The practice of turning VOC data into experiment-worthy copy





This is how we do it

l learned everything about life from Mr Rogers. And about copy.



eD imgflip.com

@COPYHACKERS

What do you do with the mad that you feel When you feel so mad you could bite?

When the whole wide world seems oh so wrong, And nothing you do seems very right? What do you do - do you punch a bag? Do you pound some clay or some dough? Do you round up friends for a game of tag? Or see how fast you go? It's great to be able to stop, When you've planned the thing that's wrong, And be able to do something else instead And think this song: I can stop when I want to, Can stop when I wish, Can stop, stop, stop anytime. And what a good feeling to feel like this, And know that the feeling is really mine -Know that there's something deep inside That helps us become what we can. For a girl can be someday a lady, And a boy can be someday a man.

Take what your audience says.

@COPYHACKERS

Make it rhyme and layer it over music.

VALIDATION-READY SONG!

Take the most interesting of the voice of the customer.



Push it through copywriting frameworks and formulas, and add better practices.

VALIDATION-READY COPY!

SOME COPYWRITING BETTER PRACTICES

Use formulas to improve your headlines, body, bullets, etc



SOME FORMS OF VALIDATION:

Preference tests Clarity tests User tests (in-lab, virtual facilitated, virtual unfacilitated) Internal tests: audience gut-check, "Breakthrough or bust?"



"what I learned is if • you think you need rehab you do"



VALDATION: "Breakthrough or bust?"







Breakthrough. 400% more clicks and

@COPYHACKERS

26% more leads



a

"i sweat all the time - it doesn't even have to be hot out"

"i'm sweating even when the A/C is on"

@COPYHACKERS

"First person headlines"

Lead with visceral problem

"IT DOESN'T EVEN HAVE TO BE HOT OUT. MY ARMPITS ARE ALWAYS WET."

n







Breakthrough. **49% increase in paid** conversions



≥WISTIA

It's good to be po It's best to lead

You've had a bunch of people watch

And they've all seen "powered by Wistia" at I



That's great for Wistia. But what about your b To remove that banner and focus your viewer

Switch to our 25-video plan for just \$25

When you upgrade to our very budget-friendl than full control of your video branding. You'll core integrations that make Wistia loved by n get powerful features like:

- · Trend reporting to see what your viewe
- Video heatmapping
- Audience insights: see your whole audi (like the company they work for)
- Video hosting for greater speed and sta
 Customizable thumbnails
- Customizable player colors
- · Autoplay options
- Replay options
- Replay option
 Commention
- Commenting options
 Custom controls: hide or show a play b
- for video sales letters
- Video captions
- Calls to action
- Annotation links
- Turnstiles → capture email addresses
- Social bar: hide or display Twitter, Face

≥WISTIA

Good news People are watchi

Fantastic, right?

Now here's a question...

How can you put your new video data to work

You may be wondering: What's the good in knowin my video and 90% are not? Or that viewers are de Or that some people are rewatching a particular p

That data will make your life so much easier. For e

- If only a small percentage of people are clic autoplay the video or b) customize its thumt to click
- If viewers drop off after a few minutes, a) cu bar (where the timeline is) or b) make shorte
- If viewers are rewatching a segment, add a that oh-so-interesting part... and turn views i

You can do all of those things in mere seconds in

I want to try those ideas out - take me to my Wistia

OR

Show me more about video analytics in Wistia (1:

BTW, as you keep using Wistia, data about your v aggregates. So you'll be able to see which viewers driven decisions about the content to create next.

I want Wistia to track how my

HUBSPOT LOVES WISTIA "Wistia's analytics helps us fig resonated with our audience better video next HUBSO

≫WISTIA

We saw 18% more people click "play" when we did this Joanna

We customized the color of our video players.

That's all it took to get nearly 20% more views of our videos.

The Wistia video player defaults to grey. Which is nice. But grey.

So why stick with grey when you can go with hot pink... or dollar-bill green... or, well, Wistia Blue? Take a look:



You can change a video's player color in 2 clicks in Wistia

Getting 18% more views is pretty major. Videos that used to get 100 views a day now get 118 views a day. In a month, that's an extra 500+ views. And it only takes something like 11 seconds to make this very simple but very powerful change to your videos...

Sounds really easy - I want to change my video player color now

PS: Watch this to see how to optimize your videos in Wistia...



