

Hunt, Charlotte PSSG:EX

From: Takkar, Nimmi PSSG:EX
Sent: April 9, 2019 1:00 PM
To: Louie, Toby I PSSG:EX; McAndrews, Caroline GCPE:EX; Watson, Jason GCPE:EX; Hynes, Colin GCPE:EX; Latham, Hope GCPE:EX
Subject: RE: BC Introduces Ticket Sales Act

Exciting! Thanks Toby. You are all AWESOME! Minister really wanted to make sure that you and our comms team was heartfelty thanked (and you know I feel the same way!!)

Exciting stuff we get to do together!

-N

From: Louie, Toby I PSSG:EX
Sent: Tuesday, April 9, 2019 12:58 PM
To: Takkar, Nimmi PSSG:EX ; McAndrews, Caroline GCPE:EX ; Watson, Jason GCPE:EX ; Hynes, Colin GCPE:EX
Subject: FYI: BC Introduces Ticket Sales Act

FYI – The UK’s FanFair Alliance – group of artists, managers and promoters – are supportive of our Ticket Sales Act changes. They may have something on social media later.

Adam Webb is a FanFair Alliance organizer and communications lead.

Adam Tudhope is the manager for Mumford & Sons and the band is part of the Alliance. Adam will be coming out to Vancouver for the M&S concert in August, and open to an in-person meeting or event.

From: Adam Webb [<mailto:adam@al1communications.co.uk>]
Sent: Tuesday, April 9, 2019 11:36 AM
To: Louie, Toby I PSSG:EX
Cc: Adam Tudhope; Rosanna Banks
Subject: Re: BC Introduces Ticket Sales Act

Thanks Toby - and congratulations. Looks like a hugely positive step forward, and hard to argue against any of these points.

s.22 but will circulate around the FanFair steering committee shortly and flag on our socials.

Be great to pick up s.22

Best
Adam

On Tue, 9 Apr 2019 at 18:17, Louie, Toby I PSSG:EX <Toby.Louie@gov.bc.ca> wrote:

Gents

Today the Government of B.C. introduced Bill 27 – the *Ticket Sales Act*. The Bill will establish a regulatory framework for the sale and resale of tickets to live recreational, sporting or cultural events in British Columbia. Highlights of the Bill include:

- Prohibition on bots/mass ticket-buying software
- Transparency requirements for all ticket sellers, including face value, total price, seat location and terms and conditions
- Protections for ticket purchases on the secondary market
- Ban on speculative tickets

Once posted, you can find the full text of the Bill at <https://www.leg.bc.ca/parliamentary-business/legislation-debates-proceedings/41st-parliament/4th-session/bills/first-reading>.

The news release is attached and available at <https://news.gov.bc.ca/>.

Happy to provide an overview if you like.

Sincerely,

Toby Louie

Executive Director

Corporate Policy and Planning Office

Ministry of Public Safety and Solicitor General

--

Adam Webb

AL1 Communications

adam@al1communications.co.uk

07947 062360

CONSUMER PROTECTION – Ticket Resales

SUGGESTED RESPONSE:

- British Columbians have told us it's extremely frustrating when people can't get tickets to live entertainment events without resorting to tickets sold on the secondary market at highly inflated prices.
- We want to ensure everyone has a fair chance of getting a ticket at a fair price, so we are establishing a regulatory framework for the sale and resale of tickets in B.C.
- The new Ticket Sales Act will help create a level playing field by prohibiting bots and improving transparency for consumers trying to buy tickets.

When will regulations be in-force:

- Government wanted to make sure it had done its due diligence in all aspects of this file: consulting with fans and stakeholders and looking at all policy options. This takes time and is not undertaken lightly. We wanted to get it right.
- My ministry staff are currently working towards completion of regulations for the Ticket Sales Act.

KEY Stats from questionnaire:

- **13,744 visits to the Ticket Buying engagement site**
- **6,507 completed online questionnaires were received**

BACKGROUND:

In October 2017 media suggested that "ticket promoters in B.C. might give political donations, and because of this government may be hesitant to move on ticket sale legislation. Legislation that current government was keen to implement when in opposition."

Public complaints are largely based on not being able to get tickets to popular events, where demand for the tickets greatly exceeds the supply available. For high-profile events the sale of tickets amounts to a lottery where those who can type or phone in the quickest get the limited supply. Ticket-buying software ("ticket bots") allows to users of bots by-pass online security features and jump to the front of the queue.

