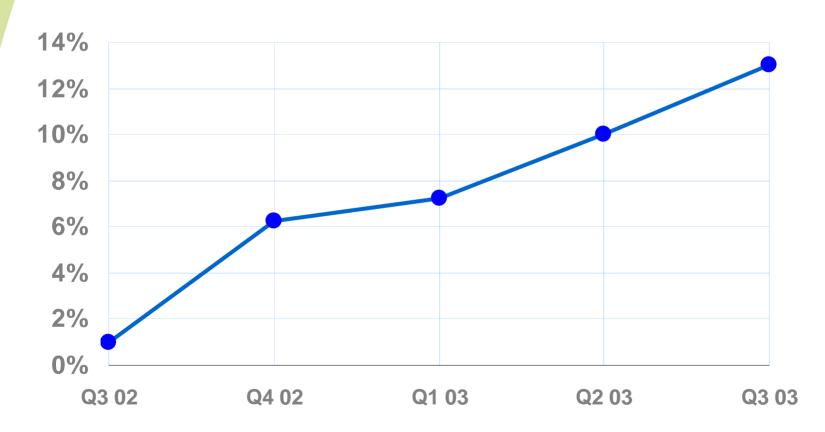
### International distribution breadth mirrors U.S. success...





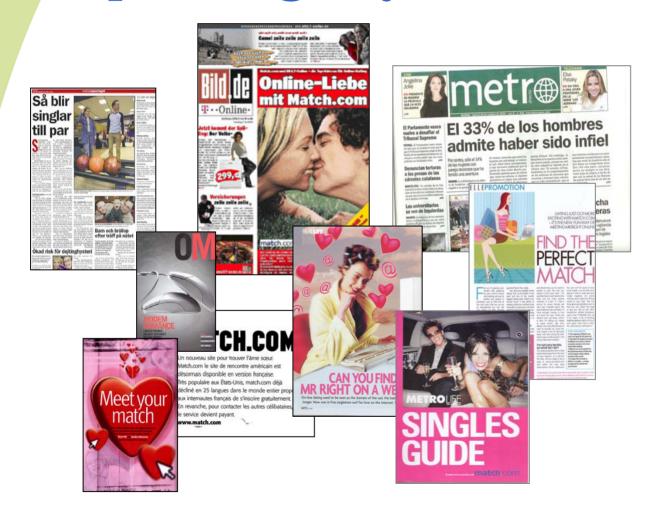
### International brand building will also be key...

Direct domain has grown from 1% of our business to 13%





### As in U.S., PR and online media are proving key...



- El Pais
- CNN
- Aftonbladet
- Bild
- Evening Standard
- Stern
- Elle
- Antenna3 (Spain)
- Glamour
- Metro
- BBC News
- CNBC
- L'Espresso
- Financial Times
- Le Journal du Net
- El Mundo



# Match.com is positioned for continued growth over the long term....

- A category yet to achieve its full potential
- Unequaled organizational focus
- Global organization creating a global brand
- Balanced customer acquisition strategy
- Depth → Key investments in core technology and product
- Breadth → Multi-product offering satisfying multiple brand promises
- Increasingly differentiated from the pack IAC/InterActiveCorp

#### IAC / Personals

Q&A