



Press Statement

For Immediate Release

February 26, 2020

Hearing Held Investigating Unfair and Deceptive Practices in Live Entertainment Ticketing Industry

Fan Freedom Commends House Oversight and Investigations Subcommittee

WASHINGTON, D.C. – Fan Freedom applauds the House Oversight and Investigations Subcommittee for standing up for consumers and holding today’s hearing investigating unfair and deceptive practices in the live event ticketing industry.

The Subcommittee left no stone unturned in vetting witnesses representing the leading companies in both the primary and secondary ticket marketplace. It remains clear that Congress must pass the BOSS Act to provide adequate transparency and protections for consumers.

In spite of the Subcommittee’s intentions to act in the best interest of consumers, the industry juggernaut Live Nation Entertainment attempted to frame the hearing to benefit its monopolistic practices. Amy Howe, President and COO of Ticketmaster, North America, claimed that Ticketmaster has no control over holdbacks—a sales tactic that limits the number of tickets offered to consumers at the initial on sale, decreasing supply and inflating prices.

“Ms. Howe’s statement that artists determine holdbacks and control ticket transfers is incredibly misleading,” said Chris VanDeHoef, Fan Freedom President. “Ticketmaster is wholly owned by Live Nation Entertainment, the world’s largest artist management company and venue operator. The idea that Ticketmaster has no control over how tickets are held back or transferred is laughable.”

Additionally, Howe said that Ticketmaster maintains its ability to sell nontransferable tickets in an effort to combat ticket fraud, claiming that 5 million fraudulent tickets are sold every year. That’s less than 1 percent of the more than 530 million tickets that Ticketmaster processes annually. While steps must be taken to prevent ticket fraud, it must not come at the cost of consumer choice. Nontransferable tickets limit competition, increase prices and hinder the ability of consumers to buy, resell or give away tickets in a free market.

The Live Nation Entertainment monopoly remains the biggest obstacle to consumer protection in the live event ticketing industry. Only once substantial actions are taken, like the passage of the BOSS Act, can Congress guarantee a fair marketplace for consumers.

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Fan Freedom works with music, sports and art lovers across the country to combat emerging abusive ticket practices—including secretive white label ticket sites and non-transferable tickets. We mobilize people on the ground to fight for pro-consumer legislation and combat ongoing efforts to control fans.

Fan Freedom

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