@COPYHACKERS

WISTIA 3.5x the paid conversions.



You design. You are a designer.



I can desi and graph clients, V acquaint cover for for their of these w I didn't complete. particula from scra turned n designer

You may have started using Canva for Wor find budget to hire a freelance designer fo social posts...

Maybe you were tired of quality problems o keep waiting for your busy in-house designe ads and posts. That may be why you started the first place.

But since then, something's shifted.

Since then, you've transformed into a design

You're the kind of designer who avoids creat templates. You save time with Magic Resize. with folders and 400,000+ premium pics. Yo Photoshop color settings, channels, paths. Y into templates. You stay consistent with a B make animated gifs.

It can be easy to minimize how much you ge Because everything's pretty. And nothing fer your awesomeness fool you. With Canva for you are a designer.

Design something be

That moment you realize your design should've been transparent



Logos. T-shirt designs. Confetti gra

Any design that isn't a rectangle or

transparent background instead of

you can't save it as a .jpg or .pdf. Yo

Because you've got Canva for Work

as transparent .png images like so:

ocial Media Template

🕁 Downlo

PNG - Tr

File type

.png file.

Which you can do!

Save nearly 25% by switching to an annual plan today

Switch to Canva for Work yearly billing, and you'll save \$3 per month per team member.

Your business could save more than \$35/year for every team member on your plan by switching to the Canva for Work annual plan. And you won't have to sacrifice features, storage - anything. You'll get everything you've come to depend on in Canva for Work plus savings that stack up.

Your CFO will love saving money.

And your CMO will love uninterrupted team access to Canva for Work.



This way, you won't have to worry about trying to remove the background on that logo you just made ... or on the book cover that's going on your Facebook page...

or on the cool quote-graphic (featuring Albert Einstein's frizzy head!) you're planning to embed in an email. You're all set.

Save my next design as a transparent PNG

@COPYHACKERS

Nearly 20% drop in churn.

(i)

Canva





This is about how we find messages. (whether we can a/b test or not)



- Interviewing customers
- New / Ex- / Customer surveys
- On-site polls
- Competitor audits
- In-lab user tests and FMHs





COPYMRITERS LOVE TO ADD

- Interviewing the founders (the original "customers")
- Thank-you page surveys
- UserTesting.com
- Mining sales call recordings
- Mining support tickets
- Mining Facebook comments
- Online review mining



Google site:amazon.com inurl:"productreviews" "tired of" keyword

@COPYHACKERS

ONLINE REVIEW MINING SHORTCUT

Google site:amazon.com inurl:"productreviews" "tired of" acne



ONLINE REVIEW MINING SHORTCUT

000	
Google	site:amazon.com inurl:"product-reviews" "tired of" acne
	🔍 All 🖾 Images 🕞 Videos 🔗 Shopping 🗉 News : More Settings Tools
	About 1,230 results (0.32 seconds)
	Customer reviews: The Acne.org Regimen - Complete Amaz https://www.amazon.com/Acne-orgAcne/product-reviews/B001680RPS? Find helpful customer reviews and review ratings for The Acne.org Regimen Long story short I got tired of looking at my nasty face in the mirror and not being
	Customer reviews: AcneFree Severe Acne Treatment Amazo https://www.amazon.com/AcneFreeAcne/product-reviews/B000KK53L6?
	I used to use proactiv for about 3 years when my acne got bad but eventually like many customers I got tired of the hidden fees and overcharges. My skin wasn't
	Customer reviews: Neutralyze Moderate to Severe Acne Am https://www.amazon.com/Severe-Acne/product-reviews/B00YBBPGCQ -
	And if that failsI will have to see the doctor for some serious stuff. I'm so sick and tired of being 26 years old and breaking out with acne as bad as I was when I

