

## **NOTICE OF INTENT TO ARBITRATE**

Customer satisfaction is Vivid Seats' number one goal. To that end, Vivid Seats is committed to resolving disputes with its customers in a fair and efficient manner. If you have a dispute with Vivid Seats, first, contact our Customer Service Department via phone at (866) 848-8499 or via email to [support@vividseats.com](mailto:support@vividseats.com). If our Customer Service Department is unable to find a satisfactory resolution, please complete and send the accompanying form to: Vivid Seats LLC, 24 E. Washington St., Ste. 900, Chicago, IL 60602. It is important that you complete the form in its entirety and retain a copy for your records. If the matter is not resolved to your satisfaction within thirty (30) days after you submit this form to Vivid Seats, you may initiate arbitration in accordance with the Vivid Seats Terms of Use (available at <https://www.vividseats.com/terms>) by submitting a Demand for Arbitration to the American Arbitration Association and sending a copy to: Vivid Seats LLC, 24 E. Washington St., Ste. 900, Chicago, IL 60602. The Demand for Arbitration and the American Arbitration Association's rules are available at [www.adr.org](http://www.adr.org).

**NOTICE OF INTENT TO ARBITRATE**  
**NATURE OF DISPUTE**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Order Number:** \_\_\_\_\_

What is the nature of the dispute? Please provide as much detail and any supporting documentation as possible. Feel free to use the other side of this notice or additional paper.

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What relief would you like from Vivid Seats?

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\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

**Send completed form to: Vivid Seats LLC, 24 E. Washington St., Ste. 900, Chicago, IL 60602.**