### Using the Mail Merge Feature to Produce Personalized Form Letters

#### Step 1: Design a form letter including numerous variables in the body to meet the needs of the receiver.

<table>
<thead>
<tr>
<th>recipient</th>
<th>street</th>
<th>city_state_zip</th>
<th>title</th>
<th>name</th>
<th>amount</th>
<th>date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms. Margaret Lowery</td>
<td>Washington Square</td>
<td>Boston, MA 02158-2628</td>
<td>Ms.</td>
<td>Lowery</td>
<td>$1,510</td>
<td>January 30</td>
</tr>
<tr>
<td>Mr. Bradley Zuccaro</td>
<td>81 West Leland R. Road</td>
<td>Allentown, PA 18184-0013</td>
<td>Mr.</td>
<td>Zuccaro</td>
<td>$2,194</td>
<td>February 1</td>
</tr>
<tr>
<td>Ms. Helen Webster</td>
<td>3931 Roane Drive</td>
<td>Boston, MA 02158-3931</td>
<td>Ms.</td>
<td>Webster</td>
<td>$1,957</td>
<td>February 15</td>
</tr>
</tbody>
</table>

#### Step 2: Input variables for each receiver.

- **January 11, 2011**
- **Ms. Margaret Lowery**
- **Watson Communication**
- **Washington Square**
- **Boston, MA 02158-2628**

Dear Ms. Lowery:

Thank you for registering your mortgage to be paid with our automatic payment service. Your monthly payment of $1,510 is scheduled to be deducted from your bank account beginning with the January 30 payment. Please be sure each month to deduct the payment amount from your bank account by the date of the automatic payment.

Adding an additional amount to each payment can save you thousands of dollars interest. Visit us at www.EasyPay.com to learn more about accelerated payment options.

Sincerely,

Katrina Magro

Sales Manager

Enclosures

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#### Step 3: Merge the variables list into the form letter and print each on high-quality paper.