

## **NATB MEMBER GUIDANCE ON SCOREBIG'S FAILURE TO PAY FOR TICKETS**

*As approved by NATB Board of Directors, Updated September 27, 2016*

As we know, ScoreBig collected money from fans for a large number of tickets and did not pay the seller of those tickets. This has put buyers and sellers in a terrible, no win position. Last weekend a ScoreBig representative stated that ScoreBig's senior secured debt holder seized operations of the company and was meeting to determine next steps for the company, including but not limited to the liquidation and/or sale of its assets. ScoreBig's site was taken down. It was later restored. It has been reported to NATB by some of its Members that even today new orders are being pushed by ScoreBig despite all of this uncertainty. Many sellers remain owed for past and upcoming events. It is inexcusable for ScoreBig to be operating this way, putting fans at risk while providing no clear guidance on when and how sellers will be paid for their tickets. NATB appreciates that its Members believed it was doing business and extending credit with a trusted partner of the primary market, given its partnership with Ticketmaster. We regret any inconvenience you are or will continue to experience.

### **NATB's guidance to its Members is the following:**

1. For tickets currently delivered to end users for which the NATB seller has NOT been paid, NATB recommends its Members do NOT cancel these tickets.
2. If you have customer information, reach out to that customer and inform it of the situation and examine ways you can work together to ensure the fan gets into the event and the Member gets paid.
3. For ticket orders from ScoreBig but not yet delivered to purchasers, NATB recommends you immediately request from ScoreBig the contact information for purchasers so you can explain the ScoreBig situation, leaving the purchaser with the choice to either purchase directly through you or elect to charge back their order.
4. If you have a solid relationship with a team or venue, reach out to your contacts and see if that team or venue will work with you to ensure customers are taken care of in an orderly fashion.

We applaud NATB Members who have honored so many tickets despite not getting paid for these sales. There are many thousands of fans who attended events since ScoreBig's troubles began using tickets they purchased for which you, the seller, was not paid.