



Holocaust Era Asset Restitution Taskforce (Project HEART)
Third Quarter Report

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Reporting Dates:
July 01, 2013 – September 30, 2013

CALL CENTER/FAX/EMAIL/MAIL

- From July 1, 2013 to September 30, 2013, **824** phone calls were received in 13 languages. Project HEART's call center was shut down on July 1, 2013, and calls are now answered with an automated pre-recorded generic message.
- From July 1, 2013 to September 30, 2013, **0 (11,772 Project HEART total)** voice mails were received/returned. Since the call center was shut down on July 1, 2013, no voicemail option is available, and callers are no longer able to leave voice messages.
- From July 1, 2013 to September 30, 2013, **13 (4,242 Project HEART total)** faxes in 13 languages were received.
- From July 1, 2013 to September 30, 2013, Project HEART received **6,928** emails in 13 languages. As of July 1, 2013, Project HEART no longer responds to email inquiries, and only automated replies acknowledging receipt of emails are generated.

WEBSITE

Project HEART's official website <http://www.heartwebsite.org> operates in 13 different languages and presents the following statistics:

- Hits from July 1, 2013 to September 30, 2013– **21,367 (1,107,095 Project HEART total)**
- Unique visitors from July 1, 2013 to September 30, 2013– **4,739 (327,405 Project HEART total)**

GOOGLE

- Searches from July 1, 2013 to September 30, 2013– **3,138 (78,880 Project HEART total)**

FACEBOOK

Project HEART's official Facebook Community page "Holocaust Era Asset Restitution Taskforce" results:

- Likes from July 1, 2013 to September 30, 2013– **142 (11,402 Project HEART total)**

MEDIA

The documentary about Project HEART produced by the Shalom Show is posted on Shalom Show official YouTube channel:

<http://www.youtube.com/watch?v=47Jv3iymBU0&feature=BFa&list=UUf3K-oInYPhUOuV0clZ7RKw>

- Cumulative views – over **80 (390 Project HEART total)**

YOUTUBE

Project HEART maintains an official YouTube Channel

<http://www.youtube.com/user/ProjectHEARTShoah> "Holocaust Era Asset Restitution Taskforce" and posted a video "Introduction to the Holocaust Era Asset Restitution Taskforce."

- Cumulative views – over **14,405 (Project HEART total)**

TWITTER

Project HEART maintains an official Twitter Account Project_HEART.

- Tweets – **5 (258 Project HEART total)**
- Followers – **4 (358 Project HEART total)**
- Following – **895 (Project HEART total)**

LINKEDIN

Project HEART maintains an official LinkedIn Group.

- New Members – **4 (82 Project HEART total)**

QUESTIONNAIRES

- From July 1, 2013 to September 30, 2013, Project HEART received **6,912 (191,354 Project HEART total)** completed Questionnaires.
- From July 1, 2013 to September 30, 2013, Project HEART processed **9,519 (190,391 Project HEART total)** Questionnaires.
- From July 1, 2013 to September 30, 2013, Project HEART mailed **9,519 (190,391 Project HEART total)** postcards informing applicants of their Questionnaire tracking numbers.
- From July 1, 2013 to September 30, 2013, Project HEART processed over **1,500 (17,667 Project HEART total)** pieces of additional correspondence and documents received from applicants.

QUESTIONNAIRES WERE REQUESTED FROM THE FOLLOWING 14 COUNTRIES:

AMERICAN SAMOA
AUSTRALIA
BELGIUM
BRAZIL
CANADA
FRANCE
GERMANY

HUNGARY
ISRAEL
NETHERLANDS
SOUTH AFRICA
UNITED STATES
URUGUAY
UZBEKISTAN

PROCESSED QUESTIONNAIRES WERE RECEIVED FROM THE FOLLOWING 24 COUNTRIES:

ARGENTINA
AUSTRALIA
AUSTRIA
BELARUS
BELGIUM
CANADA
CHINA
FRANCE
GERMANY
GREECE
HUNGARY
ISRAEL

ITALY
MOLDOVA, REPUBLIC OF
NETHERLANDS
PHILIPPINES
POLAND
RUSSIAN FEDERATION
SOUTH AFRICA
SWITZERLAND
UKRAINE
UNITED KINGDOM
UNITED STATES
UNSPECIFIED