@COPYHAC

Google site:amazon.com inurl:"productreviews" "tired of" plumbing

@COPYHACKERS

ONLINE REVIEW MINING SHORTCUT

000	
Google	site:amazon.com inurl:"product-reviews" "tired of" plumbing
	🔍 All 🖾 Images 🕩 Videos 🖽 News 🔗 Shopping : More Settings Tools
	About 1,840 results (0.35 seconds)
	Customer reviews: Toto CST406MF#01 Plumbing Part Amaz https://www.amazon.com/01-Plumbing/product-reviews/B009YA1E5W Toto CST406MF#01 Plumbing Part, Cotton White; >; Customer reviews under the glaze (looked like a sharpie mark) and I was tired of shipping back so I kept it.
	Customer reviews: General Pipe Cleaners R-3NKH 3 Amazo
	https://www.amazon.com/GeneralR3/product-reviews/B000DZGJZW
	Plumbers cost a fortune, particularly if the clog comes at night or on a weekend I was tired
	of my toilets clogging and hated to call the plumber every time.
	Customer reviews: Kleer Drain 100 Instant Drain Opener - Amaz https://www.amazon.com/Kleer-Drain/product-reviews/B000DZD0VI?5
	While waiting for the landlord to finally send a plumber I got tired of waiting and bought this at
	the store. Came home and launched whatever was clogging the

@COPYHA

Take the most interesting of the voice of the customer.



Push it through copywriting frameworks and formulas, and add better practices.

VALIDATION-READY COPY!

We use interviews to find the story, the value proposition and the big idea.





Value props, stories and big ideas often come from...

- 1. Have the interview on Zoom (video)
- 2. Take directional notes during
- 3. Record the call, with permission
 - 4. Use <u>rev.com</u> to transcribe it
- 5. Print and read the transcript with a highlighter

@COPYHACKERS



Founder Interviews

I always start with the assumption that most engineers love building shit ??

- Travis Kimmel, Cofounder of GitPrime



"I always start with the • assumption that most engineers love building shit"

@COPYHACKERS

Want to believe / suspend disbelief

- Unique + highly desirable
- Memorable

VALIDATION: "ENGINEERS BUILD BUSINESS"

Executive stakeholders and decision-makers

Senior engineering leaders and product leaders

Engineering operators

Engineers



000

GitPrime

Platform 🗸

Pricing

Customers Company Blog

Engineers build business.

Accelerate velocity and release products faster with visibility into your software engineering team.

Get Started

> Explore the Platform

(a**)**



Sign In

Get Started





splunk'>

vmware[®]

SENTRY



We use sales call / demo recordings for plotting and writing email sequences.

You've collected leads on that Unbounce landing page. Now...



How do you plot the nurturing emails?





No an self ho



What message comes first? Second? What's the sequence / order?



ANSMER: Study the flow of a handful of sales calls.











- Watch their expressions as they see the demo
- Skip to the parts where the prospect is talking
- Make notes to self in ALL CAPS (particularly when you don't want to forget a great idea or insight)
- Put interesting language in "quotation marks"

Watch for "documentary-style" moments.











"The bidn't realize martin was spending

three quarters of his time continually

reworking every line of code every time

Watch for phrases like "I'm worried about" and "Can you show me...?"

i'm worried about the overhead - the overhead and the upkeep. where does the data come from that gitprime reports on? how much attention are my guys gonna have to focus on this? are the inputs intuitive? do they make sense? or is it gonna be a real drag? if you take for example a time keeping system - they sound great in theory and everyone thinks the outputs will be useful... but then people spend more time trying to figure out how to record their time than they actually do working. if this takes more than 5 to 10% of their work effort in the day, it'll be a really difficult sell and it'll be really difficult to get people to use it.







if it's too abstract, too cumbersome, too difficult and intricate for the guys to get trained up on and if it ends up being a data burden, i would definitely not want to use it. sometimes things turn a little report-happy - you end up updating all these reports that go nowhere. people end up doing busy work with continuous management reports. that would be a definite negative. i wouldn't want to use gitprime if that's the road we get

taken down.



In Excel, plot the topics they cover, in the order they cover them, across a simple timeline to understand discussion flow.





(This is how you "get inside the customer's head.)



