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On Behalf Of:

Committee: House Committee On Commerce and Consumer Protection

Measure, Appointment or Topic: HB3167

On February 14, 2025, I tried to order two Portland Trailblazer tickets for a March 23 game. Unfortunately, I got sidetracked by Stub Hub. The tickets cost \$50 each with a \$27 each service fee. It is now March 13 and I have not been able to access the tickets. I have called Stub Hub three plus times. I have been told they have escalated the issue, but a week has past since my last conversation and still no tickets.

Within moments after exiting the Stub Hub website, thinking I had not concluded the transaction, I received a confirmation email. I phoned and tried to cancel but they said I could not cancel. Even though they sent me an email saying the tickets were available, I was not able to access them and I still to this day cannot access them.

I am told I will not have a paper ticket or a screen shot to show at the Moda Center. But will have to access a website for an E-ticket via the internet at the gate. Sounds iffy and cumbersome to me.

I had no idea I was dealing with a third party. I have no idea if I will be able to enter the area. Furthermore, they tell me I have to open a Ticketmaster account to get Stub Hub tickets?

Thank you for listening.