

### **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, the first step should be to contact our Customer Service Department at 877-958-8673. If our Customer Service Department is unable to find a satisfactory resolution, please notify Vivid Seats about your claim by sending accompanying form by certified mail to: Vivid Seats, Ltd., Attention: Litigation Department, 344 North Ogden Avenue, 4th Floor, Chicago, Illinois 60607. It is important that you complete this Notice in its entirety and retain a copy for your records. A Vivid Seats representative will respond within thirty (30) days of receiving this notice. If the matter is not resolved to your satisfaction, you may begin arbitration by submitting a Demand for Arbitration to the American Arbitration Association. The Demand for Arbitration and the American Arbitration Association's rules are available at [www.adr.org](http://www.adr.org).

## NATURE OF DISPUTE

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

Address:

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<sup>1</sup> The author would like to thank the editor and anonymous reviewers for their useful comments and suggestions.

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

Email Address:

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

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Date