	Starts with	then	leads to	followed by	leading to	leading to	follow by
Lead A: Enterprise (Call 1)	Ship faster						
Lead B: Enterprise (Call 1)	Better PR cycles						
Lead C: Midmarket (Call 1)	Ship better						
Lead D: Enterprise (Call 1)	Shorten PR cycles						



	Starts with	then	leads to	followed by	leading to	leading to	follow by
Lead A: Enterprise (Call 1)	Ship faster	Team won't trust data	Data-driven engineering / Engineer KPIs	What about across multiple teams / repos?	Measuring remote teams	Actionable data	Easy for t to ado
Lead B: Enterprise (Call 1)	Better PR cycles	Who's stuck / Find bottlenecks early	Need calculations / Team won't trust data	Measuring remote teams	Data-driven engineering / Engineer KPIs	JIRA does this?	Need calcu / Team w trust da
Lead C: Midmarket (Call 1)	Ship better	Ship faster	More collaboration	Data-driven engineering / Engineer KPIs	Team won't trust data	What about across multiple teams / repos?	
Lead D: Enterprise (Call 1)	Shorten PR cycles	Metrics / How to measure productivity?	Find bottlenecks early	Increasing engagement too	Are senior people helping juniors?		



	Starts with	then	leads to	followed by	leading to	leading to	follow by
Lead A: Enterprise (Call 1)	Ship faster	Team won't trust data	Data-driven engineering / Engineer KPIs	What about across multiple teams / repos?	Measuring remote teams	Actionable data	Easy for t to ado
Lead B: Enterprise (Call 1)	Better PR cycles	Who's stuck / Find bottlenecks early	Need calculations / Team won't trust data	Measuring remote teams	Data-driven engineering / Engineer KPIs	JIRA does this?	Need calcu / Team w trust da
Lead C: Midmarket (Call 1)	Ship better	Ship faster	More collaboration	Data-driven engineering / Engineer KPIs	Team won't trust data	What about across multiple teams / repos?	
Lead D: Enterprise (Call 1)	Shorten PR cycles	Metrics / How to measure productivity?	Find bottlenecks early	Increasing engagement too	Are senior people helping juniors?		





so you can ship better product faster

@ COPYHACKERS

Email 1: Shorten PR cycles

	Starts with	then	leads to	followed by	leading to	leading to	follow by
Lead A: Enterprise (Call 1)	Ship faster	Team won't trust data	Data-driven engineering / Engineer KPIs	What about across multiple teams / repos?	Measuring remote teams	Actionable data	Easy for t to ado
Lead B: Enterprise (Call 1)	Better PR cycles	Who's stuck / Find bottlenecks early	Need calculations / Team won't trust data	Measuring remote teams	Data-driven engineering / Engineer KPIs	JIRA does this?	Need calcu / Team w trust da
Lead C: Midmarket (Call 1)	Ship better	Ship faster	More collaboration	Data-driven engineering / Engineer KPIs	Team won't trust data	What about across multiple teams / repos?	
Lead D: Enterprise (Call 1)	Shorten PR cycles	Metrics / How to measure productivity?	Find bottlenecks early	Increasing engagement too	Are senior people helping juniors?		



Email 2: Measuring & calculating

so you can implement data-driven engineering with good KPIs







You can also use sales call / demo recordings to WRITE your emails.

"when we're in standups and an engineer's been stuck for weeks but thought he could figure it out on his own, and now we're late so he finally brings it up"



@COPYHACKERS

Problem

Agitation

Solution

Pull requests gathering dust? Image: Comparison of the second second

Ben from GitPrim

Thu, Nov 29, 4:00 PM (3 days ago) 🛛 🏠 😪 Sh

maii 🔦

Unresolved PRs mean code is dying on the vine

It's the end of a sprint and your team seems to have hit a bottleneck.

You aren't sure what or who's causing the bottleneck, but you know it's a costly problem to have. And it keeps happening. So you need to address it.

But what do you do?

You don't want to assume. You don't want to start down the path of coaching your team as a whole to "up their game." There's a reason the project has stalled. And you need to know what that reason is if you're going to resolve it. And prevent repeat occurrences.

What if you could see what's going on under the hood of your engineering team? What if you could show your engineers exactly what's causing bottlenecks so you can work together to fix it?

Data about your engineers lets you predict and prevent bottlenecks

One of the leading causes of end-of-sprint bottlenecks is this, someone on your team

"when someone commits 1000 lines right before the weekend [when no one will prioritize reviewing it] and it dies on the vine"

"well it's hard to know [who the bottleneck is]"

"what's going on under the hood"

> (HEARD THAT EXACT PHRASING A LOT)

@COPYHACKERS

Pull requests gathering dust?

Ben from GitPrime

Thu, Nov 29, 4:00 PM

to me 🔻

Email 1: Shorten PR cycles with better visibility

Unresolved PRs mean code is dying on the vine

It's the end of a sprint and your team seems to have hit a bottleneck.