On July 1, 2018, Ontario brought into force legislation to strengthen consumer protection in their province through a number of measures, including changes to ticket selling in Ontario.

Under Ontario's new government, elected 2018, the legislated price cap on resold tickets was not brought into force. From the news release:

"The previous government attempted to institute a cap on ticket re-sales with no way to enforce that cap, resulting in less consumer protection. We have paused the implementation of this section until we can review this provision in full to make sure it is in the best interest of Ontarians."

On August 1 2018, Alberta brought into effect new consumer protection laws to ban ticket bots and ensure refund protections from resellers, from the news release.

"Put fans first by helping prevent ticket fraud and gouging through measures including: banning ticket bots that allow scalpers to buy tickets in bulk, requiring that ticket sellers carry out due diligence to identify any ticket purchased by bots, and requiring re-sellers to offer full refunds for tickets that are cancelled, counterfeit or purchased by bots."

The B.C. government cannot guarantee that people will be able to purchase tickets to events where demand exceeds supply. It can, however, strive to create a level playing field for everyone trying to obtain those tickets.

In March of 2018, the Ministry launched a public questionnaire to find out what the public's thoughts on the state of ticket buying and selling in B.C. were. The questionnaire was available for three weeks and over 6500 completed responses were received which will help to inform the legislation on the subject. The report on these results was released to the public through engage.gov.bc.ca on August 13th, 2018. The report was directly emailed to journalists who have been following the ticket buying file closely, as well as several ticket industry stakeholders previously engaged by ministry staff.

On January 31, 2019 the Competition Bureau of Canada found that Ticketmaster's use of scalper bots, to facilitate helping the resale of tickets for people using its Tradedesk online sales operations, did not violate the *Competition Act* of Canada. In their press release they noted "Generally, consumer protection and unfair business practices, including as they relate to ticket sales, are addressed at the provincial level."

Press release from Competition Bureau: <https://www.canada.ca/en/competition-bureau/news/2019/01/competition-bureau-concludes-investigation-into-ticket-scalper-bots.html>

During the Spring 2019 session Minister Farnworth introduce the Ticket Sales Act, which laid out the province's regulatory framework for making legislated changes to the ticket sale industry.

Requirements include:

- clear and prominent disclosure of prices;
- refund guarantees by secondary sellers and secondary ticketing platform operators;
- disclosure of key terms and conditions by primary and secondary sellers;
- ticket resellers to disclose they are secondary sellers;
- prohibition of the sale of speculative tickets that the seller does not possess or control; and
- the ability for civil action to be taken by consumers or ticket selling businesses if they feel they have suffered losses as the result of a contravention of the legislation.

Hogg, Caroline PSSG:EX

From: Hahn, Andra PSSG:EX
Sent: Thursday, October 17, 2019 3:35 PM
To: Duncan, Nikki PSSG:EX
Subject: FW: Materials for October 22 @ 11:30 meeting with CPBC - IBN 559567
Attachments: 559567 - IBN - CPBC Meeting Info.pdf

I dropped the attached materials into Mark's meetings folder on his sharepoint.

a

From: Hahn, Andra PSSG:EX <Andra.Hahn@gov.bc.ca>
Sent: Thursday, October 17, 2019 3:34 PM
To: Maartman, William PSSG:EX <William.Maartman@gov.bc.ca>; Smith, Krystal PSSG:EX <Krystal.Smith@gov.bc.ca>
Cc: Meehan, Patrick PSSG:EX <Patrick.Meehan@gov.bc.ca>; Hembree, Sara PSSG:EX <Sara.Hembree@gov.bc.ca>; Hunt, Charlotte PSSG:EX <Charlotte.Hunt@gov.bc.ca>; Dunn, Noreen PSSG:EX <Noreen.Dunn@gov.bc.ca>; AG PSSG FOI AG:EX <AGPSSG.FOI@gov.bc.ca>; McAndrews, Caroline GCPE:EX <Caroline.McAndrews@gov.bc.ca>; Hahn, Andra PSSG:EX <Andra.Hahn@gov.bc.ca>; Walker, Elizabeth PSSG:EX <Elizabeth.Walker@gov.bc.ca>; Ramroop, Dan PSSG:EX <Dan.Ramroop@gov.bc.ca>; Duncan, Nikki PSSG:EX <Nikki.Duncan@gov.bc.ca>
Subject: Materials for October 22 @ 11:30 meeting with CPBC - IBN 559567

