

## Fan Forum

### Ticketing

#### Online Teams Meeting

1800 -1900 9th January 2024

**In attendance from LFC:** Phil Dutton, Vice President, Ticketing; Bryan Denny, Digital Research Manager; Yonit Sharabi, Supporter Liaison Officer; Sian Bailey, Senior Manager Fan Experience

**Fans Forum:** Anna Burgess, Supporters Board, Fans Forum Chair, Jack Wycherley, Sam Evans, Paul Jones, Nigel Taylor, Ste Traynor, Tony Fitz, Matt Selby, Ste Martin

Apologies received from Tom McGregor and Rae Morgan,

Yonit opened the meeting by welcoming all to the call and accepting apologies for absence.

#### **Arsenal FA Cup Away – Ticket Eligibility**

Sale was open to a vast number of fans due to the number of tickets therefore reduced the chance for the more loyal away supporters to get tickets; it was asked why more eligibility criteria couldn't be in place. The club tries not to change policy mid-season therefore the criteria was in line with current policy but would be happy to hear suggestions. There is a constant call for tickets not to be a closed shop and for us to open up opportunities and this was one of those times. The club welcomes feedback and ideas on the management of credits/selling/allocation so please forward anything you have; PD will pass on a contact address to do so.

#### **Card Payment Issues**

The club is aware of the issues with card payments, and they are investigating to determine where the problem lies whether it's the bank/ticketing system etc. It was asked whether customer service availability could be increased when ticket sales take place which will be investigated. A suggestion made was the opportunity to have a ticket cash option where you can upload cash to your account prior to a sale taking place.

#### **Final Eligibility**

It was enquired that if you have missed out on finals previously, would you get priority on tickets for any future finals. It was stated that priorities wouldn't change, and past success will not be considered. Again though as part of the upcoming strategic review the Club would welcome as much feedback as possible from supporters.

#### **Credit History**

It was asked whether credit history can go back further in time so fans can see their full history. It was stated this will be fixed to make credit history available to view. This will be actioned in due course.

### **Masked IP Addresses Being Blocked**

The club are constantly looking to identify suspicious accounts and investigate.

### **Not Being Able to Pass a Cup Game if Unable to Attend as Lose Credit**

On average 20% forward their ticket for a cup game, there is the question that the credit should follow the ticket. If people only bought when they can go the threshold would come down and people wouldn't lose out. It is difficult to put in exceptions as there is a degree of subjectivity and then difficult to be consistent.

### **AOB**

Asked if the club will make a statement on the work undertaken to prevent secondary selling sites; there will be communication soon to explain the work the club is doing.