ONLINE SEASON TICKET RENEWAL
FOR DISABLED SUPPORTERS
STEP 1

REVIEW SEASON TICKET RENEWAL INFORMATION FOR SEASON 2018/19

ONLINE SEASON TICKET RENEWAL FOR DISABLED SUPPORTERS

STEP 2

BEGIN THE ONLINE RENEWAL PROCESS

When you’ve reviewed all details regarding your Season Ticket for Season 2018/19, then click this button at the bottom of the page.
ONLINE SEASON TICKET RENEWAL FOR DISABLED SUPPORTERS

STEP 3

LOGGING IN

You will need to log in using your Season Ticket Card number and password.

Once logged in you will have 40 minutes to complete your transaction. You will be shown a session timer in the yellow box on the right hand side of the page to alert you of the time you have remaining.

If you have forgotten your password, select ‘FORGOTTEN YOUR PASSWORD?’.

An email containing your password will be sent to your registered email address.
STEP 4

SEASON TICKET RENEWAL AND AUTO CUP SCHEME ENROLMENT

Once you have successfully logged in, you will be taken to this page where details of the Season Ticket(s) you can renew will be shown.

Please read the information on this page regarding the Season Tickets of any Friends and Family you are linked to.

Customer Field
The Season Ticket Card numbers and names of other Season Ticket Holders you are linked to via Friends and Family are shown here.

If you have a personal assistant Season Ticket, this will be shown in the summary table with a red circle beside it - • This Season Ticket is automatically linked to yours to ensure you can renew this Season Ticket at the same time.

Price Band Field
This will automatically populate with the price band your Season Ticket is registered as on our ticketing system, i.e. Adult Disabled, Over 65 Disabled etc.

This cannot be changed at any point during the transaction.
**STEP 4 (continued)**

**Price Field**
The cost of your Season Ticket is shown here. If you have a personal assistant, this Season Ticket will show with a price of £0.00.

**Auto Cup Scheme Enrolment**
If you would like to join the Auto Cup Scheme for one, two or all three Cup competitions, tick the box next to your seat for each Cup Scheme you would like to enrol into.

If you are enrolling into an Auto Cup Scheme and you have a personal assistant, please also select your personal assistants seat to ensure they too are enrolled.

**Please note that tickets for personal assistants will be issued free of charge.**

Select ‘CONTINUE’ once you have made your selections.
STEP 5

REVIEWING YOUR SELECTIONS

This page shows you a summary of the Season Tickets you wish to renew and any Auto Cup Scheme(s) you wish to enrol into.

In the ‘BASKET SUMMARY’ at the bottom of the page, you will notice that a discount has been applied – this is so we can ensure there is no charge for personal assistant Season Tickets.

If you are happy with your selections, select ‘CHECK OUT’ to be taken to the next stage.
If you would like to change your selections, select ‘ADD MORE TO YOUR BASKET’ to be taken back to the previous step.

continued over
ONLINE SEASON TICKET RENEWAL FOR DISABLED SUPPORTERS

STEP 5 (continued)

REVIEWING YOUR SELECTIONS

<table>
<thead>
<tr>
<th>Customer</th>
<th>Price-Band</th>
<th>Seat</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>19017089</td>
<td>Disabled (AMM)</td>
<td>D14/03/0265</td>
<td>£44.00</td>
</tr>
<tr>
<td>19017079</td>
<td>PA</td>
<td>D14/03/0267</td>
<td>£0.00</td>
</tr>
</tbody>
</table>

BASKET SUMMARY

| Total Price | £44.00 |
| Discount    | £0.00  |
| Total       | £44.00 |
**STEP 6**

**AUTO CUP SCHEME PAYMENT DETAILS**

If you have opted to enrol into any Auto Cup Scheme(s), the Credit/Debit card details you would like to register for Season 2018/19 Auto Cup Scheme payments should be entered here.

Please note that tickets for personal assistants will be issued free of charge.

Select ‘CONFIRM’ to go to the next step.

If you have not selected to enrol into any Auto Cup Schemes, you will automatically be taken to Step 7.
STEP 7

SELECT HOW YOU WANT TO PAY FOR YOUR SEASON TICKET(S)

Select either ‘CREDIT/DEBIT CARD’ or ‘ZEBRA FINANCE 10 MONTH INSTALMENT PLAN’ to pay for your Season Ticket(s) then click ‘CONTINUE’.

