

“Chelsea Supporters’ Trust members do not have faith in Chelsea FC to combat ticket touting” - The Chelsea Supporters’ Trust provides an update on ticket touting & Vivid Seats

Last week, the Chelsea Supporters’ Trust (CST) conducted a short survey regarding ticket touting and the illegal sale of tickets on 3rd party websites.

On Friday 31 January, the survey results were presented in full to Chelsea FC.

The key findings from CST members were:

- Over two-thirds of supporters believe that ticket touting is a problem at Chelsea FC
- 68% of supporters do not believe that Chelsea FC is doing enough to combat ticket touting
- Only 9% of supporters believe that Chelsea FC is doing enough to combat ticket touting
- 69% of supporters are not well informed as to what Chelsea FC is doing to reduce ticket touting
- Only 17% of supporters have confidence in Chelsea FC to combat ticket touting

*Full survey results can be found on the Chelsea Supporters’ Trust website.

CST Comment on ticket touting at Chelsea FC:

“The alarming findings of this survey have indicated that supporters do not have faith or trust in Chelsea FC to combat ticket touting and that the club has failed to protect its loyal supporters from the ongoing exploitation of ticket touting.

“It is vital that the club provides immediate reassurances to supporters and must demonstrate that they are taking effective action to combat ticket touting through greater communication, stricter resale policies and sanctions, and additional enforcement against illegal ticket selling.

“Despite warnings from the CST, the trend of data indicates that supporters have become increasingly dissatisfied with anti-touting measures in place at Chelsea FC over the past 2-3 years. Now is the time to take proper, meaningful steps to address this. This is not simply about ticketing, this is about respecting and protecting the lifeblood of Chelsea FC - its supporters.”

-

In response to recent reports connecting Todd Boehly and Vivid Seats, the Chelsea Supporters’ Trust has issued the following comment:

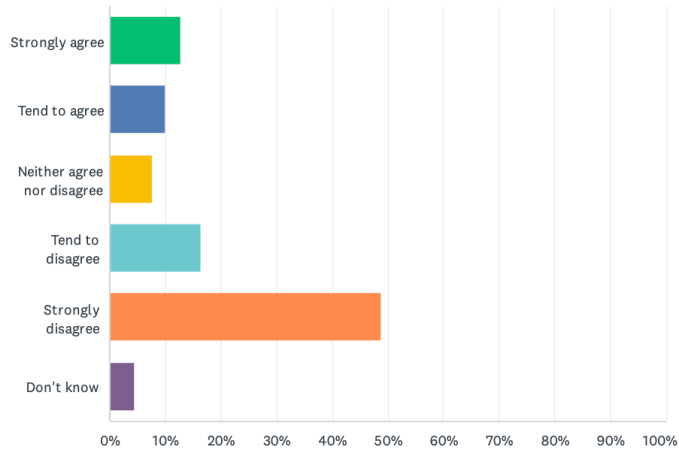
“Vivid Seats currently lists hundreds of Chelsea FC General Admission tickets at significantly inflated prices. As these tickets are not sold by the Chelsea FC website, they are considered by the club to be ‘illegal sales.’

“Within the recent CST ticket touting survey, many CST members suggested that Mr Boehly’s connection with Vivid Seats is a ‘breach of trust’ and could be a conflict of interest.

“These recent reports are very disappointing, and it is within Mr Boehly’s best interests to investigate these issues and address supporters’ concerns - we do not believe it is appropriate for any Chelsea tickets or wider Premier League tickets to be listed on the Vivid Seats website.”

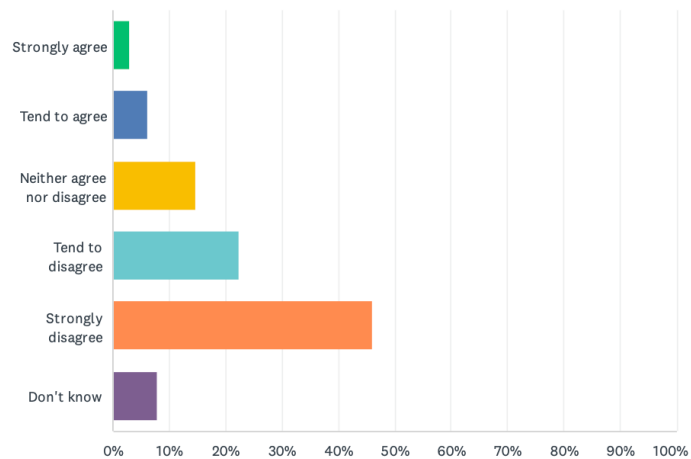
Chelsea Supporters' Trust - Ticket Touting Survey Results & Comments Summary

