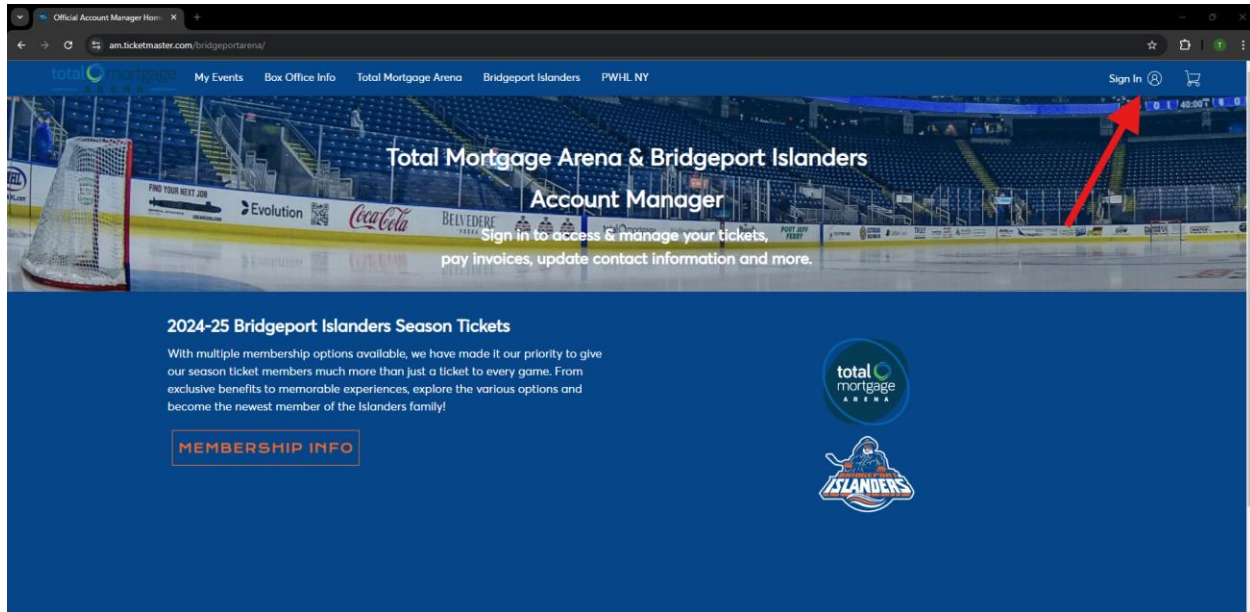


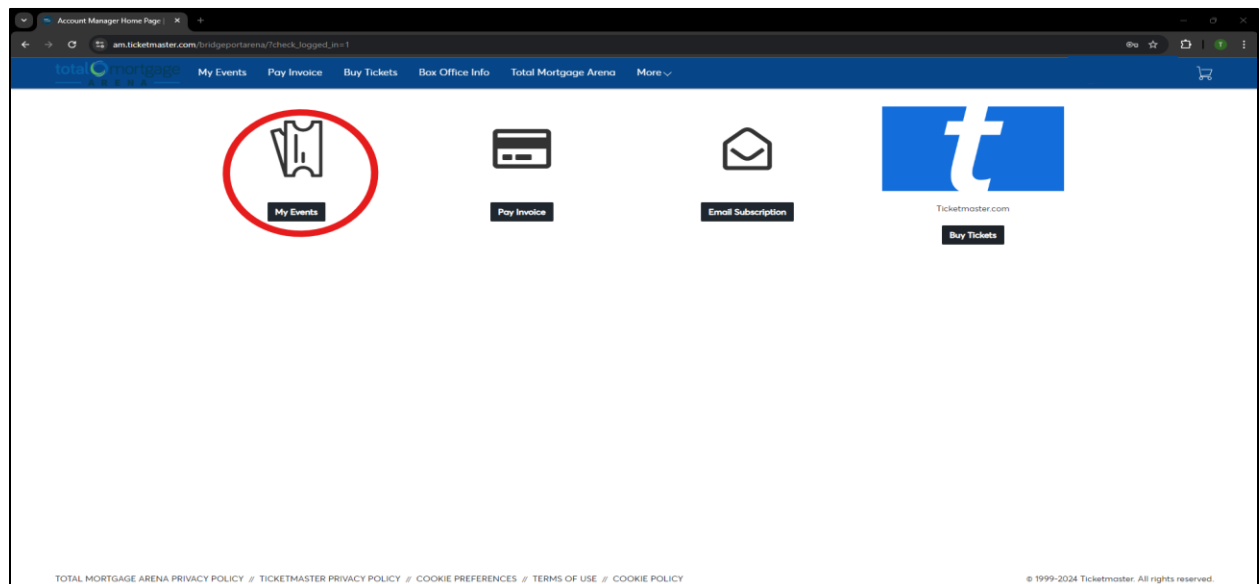


How to Redeem Your Flex Vouchers

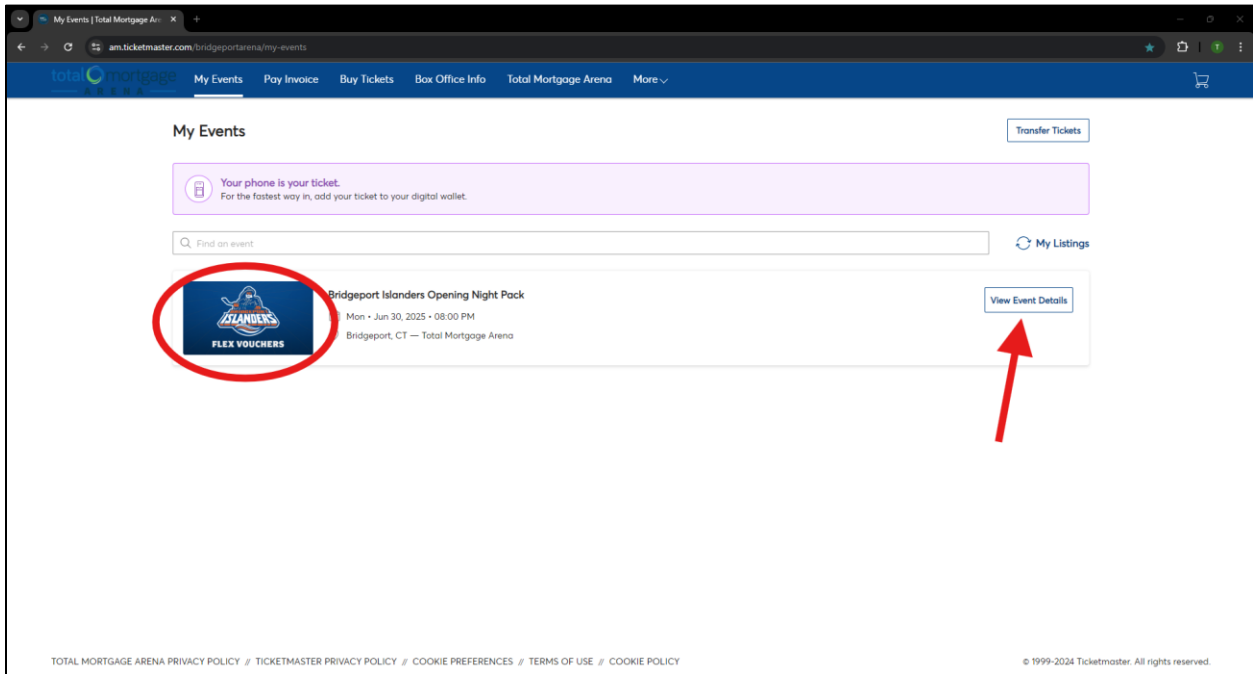
Go to am.ticketmaster.com/bridgeportarena, click the “Sign In” silhouette in the top right, and