If you select ‘CREDIT/DEBIT CARD’, you will automatically be taken to Step 8.

If you select ‘ZEBRA FINANCE 10 MONTH INSTALMENT PLAN’, you will automatically be taken to Step 9.1.
STEP 8

SEASON TICKET PAYMENT: CREDIT/DEBIT CARD

Enter your payment details.

Tick the box if you would like to save your card for future use.

Read and accept the terms and conditions and then click ‘CONFIRM’ to complete your purchase.

Go to Step 10.
ONLINE SEASON TICKET RENEWAL FOR DISABLED SUPPORTERS

STEP 9.1

SEASON TICKET PAYMENT: ZEBRA FINANCE 10 MONTH INSTALMENT PLAN

Please read the information provided regarding your Zebra Finance application and complete the ‘PAYMENT DETAILS’ section.

Read and accept the terms and conditions then click ‘CONFIRM’.

[Image of Zebra Finance payment plan]

- Amount of credit: £895.00
- Administration Fee (3.25% of Season Ticket cost): £35.00
- 1st monthly instalment (including admin fee): £104.46
- Followed by 9 monthly payments of: £93.50
- Total amount payable: £720.06
- Interest rate per annum (12% APR): 0%
- Representative APR (Total): 12.4%

10 month example based upon purchase of a Season Ticket costing £885.
STEP 9.1 (continued)

SEASON TICKET PAYMENT: ZEBRA FINANCE 10 MONTH INSTALMENT PLAN

Other Terms and Conditions apply. Acceptance subject to credit status.

STATUS DISCLOSURE

The Liverpool Football Club & Athletic Grounds LTD will introduce you to Zebra Finance who are a broker that introduces prospective borrowers to lenders. If your application is accepted, and you proceed with the credit, then the lender will be R Raphael & Sons Ptic. The Liverpool Football Club & Athletic Grounds LTD is an Appointed Representative of Zebra Finance Ltd who are authorised and regulated by the Financial Conduct Authority with firm reference number 696865. Their contact details are Lincoln House, St Helens Way, Wyvern Business Park, Darby DE21 3LY www.zebrafinance.co.uk. The Liverpool Football Club & Athletic Grounds LTD do not receive payment for introducing you to lenders. Credit is subject to application and acceptance. Terms and Conditions will apply which will be notified to you upon your making an application.

USE OF YOUR PERSONAL DATA

In order to process your application for credit, we will need to collect personal information from you. The information collected in your application will be used for assessing your application for credit, unless you have given your explicit consent for us to contact you in relation to marketing. In considering your application for credit, we will use credit scoring or other automated decision-making systems as part of our process.

When you submit your application, we will access databases including those held by Credit Reference Agencies and Fraud Prevention Agencies in order to validate the information you have supplied to us. This process involves checking the personal data you provide against those databases to confirm your identity. If we are unable to validate your name and address details in this way, we may ask you to provide certain documents to manually verify your identity.

Credit Reference Agencies will keep a record of our application search and the information we provide, which will be seen by other organisations that may make a search on your file. If false or inaccurate information is provided to us and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering. Further details explaining how the information held by fraud prevention agencies may be used can be found in our Privacy Notice.

In the case of ticket or subscription fee finance, we will share your data with your club to enable the reservation and supply of their services to you, only if it is required prior to accepting you for finance. Your data will also be shared to enable any payments we may need to make to facilitate your credit agreement.

In the case of physical assets being financed, we will share your data with the supplier of the goods to enable the reservation and supply of the goods as well as any mandatory legal or regulatory checks required to support your credit agreement. Your data will also be shared to enable any payments we may need to make to facilitate your credit agreement.

Zebra Finance Limited is an agent and Credit Intermediary that arranges and administers loans for and on behalf of Raphael & Sors Ptic. who we will share your personal data with. We will also share your data with other lenders who may be named in the loan document as the Creditor (if different from the above), in order to provide you with credit.

This is how we use your personal data during an application for credit. If you are accepted for credit a fuller explanation of how we will use your data for account servicing and relationship management will be provided in your credit agreement. We will also use your data for research, statistical analysis and to comply with legal and regulatory requirements. You can also find a detailed explanation of how we use your data in our Privacy Notice that can be found on our website www.zebrafinance.com.

If you want details of the personal data we hold on you and how it is used or the details of the credit reference agency and fraud prevention agencies we use and share data with, please contact us on 01332 696600 or by email to the Data Protection Officer at enquiries@zebrafinance.com.