You aren't sure what or who's causing the bottleneck, but you know it's a costly problem to have. And it keeps happening. So you need to address it.

But what do you do?

You don't want to assume. You don't want to start down the path of coaching your team as a whole to "up their game." There's a reason the project has stalled. And you need to know what that reason is if you're going to resolve it. And prevent repeat occurrences.

What if you could see what's going on under the hood of your engineering team? What if you could show your engineers exactly what's causing bottlenecks so you can work together to fix it?

Data about your engineers lets you predict and prevent bottlenecks

One of the leading causes of end-of-sprint bottlenecks is this: someone on your team commits 300+ lines of code all at once. Engineers who'd normally jump on a PR see that this particular PR is very large. It could take them into the evening to review it.

As a result, the oversized PR sits unreviewed. No comments. No collaboration. No hope



Z

ē

We use thank-you page surveys for crafting messaging hierarchies. And writing sticky copy.





Immediately after a customer purchased Copy School 2018, we asked him / her...





••• < > 🗉

000. **COPY SCHOOL** by COPYHACKERS Your sign-in credentials for Copy School are on their way to your email inbox. In the time it takes for them to get there, could you please answer this: I→ Hi! Before you begin, please tell Jo this: What was going on in your life that brought you to join Copy School today? SHIFT + ENTER to make a line break press ENTER 0 of 1 answered Powered by Typ

C

Goodbye, guesswork!

You just got access to the course designed to make you the most profitable person in the room.







12 Mar 2018 02:52 AM



Hi! Before you begin, please tell Jo this: What was going on in your life that brought you to join Copy School today?

Î

Groping in the dark of uneducated purgatory destined to be chained to low wages and toxic work environments, yet unwilling to surrender, to the perils, of loserdom...



n, please tell Jo this: What was going on in your u to join Copy School today?	13 Mar 2018 02:57 PM	Ť
me real help developing my copywriting the confidence hat comes with mastery	Hi! Before you begin, please tell Jo this: What wa life that brought you to join Copy School today? I'm going to jump start my copywriting can a month or so sending out cold emails.	as going on in your r eer by spending
÷	Copy School will give me the confidence to confidently and submit powerrul copy to c	o charge lients.
please tell Jo this: What was going on in your to join Copy School today?	12 Mar 2010 02:45 DM	
ng for the right words. To be able to sage clearly would give me so much more		
	life that brought you to join Copy School today?	as going on in your
	I'm a designer / developer who also works the different mediums our products & ser in. I guess I just want to be more confiden I create on a day to day basis.	s on copy for all of vices are located It in the copy that
, please tell Jo this: What was going on in your to join Copy School today?		
ng what works and what doesn't. I want more confidence and know that what I'm he the results Theed.		



We saw "confidence" enough to hypothesize that it was an important sales message.

So we added it to our launch sales emails.







SUBJECT

The most brutally honest "FINAL DAY" email ever...

CONTENT

"OMG!!! Doors are closing"

"Hurry!! LAST CHANCE"

"FINAL WARNING - GET OFF THE DAMN FENCE"

All true - but also a reckless and unforgivable abuse of caps lock.

Let's tone it down and take a deep breath before it gets a bit too Nick-Cagey in here.



'Cos here's the thing:

There are no "doors" - there is no "fence" - and thankfully there's no Nick Cage hijacking the Copy Hackers keyboard either.

There's just you, me, <u>Copy School</u> and the best way for the 3 of us to get you what you want.

And since our whole *raison d'etre* at Copy Hackers is to empower BADASS copywriters to own your ability to make it rain on demand...

(while 2Xing, 5Xing and even 10Xing the invoices and respect that come with)

I'm gonna call you to a higher standard and insist that you NOT disempower yourself by

1) letting this Copy School info go cold in a Chrome tab and

2) watching the countdown timer hit ZERO before

3) shrugging your shoulders with a "Whoops ... guess I missed it."

Because that's not very badass.

@COPYHACKERS

In return, I promise not to insult your in fences.

Cool? Cool.

Instead, I present to you...

Two real world options (please take one

Option 1:

You're not an active copywriter - freelan plans to make a serious go at it either.

Therefore it's easy enough to say...

