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ATTORNEY GENERAL

OFFICE OF THE ARIZONA ATTORNEY GENERAL  
CIVIL LITIGATION DIVISION  
CONSUMER PROTECTION & ADVOCACY SECTION

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April 24, 2020

VIA U.S. Mail and Email

Jared Smith  
President  
Ticketmaster L.L.C.  
c/o Corporation Creations Network  
3260 N. Hayden Road #210  
Scottsdale, AZ 85251

Jared Smith  
President  
Ticketmaster L.L.C.  
9348 Civic Center Drive,  
Beverly Hills, CA 90210  
[jared.smith@ticketmaster.com](mailto:jared.smith@ticketmaster.com)

Re: Ticketmaster L.L.C. | PHX-INV-2015-0203

Dear Mr. Smith:

It has come to the attention of the Arizona Attorney General's Office (the "AGO") that Ticketmaster has refused to issue refunds to Arizona consumers or others that have purchased tickets for canceled or postponed events. This practice, if accurate, is especially concerning in light of the fact that Ticketmaster's website (until recently) promised consumers that "Refunds are available if your event is postponed, rescheduled or canceled." It appears that Ticketmaster changed this language in mid-March 2020, once it became clear that large numbers of consumers would be requesting refunds for events that would not be taking place as scheduled due to the COVID-19 health crisis.

The AGO is aware that Ticketmaster's position now appears to be that refunds are available for canceled events, but may not be available for postponed or rescheduled events until a new date for those events has been finalized. This position is still legally problematic, because it places consumers in the position of having to wait for refunds for weeks or months (or potentially longer) while event organizers decide on new event dates, if any. Further, the AGO also has received reports that the refunds promised by Ticketmaster are not being processed in the promised timeframe.

False, deceptive, unfair, or misleading representations or practices are illegal under the Arizona Consumer Fraud Act ("CFA"). A.R.S. § 44-1522. Those who violate the CFA are subject to civil penalties of up to \$10,000 per violation and disgorgement of profits, and subject to paying restitution to consumers, as well as fees and costs for an action brought by the AGO to enforce the law.

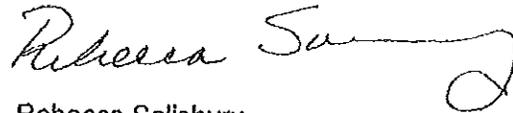
Please inform our office by May 1, 2020, whether Ticketmaster will provide all Arizona

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immediate option of a refund, and (2) payment of a full, timely refund if that option is selected. Please confirm in your written response that any such refunds will be offered and provided without regard to whether the events ultimately have been rescheduled.

Please preserve all written and electronic materials related to Ticketmaster's ticket sales, consumer charges, refund policies, and grants or denials of refunds. If you have questions, please contact me at (602) 542-7757 or [rebecca.salisbury@azag.gov](mailto:rebecca.salisbury@azag.gov).

Sincerely,

A handwritten signature in cursive script that reads "Rebecca Salisbury". The signature is written in black ink and is positioned above the typed name.

Rebecca Salisbury  
Senior Litigation Counsel