sign in with your primary email address. Utilize the “Forgot Password” tool, if necessary.



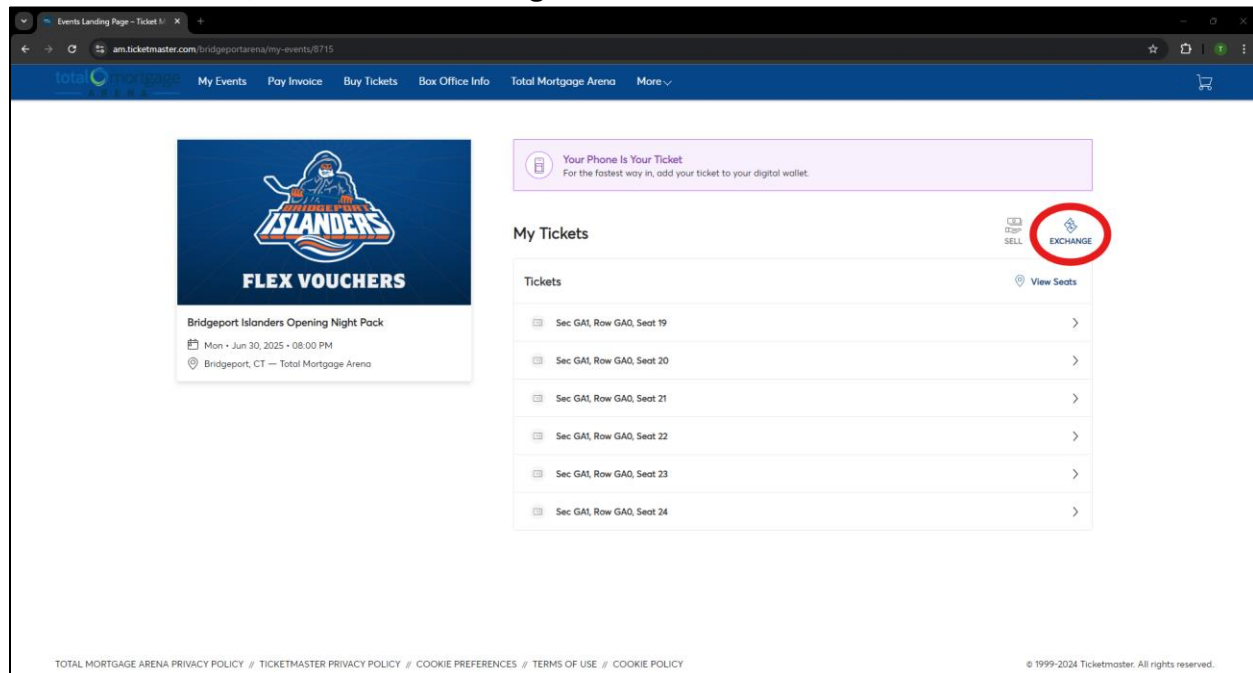
Once logged in, enter the “My Event” tab by either clicking the logo on the screen or the tab label at the top.