Hello Will and Krystal,

Please find attached materials for Minister's meeting with Consumer Protection BC on October 22 at 11:30. This IBN has been reviewed and approved by Acting Deputy Solicitor General, Patti Boyle and has been saved to Minister's 'meeting' folder on the sharepoint. Deputy Solicitor General, Mark Sieben, will be attending the meeting along with Toby Louie, Executive Director of Corporate Policy and Planning Office.

Please let us know if the Minister requires anything further.

Thanks,
Andra

Andra Hahn

Senior Executive Assistant

Deputy Solicitor General's Office, Ministry of Public Safety and Solicitor General

PO Box 9290 Stn Prov Gov't, Victoria, BC V8W 9J7

Phone: 778-974-5971

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**MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL
CORPORATE POLICY AND PLANNING OFFICE
INFORMATION BRIEFING NOTE**

PURPOSE: For **INFORMATION** for Mike Farnworth,
Minister of Public Safety and Solicitor General.

ISSUE:

Meeting with Consumer Protection BC (CPBC) on October 22, 2019. Attending the meeting will be:

Doug Enns, Chair, Board of Directors
Rod Dewar, Director and incoming Chair, Board of Directors
Rob Gialloredo, President & CEO
Dustin Dunlop, Director, Government Relations

SUMMARY:

- Doug Enns is requesting an opportunity to introduce Rod Dewar to the Minister as the incoming Chair of CPBC. Doug Enns will complete his term as Chair for the CPBC Board of Directors in December 2019.
- Mr. Enns is expected to express his support to work with ministry staff and the Crown Agencies and Board Resourcing Office to recommend candidates for the Minister's appointee on the Board, in preparation for the current government member's term end in February 2021. Anar Popatia is the current government member and she is not eligible for re-appointment after serving her maximum term.
- CPBC will provide updates on current issues and will not be making any requests of government. The ministry has been working closely with CPBC on these issues.

BACKGROUND:

CPBC Overview

- Since 2004, CPBC has been delegated responsibility for the administration of the *Business Practices and Consumer Protection Act* and the *Cremation, Interment and Funeral Services Act*. In 2007, CPBC assumed additional responsibility for administering the *Motion Picture Act*.
- CPBC is self-funded through licensing fees. The Authority licenses roughly 8,800 businesses annually, across eight industries: debt repayment, debt collection, payday lending, telemarketing, home inspection, travel agents, motion picture retailers, and funeral services.

CPBC Current Issues

- *Recent Agreements to Classify Motion Pictures for Ontario*
On October 4, 2019, CPBC and Ontario entered into an agreement to have BC's film classifications used for commercial general release films and trailers shown in

Ontario. CPBC classifies films shown in BC and has separate agreements to classify films for Saskatchewan and Manitoba. Ontario's agreement with CPBC is an interim solution following Ontario's wind down of its film authority and review of its motion picture legislation.

- *Ticket Selling and Re-selling*
CPBC will be the administrator for the new *Ticket Sales Act*, which establishes a regulatory framework for the sale and re-sale of tickets to live recreational, sporting or cultural events in British Columbia. The ministry is working closely with CPBC on the development of regulations and a delegation agreement to bring the Act into force.
- *High Cost Credit Lending*
This past spring's amendments to the *Business Practices and Consumer Protection Act* will establish a new regulatory and licensing regime for alternative high-cost credit providers and products in BC (e.g., instalment loans; credit building loans and high-cost lines of credit). The regime is similar to current payday lending laws and builds on existing provisions related to open and fixed credit. When the amendments are brought into force, high-cost lenders will be licensed by CPBC.
- *Money Services Businesses (MSBs)*
CPBC is supportive of recommendations by Peter German and the Expert Panel on Real Estate for BC to regulate and license money services businesses, as part of the government's response to address money laundering. CPBC is willing and prepared to be the licensing body based on its experience and successful record in regulating various business sectors. Ministry staff and the Ministry of Finance are jointly exploring the issue of MSBs.