Thx Jo, enjoyed the show, but it's time for flick

Option 2:

You're an active (or aspiring) copywriter email campaigns to sequence and a long on immediate state that you are set of the

And when it comes to delivering that hig

Not anymore.

Because it's costing you a better job, mo one - money. "Guessing" is the reason yo you should. It's why you're emailing you presenting it on a Zoom call and talking imposter anytime you even consider que

You play small.

Because you don't trust yourself to gene

You don't have the confidence. Yet.

But you're open to the idea... You're star sense of confidence with every 5-figure (yord Airstory Doc you share... and with you only with the fall of the back

You don't want to "think" you're capable

You want to know.

Itelligence with metaphors about doors and	
e).	
nce or in-house - and you have no immediate	
<u>or me to pack it in and line up my fave Nick Cage</u>	
who has or <i>will</i> have landing pages to write, ag-form sales page that will put your client or boss	And with that ultra-confident copywriter's swagger, you want to be able to charge the fees that help copywriters like Tarzan Kay make six figures a year while working 4 dat week. Tarzan took 10x Emails, applied what she learned and has never looked back did Prerna Malik, Marian Schembari and a world of copywriters.
gh-value work, you can't afford to guess.	Aren't you ready to take your place among their ranks? Not because the countdown timer is ticking.
ore clients, better clients, respect and - the big you're still not promoting yourself like you know ur proposal to leads instead of confidently gabout price. And it's why you feel like an noting something higher than a livable wage.	But because it's time. <u>Give Copy School a risk-free shot for 60 days at just \$197/mo</u> ~jo PS: You should be charging at least \$200 an hour with what you learn inside Copy Sc (Not that you'll quote by the hour!)
erate big results. Yet.	With that rate, the math is simple. Even for this English major.
rting to like the idea of, say, having an acute (omg!) proposal you send with every 10,000 every masterful stroke of the Macbook Pro that	Invest \$200 a month in Copy School. Pay for it with a single hour of work. <u>Give Copy School a risk-free shot for 60 days at just \$197/mo</u> Ends tonight
e of doing a badass job.	0 0 0 0 0 0 0 DAYS HOURS MINUTES SECONDS



SUBJECT

The most brutally honest "FINAL DAY" email ever...



"OMG!!! Doors are closing"

"Hurry!! LAST CHANCE"

"FINAL WARNING - GET OFF THE DAMN FE All true - but also a reckless and unforg Let's tone it down and take a deep brea



There are no "doors" - there is no "fence the Copy Hackers keyboard either.

There's just you, me, Copy School and the

And since our whole raison d'etre at Cop own your ability to make it rain on dem (while 2Xing, 5Xing and even 10Xing the I'm gonna call you to a higher standard 1) letting this Copy School info go cold in watching the countdown timer hit ZE

3) shrugging your shoulders with a "Wh

Because that's not very badass.

@ COPYHACKERS

Not anymore.

Because it's costing you a better job, more clients, better clients, respect and - the big one - money. "Guessing" is the reason you're still not promoting yourself like you know you should. It's why you're emailing your proposal to leads instead of confidently presenting it on a Zoom call and talking about price. And it's why you feel like an imposter anytime you even consider quoting something higher than a livable wage.

You play small.

Because you don't trust yourself to generate big results. Yet.

You don't have the confidence. Yet.

But you're open to the idea... You're starting to like the idea of, say, having an acute sense of confidence with every 5-figure (omg!) proposal you send... with every 10,000 word Airstory Doc you share... and with every masterful stroke of the Macbook Pro that you only wish your fellow Starbucks patrons could appreciate.

You don't want to "think" you're capable of doing a badass job.

You want to know.

And with that ultra-confident copywriter's swagger, you want to be able to charge the

And when it comes to delivering that high-value work, you can't afford to guess.

be able to charge the ar while working 4 days a as never looked back. So

learn inside Copy School.

ir of work.

Test-worthy copy is not sitting inside your head. Or mine. It's in the hearts and minds of our customers and prospects. Our job is to lure it out, listen and repeat it back in persuasive ways.

Take the most interesting of the voice of the customer.



Push it through copywriting frameworks and formulas, and add better practices.

VALIDATION-READY COPY!

VALDATION: "Breakthrough or bust?"



Joanna Wiebe COPYHACKERS (CH) AGENCY

<u>copyhackers.com</u> joanna@copyhackers.com