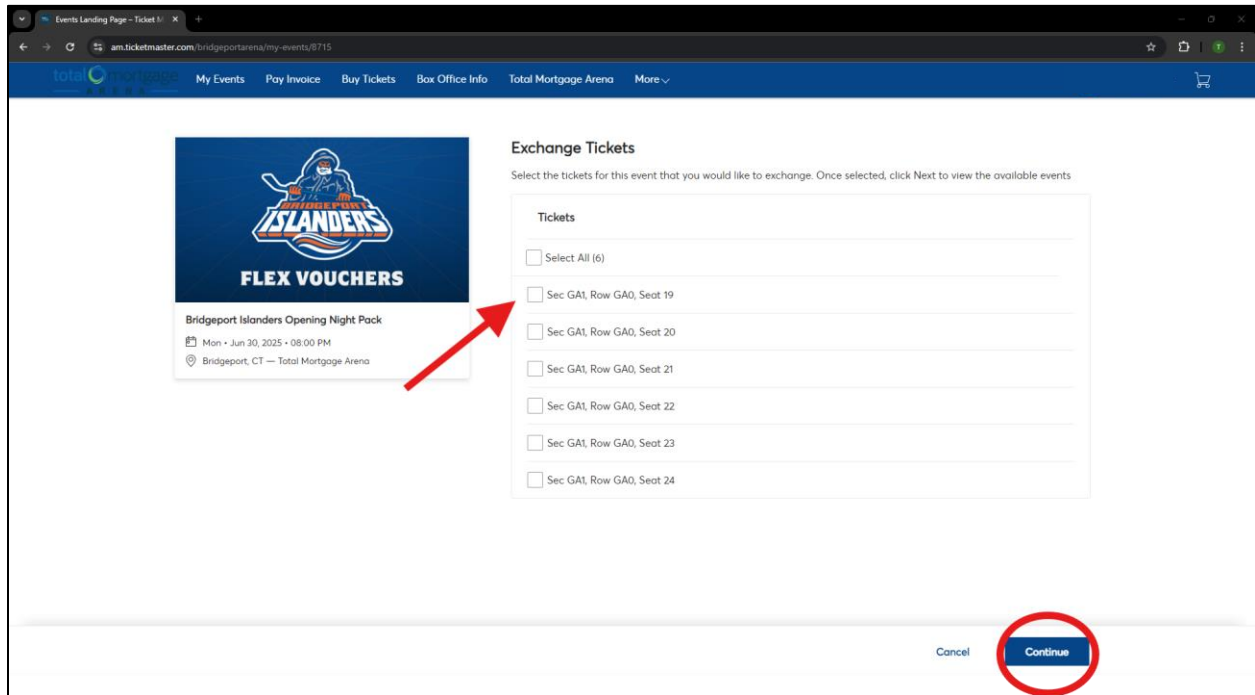
Find and view your flex plan event (marked with a logo reading “Flex Vouchers”).



Once in the event, click on the Exchange tool.