OTHER MINISTRIES IMPACTED/CONSULTED:

- None

PREPARED BY:

Dan Ramroop
Policy Analyst
Corporate Policy and Planning Office
(778) 974-4484

APPROVED October 15, 2019 BY:

Toby Louie
Executive Director
Corporate Policy and Planning Office
(778) 974-3805

APPROVED OCTOBER 16 BY:

Patricia Boyle
A/Deputy Solicitor General

ATTACHMENT

Appendix A – Biographies

Appendix A – Biographies

Doug Enns, Chair, Board of Directors



Mr. Enns is an executive level management consultant with more than 30 years of related experience. As President and founder of Upturn Consulting Ltd., he has a proven track record of building high-performance companies, posting sector-leading return on equity, customer and staff satisfaction. Doug currently serves on the Board of BC Life. Past board appointments include WorkSafe BC (Chair, 2002 – 2008) and the Greater Victoria Harbour Authority (2005 – 2008). Doug's five-year term as Chair will end in December 2019.

Rod Dewar, Director and incoming Chair, Board of Directors



During his career, Rod held CEO, COO and Senior VP responsibilities in the transportation and financial services sectors, including, most recently, six years as CEO of a credit union. He has broad national and international operations experience. Rod is the recent past Chair of the BC Ferry Authority, and has served his community as past Chair of the Victoria Hospitals Foundation, and university business school advisory boards. Rod's other board responsibilities include BC Life & Casualty, NEI Investments, Blueshore Financial, and the Victoria Airport Authority.

Rob Gialloreto, President and Chief Executive Officer



Rob Gialloreto is the president and CEO of Consumer Protection BC. Before he joined Consumer Protection BC in 2013, Rob served as president and CEO of Tourism Victoria, where his leadership steered the organisation towards multiple acknowledgements for marketing and business excellence, and positioned it as one of BC Business magazine's Top Places to Work in 2012 and 2013.

Dustin Dunlop, Director, Government Relations – Bio not available

Hogg, Caroline PSSG:EX

From: Sieben, Mark PSSG:EX
Sent: Tuesday, December 3, 2019 10:24 AM
To: Duncan, Nikki PSSG:EX
Subject: FW: 30-60-90
Attachments: PSSG 30-60-90 day Work Plans_Dec to Feb FINAL.docx

Yes, please.

From: Duncan, Nikki PSSG:EX <Nikki.Duncan@gov.bc.ca>
Sent: Tuesday, December 3, 2019 10:15 AM
To: Sieben, Mark PSSG:EX <Mark.Sieben@gov.bc.ca>
Subject: FW: 30-60-90

Good to send to the PO?

From: Gergley, Meagan PSSG:EX <Meagan.Gergley@gov.bc.ca>
Sent: Friday, November 29, 2019 4:03 PM
To: Duncan, Nikki PSSG:EX <Nikki.Duncan@gov.bc.ca>
Cc: Louie, Toby I PSSG:EX <Toby.Louie@gov.bc.ca>
Subject: 30-60-90

Nikki,

Attached is the 30-60-90 workplan for Dec 2019 to Feb 2020 for Mark's review.

Thanks,
Meagan

30-60-90 Day Work Plans
MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL
December 2019 to February 2020

DECEMBER 2019	
DATE	ITEM / ACTIONS

NR

s.12

NR

NR

JANUARY 2020	
DATE	ITEM / ACTIONS

NR

s.12

NR

FEBRUARY 2020	
DATE	ITEM / ACTIONS

NR

Hogg, Caroline PSSG:EX

From: Farnworth.MLA, Mike <Mike.Farnworth.MLA@leg.bc.ca>
Sent: Wednesday, April 10, 2019 1:58 PM
To: Pecora, Talea PSSG:EX
Subject: FW: Feedback on Ticket Sales Act

Categories: CLIFF

T
Another to be sent

From: s.22
Sent: Wednesday, April 10, 2019 1:57 PM
To: Farnworth.MLA, Mike
Subject: Feedback on Ticket Sales Act

Mr. Farnsworth,

I commend to you the Freakonomics Podcast that addresses the very issue you are trying to solve with the new proposed Act. I think you will find it interesting. I will not editorialise on the episode so as to bias your views – but I think it is worth your listening/reading.