Q1 I do not believe that ticket touting is a problem at Chelsea FC



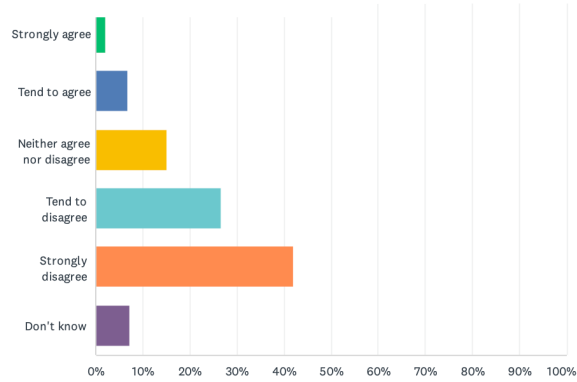
ANSWER CHOICES	RESPONSES
Strongly agree	12.70%
Tend to agree	10.13%
Neither agree nor disagree	7.61%
Tend to disagree	16.42%
Strongly disagree	48.74%
Don't know	4.40%

Q2 Chelsea FC is doing enough to combat ticket touting



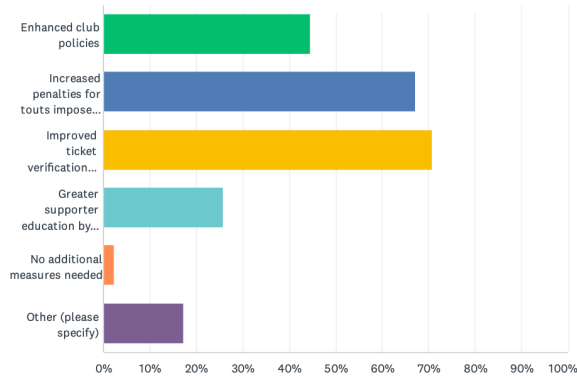
ANSWER CHOICES	RESPONSES
Strongly agree	2.96%
Tend to agree	6.10%
Neither agree nor disagree	14.65%
Tend to disagree	22.39%
Strongly disagree	46.04%
Don't know	7.86%

Q3 I am well informed as to what Chelsea FC is doing to reduce ticket touting



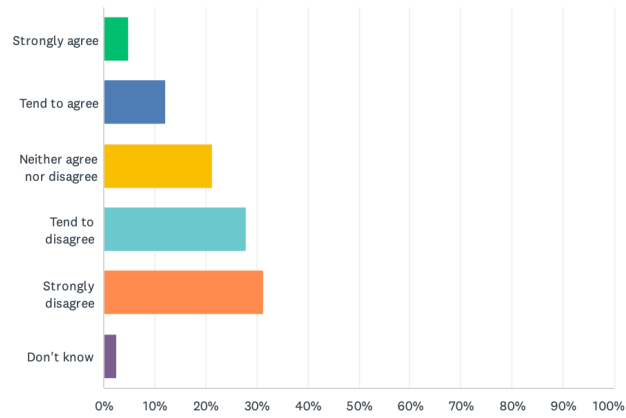
ANSWER CHOICES	RESPONSES
Strongly agree	2.08%
Tend to agree	6.79%
Neither agree nor disagree	15.22%
Tend to disagree	26.67%
Strongly disagree	41.95%
Don't know	7.30%

Q4 What measures, if any, do you think Chelsea FC should take to combat ticket touting? [choose as many that apply]



ANSWER CHOICES	RESPONSES
Enhanced club policies	44.53%
Increased penalties for touts imposed by Chelsea FC	67.23%
Improved ticket verification systems by Chelsea FC	70.69%
Greater supporter education by Chelsea FC	25.72%
No additional measures needed	2.39%
Other (please specify)	17.36%

Q5 I have confidence in Chelsea FC to combat ticket touting



ANSWER CHOICES	RESPONSES
Strongly agree	4.91%
Tend to agree	12.14%
Neither agree nor disagree	21.26%
Tend to disagree	27.86%
Strongly disagree	31.32%
Don't know	2.52%