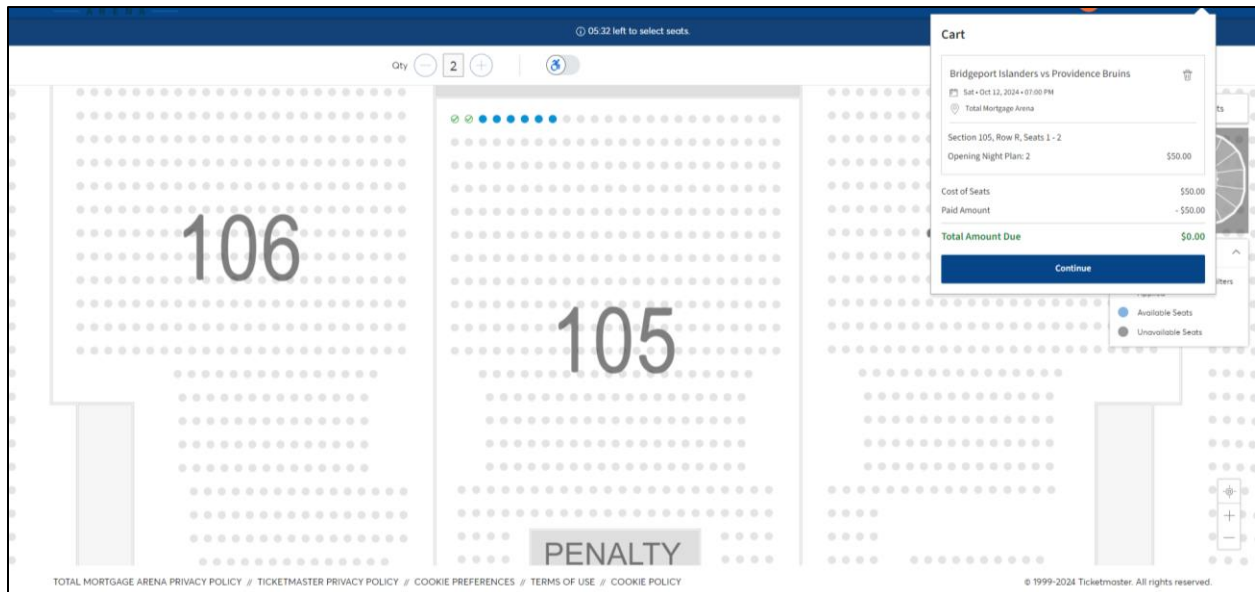


Select the number of vouchers you would like to redeem and click “Continue”.



You will be brought to an interactive seat map to choose your eligible seats. Click Continue in your “Cart” to checkout.

NOTE: The filter at the top of the page will only allow you to choose blocks of seats in that increment.



Review your seat exchange details. If the Total Amount Due does not equal \$0, review that you have chosen the correct number of vouchers and seats to exchange!

The screenshot shows the 'Review the details of your exchange' page. The page is divided into three main sections: 'New Event', 'Event selected for Exchange', and a 'Summary' sidebar on the right.

- New Event:** Bridgeport Islanders vs Providence Bruins. QTY: 2 Tickets. Sat • Oct 12, 2024 • 07:00 PM. Total Mortgage Arena. New Tickets: Section 105, Row R, Seat 1-2.
- Event selected for Exchange:** Bridgeport Islanders Opening Night Pack. QTY: 2 Tickets. Mon • Jun 30, 2025 • 08:00 PM. Total Mortgage Arena. Tickets Selected for Exchange: Sec GA1, Row GA0, Seat 19; Sec GA1, Row GA0, Seat 20.
- Summary:** Cost of New Seats: \$50.00 (Section 105, Row R, Seat 1-2). Applied Credits: \$50.00 (Total cost of new seats: \$50.00, Applied Credits: -\$50.00). Total Amount Due: \$0.00.

A 'Submit' button is located at the bottom of the Summary sidebar. A note below it states: 'Note: Review your selections, your current seats won't be exchanged until you click submit.'

Complete the Checkout by agreeing to the Terms and Conditions. The tickets will now appear under a new game event in the "My Events" tab.

The screenshot shows the checkout page with the following sections:

- Complete the checkout steps and submit your payment:** Includes 'Delivery & Shipping' (checked) and 'Payments' (checked). A message states: 'Payment Not Required. Since your balance is \$0, you do not need to select a Payment Option or Payment Method. Click Submit below to complete your order.'
- Order Summary:** Shows a total of \$0.00. A checkbox for 'I accept the Terms and Conditions' is checked. A green 'Place Order' button is highlighted with a red circle.
- Cart items:** 1 Items Summary for \$0.00. Item: Bridgeport Islanders vs Providence Bruins, Section 105, Row R, Seat 1-2, \$0.00. Total Value: \$0.00.

At the bottom of the page, there are links for 'TOTAL MORTGAGE ARENA PRIVACY POLICY', 'TICKETMASTER PRIVACY POLICY', 'COOKIE PREFERENCES', 'TERMS OF USE', and 'COOKIE POLICY'. A copyright notice for 1999-2024 Ticketmaster is also present.