<http://freakonomics.com/podcast/live-event-ticket-market-screwed/>

Warmest regards,

s.22

This email, and any files transmitted, is confidential and may contain privileged information. Any unauthorized dissemination or copying is strictly prohibited. If you have received this email in error, please delete it and notify the sender immediately. Any views or opinions presented in this email are solely those of the author and do not necessarily represent those of s.22. This footnote also confirms that this email message has been swept for the presence of computer viruses.

s.22

Email: s.22

Dear s.22

Thank you for your April 10, 2019 email, regarding ticket sales and the podcast link you provided.

I have shared the link with ministry staff and understand that the podcast was very informative, providing a range of perspectives from economists, live event producers and promoters, primary and secondary ticket sellers, ticket bot developers, and consumers. The live event ticket market is very complex, and the diversity of views on this topic reinforces the importance of taking a balanced approach to regulating the market.

As you know, Bill 27, the *Ticket Sales Act*, was introduced in the British Columbia Legislative Assembly on April 9, 2019. In 2018, over 6,500 British Columbians responded to an online survey and told us they were frustrated with the process of buying live event tickets. Bill 27 addresses these concerns by establishing a new regulatory framework for the sale and resale of tickets to live recreational, sporting and cultural events in the province. It includes new rules that will increase transparency and equity in the ticket sales market, balancing the interests of consumers and the live event and ticketing industry.

Thank you for sharing this information.

Sincerely,

Mike Farnworth
Minister of Public Safety
and Solicitor General

KDunsdon/553799

Hogg, Caroline PSSG:EX

From: Farnworth.MLA, Mike <Mike.Farnworth.MLA@leg.bc.ca>
Sent: Tuesday, April 9, 2019 12:47 PM
To: Pecora, Talea PSSG:EX
Subject: FW: scalpers

Categories: CLIFF

Such a well written email. Sounds like a real intellect.
GP

From: s.22
Sent: Tuesday, April 9, 2019 12:44 PM
To: Farnworth.MLA, Mike
Subject: scalpers

Saw Mike on tv and talking about how his department has been supposedly been studying this for one year and done research and consultation. I have to ask who did he talk to? I'm 30 years old and have been buying tickets from real scalpers for 22 years, have been to hockey, baseball and football games all over North America. 3 Grey cups! I don't know what the hell you are talking about but you are so wrong. Any real fan will tell you Ticketmaster and Stub Hub are just scammers and I wouldn't touch them. I rarely pay more than 20% of face value and have at times paid less than face value as I did 22 in New York to see a Rangers game and bought Jets tickets and Giants tickets for face value. Stub Hub tickets for those games were near twice what I paid, I bought tickets 22 also in La and bought hockey tickets right from the box office. I'll see the Lions play this year and will hit a scalper as they are stuck with their tickets and be cheaper than box office prices as they never sell out. You really missed the boat on this, but it sounds politically correct and the public will think you're doing a good job for re-election purposes I guess.

Sent from [Mail](#) for Windows 10

s.22

Email: s.22

Dear s.22

Thank you for your April 9, 2019 email, regarding ticket sales. I appreciate your interest and the information you shared with me.

I am glad to hear that your ticket purchasing experiences have been positive. Unfortunately, that is not the case for many British Columbians. Government undertook extensive consultation with the public and other stakeholders prior to introducing Bill 27, the *Ticket Sales Act*, this spring. Over 6,500 British Columbians responded to a 2018 online survey. In their responses, they told us they were frustrated with the process of buying live event tickets and in particular expressed concerns about ticket buying experiences on the resale market. A large number of survey respondents said they would like to see changes to the law including increased transparency requirements and refund guarantees from ticket re-sellers, and a prohibition on ticket bots. Bill 27 will address these concerns, along with other ticket sales issues, and improve protection for consumers of BC live event tickets.

Many jurisdictions in Canada, the United States and Europe have also passed legislation to improve transparency and equity for ticket purchasers. Our government wants to ensure that British Columbia does not fall behind other jurisdictions when it comes to making sure consumers are not harmed by unfair ticket sale practices, and Bill 27 does that.

Thank you for sharing your views on this topic.

Sincerely,

Mike Farnworth
Minister of Public Safety
and Solicitor General

KDunsdon/553800

Hogg, Caroline PSSG:EX

From: Huycke, Kayla PREM:EX
Sent: Tuesday, May 28, 2019 9:41 AM
To: Minister, PSSG PSSG:EX
Subject: FW: Ticket sales

Good Morning!

