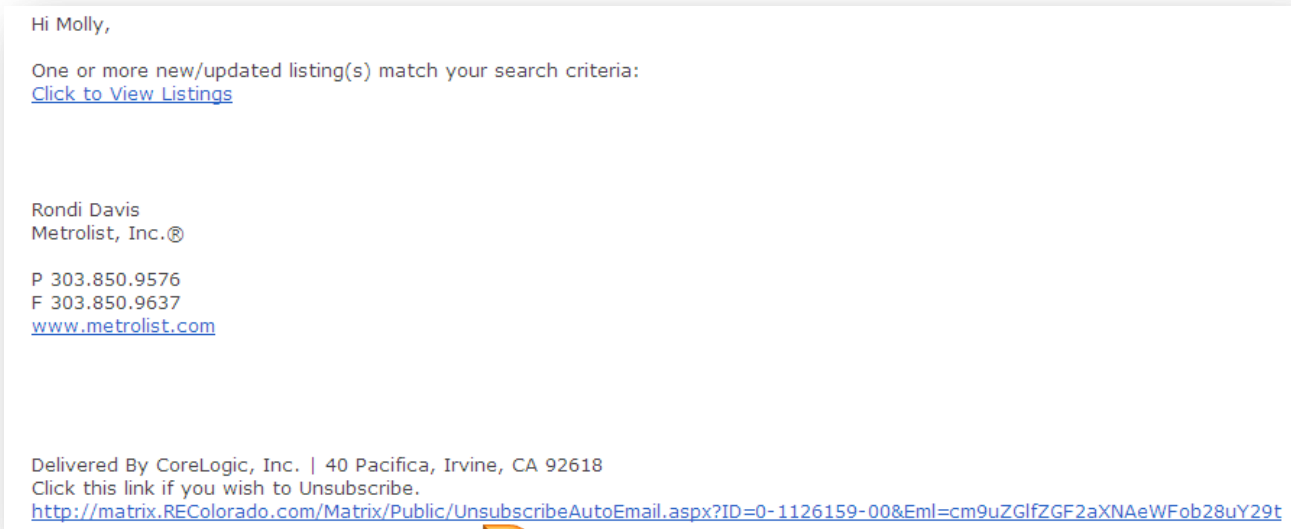

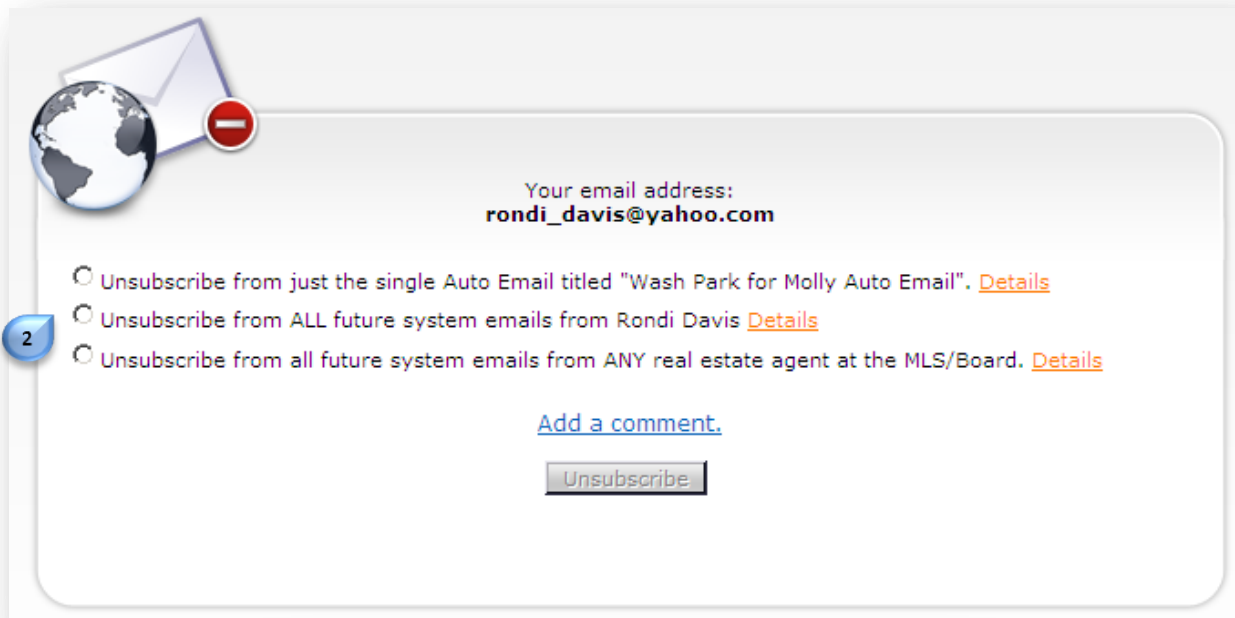


Understand Customer Unsubscribe Options

All emails generated from Matrix come with an “**Unsubscribe**” option. When customers click the Unsubscribe hyperlink  they are presented with 3 options.



They can choose one of the following options: 



Understand Customer Unsubscribe Options

Unsubscribe from single email: 3

When a customer selects this option, they will no longer receive future updates to the specific Auto Email they have been receiving from an Agent. 4

Your email address:
rondi_davis@yahoo.com

- Unsubscribe from just the single Auto Email titled "Wash Park for Molly Auto Email". [Details](#) 3
- Unsubscribe from ALL future system emails from **Rondi Davis**. [Details](#) 4
- Unsubscribe from all future system emails from ANY real estate agent at the MLS/Board. [Details](#)

[Add a comment.](#)

[Unsubscribe](#)

Unsubscribe Auto Email

4 Disabling this search will prevent future updates from being emailed to you. The real estate professional does have the ability to re-enable this search at their discretion.

Unsubscribe from future emails from Agent: 5

When a customer selects this option, the Agent referenced in the message will no longer be able to send emails to this contact from Matrix. This option also disables automated searches setup for the customer by this Agent. 6

Your email address:
rondi_davis@yahoo.com

- Unsubscribe from just the single Auto Email titled "Wash Park for Molly Auto Email". [Details](#)
- Unsubscribe from ALL future system emails from **Rondi Davis**. [Details](#) 5
- Unsubscribe from all future system emails from ANY real estate agent at the MLS/Board. [Details](#) 6

[Add a comment.](#)

[Unsubscribe](#)

Unsubscribe Agent

6 Unsubscribing from this agent will prevent him/her from emailing you listings from the Multiple Listing Service (MLS). This will also disable all automated searches this agent may have setup for you.