WHAT HAPPENS NEXT?

If your application is successful, you will receive a text message from Zebra Finance with a four digit PIN number.

You will also receive an email from donotreply@zebrafinance.co.uk with a link to your credit arrangements to complete your online application (depending on your spam filter the may go to your junk folder, please remember to check this folder and add donotreply@zebrafinance.co.uk to your safe items list).

Please follow the instructions on the email to complete your application. You will be asked to click on the link in the email from Zebra Finance and then enter your PIN number from the text message. Upon successful verification of the PIN your credit agreements will be available to you.

Please note that you do not need to complete or return the Direct Debit Mandate provided in your credit agreement documentation.
STEP 9.1 (continued)

SEASON TICKET PAYMENT:
ZEbra FINANCE 10 MONTH INSTALMENT PLAN

If your application is rejected, you will receive notification by email from Zebra Finance.
If you have NOT received your email within the next 2 hours, please contact Zebra Finance on 01332 680 400,
Zebra Finance Opening Hours – Monday-Friday 8am-7pm and Saturday 9am-5pm

IMPORTANT: COMPLETION OF CHECKOUT IS NOT CONFIRMATION THAT YOUR APPLICATION FOR FINANCE HAS BEEN APPROVED.

PAYMENT DETAILS:
Account Name: [blank]
Sort Code: [blank]
Account Number: [blank]
Instalment Plan: 10 Month Plan

Contact Details:
The following information is required for the finance application: Customer name, Mobile, Email, Address Line 1, Town, County and Post code.
If any of this information is missing or incorrect we will not be able to progress with your finance application.
To update your details click here.

Customer Name: Ms L Jones
Mobile: 01234 56789
Email: Jonesl@email.com
Address Line 1: 52 Any Lane
Address Line 2: Newtown
Town: Liverpool
County: Merseyside
Post Code: L4 9WQ

I have read and agreed to the Match Ticket and/or Season Ticket Terms and Conditions

CONFIRM
ONLINE SEASON TICKET RENEWAL FOR DISABLED SUPPORTERS

STEP 9.2

SEASON TICKET PAYMENT:
ZEBRA FINANCE 10 MONTH INSTALMENT PLAN

Review the payment details you have provided to ensure they are correct.

If your details are correct, select ‘CONFIRM’ to complete your transaction.

If the details are not correct, select ‘CANCEL’ to go back to the previous step.
STEP 10

Your transaction is now complete.

If you selected Zebra Finance as your payment method, the ‘ZEBRA FINANCE SUMMARY’ section provides you with further details regarding your application.

Email confirmation of your transaction will be sent to the email address registered on your account.

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ONLINE SEASON TICKET RENEWAL FOR DISABLED SUPPORTERS

STEP 10 (continued)

SEASON TICKET 18/19

<table>
<thead>
<tr>
<th>Customer</th>
<th>Prior Brand</th>
<th>Seat</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>10817648 - Lisa Jones</td>
<td>DISABLED (UMB)</td>
<td>M6004760396</td>
<td>£91.00</td>
</tr>
<tr>
<td>10818760 - Lisa Jones PA</td>
<td>PA</td>
<td>M6004760097</td>
<td>£0.00</td>
</tr>
</tbody>
</table>

BASKET SUMMARY

<table>
<thead>
<tr>
<th></th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>£541.00</td>
</tr>
<tr>
<td>Discount</td>
<td>£3.00</td>
</tr>
</tbody>
</table>

ZEbra Finance SUMMARY

Payment Reference: B013863
Account Name: test
Sort Code: 111111
Account Number: 11921212
Address Line 1: 1 Anfield Road
Address Line 2: Liverpool
Address Line 3: MERSEY FoRCE
Post Code: L4 0TH
Installment Plan: 10 Month Plan

Congratulations, you have applied for The Liverpool Football Club & Athletic Grounds LTD ticket finance!

WHAT HAPPENS NEXT?

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You will also receive an email from donnertyp@zebrafinance.co.uk with a link to your credit arrangements to complete your online application (depending on your open file status, you may go to your junk folder; please remember to check this folder and add donnertyp@zebrafinance.co.uk to your safe items list).

Please follow the instructions on the email to complete your application. You will be asked to click on the link in the email from Zebra Finance and then enter your PIN number from the text message. Upon successful verification of the PIN your credit arrangements will be available to you.

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