

Submitter: Amy Hoffman

On Behalf Of:

Committee: House Committee On Commerce and Consumer Protection

Measure, Appointment or Topic: HB3167

Good afternoon, Chair Sosa Vice Chairs Chaichi and Osborne and member of the committee,

I have been affected as a purchase of these ticket sellers. I bought tickets for a show at Keller auditorium by utilizing google to find tickets for a show in Oct of '24 after arriving I was immediately not able to enter the show as I did not have a barcode and my family member was unable to find their ticket emailed them the night of the purchase. After waiting in the box office line with many other customers I heard comparable stories to mine of those that bought through these ticket sellers. I was given a written ticket to go to my seat to find someone had purchased them. I went back to the box office line to then be told this happens every show and to contact the seller and was handed a fraud claim form. I re-entered the box office line to purchase tickets for \$89 which I originally spend \$466 through the ticket seller. I contact the ticket seller office and was asked if I had knowledge of where the person in my seats had purchased the tickets, I replied that isn't the first thing I thought when I saw someone was in my seat, I thought I have fraudulent tickets and someone should fix this. The ticket seller that evening stated they refunded my tickets and sent an email that I would see it within ten working days. With not feeling confident in the customer service support, I received I called my credit card who stated the ticket seller should be given 10 days to rectify the problem. 10 days came and went I called my credit card company back to file a fraud claim. Later my credit card company said the ticket seller states I am liable for the charges. I contact Department of Justice who reached out to the ticket seller to be told they were giving me back my refund. Through all of this I had various emails back and forth with the ticket seller with duplicate emails saying my refund was coming and asking me for more personal information. After two months I filed a class action against them, had an article in Willamette Weekly and went on Fox News. Two days later I had my money back. My Lawyer made them be accountable that all Oregonians who saw that show were compensated for those with fraudulent tickets. They wrote a reply that seventeen others were claiming fraud claims and that six were not valid and the other eleven would be refunded in 24 hours as of yesterday 3/11/25. Customers should not have to go through this, sellers should be selling validated merchandise and not holding back their refunds if they are not selling validated tickets.

Thank you,
Amy Hoffman