Understand Customer Unsubscribe Options

Unsubscribe from ALL emails from any Agent at MLS: 7

When a customer selects this option, this will prevent any Agent in the system from sending emails to this customer from Matrix. This option also disables all automated searches setup for the customer. 8

The screenshot shows a web interface for unsubscribing from emails. At the top left, there is an icon of an envelope with a globe and a red minus sign. The main content area has a light gray background and contains the following elements:

- Text: "Your email address: **rondi_davis@yahoo.com**"
- Three radio button options:
 - Unsubscribe from just the single Auto Email titled "Wash Park for Molly Auto Email". [Details](#)
 - Unsubscribe from ALL future system emails from Rondi Davis [Details](#)
 - Unsubscribe from all future system emails from ANY real estate agent at the MLS/Board. [Details](#)
- A blue button labeled "Unsubscribe" with a green callout bubble containing the number "7" pointing to it.
- A link labeled "Add a comment." with a purple callout bubble containing the number "8" pointing to it.

Below the main content area, there is a section titled "Unsubscribe MLS" with a purple callout bubble containing the number "8" pointing to it. The text in this section reads: "Unsubscribing from the Multiple Listing Service (MLS) will prevent **any** real estate professional from emailing you through the Matrix system. This will also disable all automated searches that may have been setup for you."

To Opt Back in:

The customer can send an email to optin@tarasoft.net to re-subscribe or opt-in to the Auto Email search again. When the customer sends this email, it must be sent from the same email address that was used for the original Auto Email search in Matrix.