Sending this along to get your input on how this email should be responded to or to see whether your office would like to take the lead on this one, since I know that legislation to ban this sort of action has recently gone through.

Link to the news item referenced below: <https://bc.ctvnews.ca/nhl-draft-tickets-being-resold-for-up-to-785-pair-1.4434980>

Thank you!!

Kayla

-----Original Message-----

From: s.22

Sent: May 24, 2019 12:57 AM

To: OfficeofthePremier, Office PREM:EX <Premier@gov.bc.ca>

Cc: Chen.MLA, Katrina LASS:EX <Katrina.Chen.MLA@leg.bc.ca>

Subject: Ticket sales

Hello Premier Horgan and Katrina Chen,

I watched tonight's CTV News story about Ticketmaster sales of NHL draft tickets being sold out within minutes. Then these same tickets soon became available for sale on resellers' websites.

This is a travesty that average ticket buyers become shutout from making regular ticket purchases. Obviously many tickets were not snapped up by average buyers. This is just as blatant as when laundered money streamed into casinos then created the boom in BC housing prices and sales. Both occur under BC government watch yet our government reacts too slowly after the damage is done. Personally I have given up buying tickets for any artistic performance or sports events.

Surely some methods of regulation and restrictions could quickly resolve ticket sales such as shutting down scalpers, resellers and online resellers so that resales are at face ticket value or less! Please step up or down to squash this problem.

Sincerely,

s.22

s.22

Email: s.22

Dear ^{s.22}

Your May 24, 2019 email, addressed to Premier John Horgan and the Honourable Katrina Chen, MLA for Burnaby-Lougheed, has been referred to me as consumer protection matters is the responsibility of the Ministry of Public Safety and Solicitor General.

You are not alone in your frustration regarding the ticket-buying process. In 2018, over 6,500 British Columbians responded to an online government survey regarding ticket sales. They told us they were frustrated with the process of buying live event tickets and in particular expressed concerns about their experiences buying tickets on the re-sale market. Many survey respondents said they would like to see changes to the law including increased transparency requirements and refund guarantees from ticket re-sellers, and a prohibition on ticket bots.

In the spring of 2019, I introduced Bill 27, the *Ticket Sales Act* (The Act), to address these concerns. The Act was passed by the Legislative Assembly of British Columbia in May 2019 and can be viewed here:

<https://www.leg.bc.ca/parliamentary-business/legislation-debates-proceedings/41st-parliament/4th-session/bills/progress-of-bills>

As noted in your email, it is becoming increasingly common for average ticket buyers to be shut out of the ticket-buying process. The Act aims to resolve this and level the playing field for people purchasing tickets to recreational, sporting and cultural events in British Columbia. It bans mass ticket-buying software (“bots”) that is used to jump the line and quickly buy up tickets before average consumers are able to purchase them. Under the new rules, the sale of tickets purchased using bots is prohibited and ticket sellers must take measures to detect bots and cancel any tickets purchased using them. In addition, the new rules prohibit businesses that sell tickets on the primary market from diverting those tickets directly to related ticket re-sale businesses. This unfair practice pushes consumers to buy tickets on the re-sale market for prices that are substantially higher than face value.

Other key features of The Act include:

- Ticket seller transparency requirements regarding ticket price, currency, seat location and terms and conditions
- Refund guarantees for tickets purchased on the re-sale market
- Prohibition on the sale of speculative tickets that the seller does not possess or control
- Requirement for ticket re-sellers to disclose their identity as such, as well as their contact information
- Right of civil action for those who have suffered losses as a result of a violation of the *Ticket Sales Act*

The government is currently working on regulations to support implementation of the Act, and anticipates the legislation will come into effect in 2020.

Thank you for sharing your thoughts on this matter.

Sincerely,

Mike Farnworth
Minister of Public Safety
and Solicitor General

pc: The Honourable John Horgan
The Honourable Katrina Chen

KDunsdon/555113

Louie, Toby | PSSG:EX

From: Adam Webb <adam@al1communications.co.uk>
Sent: April 3, 2019 4:00 AM
To: Louie, Toby | PSSG:EX
Subject: Re: Call at 5pm BST?

