



To our patrons seeking refunds,

We are deeply sorry for the extended delay in getting your refund to you. We recognize that our estimated timelines have come and gone, and the lack of a timely response to your previous messages has added to your frustration.

Since our last message to you, the backlog of cases has grown, and most of our employees have been temporarily laid off. That means transactions have piled up, and we don't have enough hands to manage the work.

But we are taking active steps to make this right, including pursuing loans and outside funding sources so we can bring back members of our support team to help speed up payments and refunds.

We are also making improvements to our communications systems so we can provide you with timely and accurate information to keep you updated during this challenging time. We've created a [COVID-19 microsite](#) dedicated to communicating updates to our customers. **If you would like to receive email updates and information, please sign up on the new site.**

In the meantime, please know that our remaining staff are working hard to make our

customers whole and return to providing the quality service you expect from us. Your refund request has been received, and we will notify you via email as soon as it has been issued.

We are proud to be an independent company built by and for artists and event organizers. We're working hard to fix this situation and learn from our mistakes, and we look forward to regaining your trust.

Sincerely,
The Brown Paper Tickets Team