Hi Toby - good talking yesterday.

I've spoken to a few trusted managers, and they've suggested

Matt Drouin who manages Metric.

Eric Lawrence, who manages A Simple Plan

I may get more suggestions later today.

Also, the Music Managers Forum (who gave birth to FanFair) has close links to MMF CA. Their President is Meg Symysk from eOne - Meg has worked closely in the past with Rush.

<http://musicmanagersforum.ca>

Perhaps that link up, between the two MMFs, might be the best way to go.

Without giving any detail, I'm happy sound out these folks, flag what we've done in the UK and solicit their views.

Adam Webb
AL1 Communications
adam@al1communications.co.uk
07947 062360

On Tue, 2 Apr 2019 at 16:35, Adam Webb <adam@al1communications.co.uk> wrote:
No problem Toby, best A

Adam Webb
AL1 Communications
adam@al1communications.co.uk

07947 062360

On Tue, 2 Apr 2019 at 16:27, Louie, Toby I PSSG:EX <Toby.Louie@gov.bc.ca> wrote:
Thanks Adam. If OK, I can you at 5pm British Standard Time today.

Toby

From: Adam Webb
Sent: Monday, April 1, 2019 10:44 PM
To: Louie, Toby I PSSG:EX
Subject: Re: Thank You

Hi Toby, no problem -s.22

so please feel free to call my mobile - 07947 062360

Best, Adam

Adam Webb
AL1 Communications
adam@al1communications.co.uk<<mailto:adam@al1communications.co.uk>>
07947 062360

On Tue, 2 Apr 2019 at 01:31, Louie, Toby I PSSG:EX <Toby.Louie@gov.bc.ca<<mailto:Toby.Louie@gov.bc.ca>>> wrote:
Thanks Adam

The article is very good. Perhaps you and I can have another brief conversation, as British Columbia is working on the transparency pieces. The part that is difficult for us is rallying the managers and artists, who may be interested, to take up similar efforts to the UK's Fan Fair Alliance.

Toby

From: Adam Webb [<mailto:adam@al1communications.co.uk><<mailto:adam@al1communications.co.uk>>]
Sent: Friday, March 29, 2019 3:01 AM
To: Louie, Toby I PSSG:EX
Cc: Adam Tudhope; Dunsdon, Kelly PSSG:EX; Gergley, Meagan PSSG:EX; Rosanna Banks; Walker, Elizabeth PSSG:EX
Subject: Re: Thank You

No problem Toby, without blowing my own trumpet, this piece I wrote for MBW is a pretty good overview.

<https://www.musicbusinessworldwide.com/is-ticket-touting-over/>

Since publication, the main update is with Viagogo, who are heading to court for contempt via the CMA action. That becomes a criminal case, with potentially tough sanctions for the directors.

As Adam T mentioned, there are no silver bullets. But two hugely important aspects for improving this market are (i) transparency, which unfortunately has to be enforced; and (ii) for industry to offer the consumer a capped authorised alternative for resale.

The speculative practices of VividSeats and others are, to these eyes, simply ridiculous. See below. It positively encourages bad practice, and allows a relatively small number of ticket touts to cause havoc.

This listing describes tickets that the seller does not have in hand, but will obtain for you. After you place your order and your order is confirmed, we guarantee that your tickets will be within the zone or section listed or one comparable and that you will receive these tickets in time for the event or your money back. Orders exceeding four tickets may be split up into different rows within the requested zone or section.

Best, Adam

Adam Webb
AL1 Communications
adam@al1communications.co.uk<<mailto:adam@al1communications.co.uk>>
07947 062360

On Thu, 28 Mar 2019 at 20:46, Louie, Toby I PSSG:EX <Toby.Louie@gov.bc.ca<<mailto:Toby.Louie@gov.bc.ca>>> wrote:
Thanks Adam

We'd appreciate a synopsis or even key insights, but please do not go to any great efforts. Our policy and legislation work is progressing quickly. We'll look into the different viagogo sites.

Toby

From: Adam Webb [<mailto:adam@al1communications.co.uk><<mailto:adam@al1communications.co.uk>>]
Sent: Thursday, March 28, 2019 1:26 PM
To: Louie, Toby I PSSG:EX
Cc: Adam Tudhope; Dunsdon, Kelly PSSG:EX; Gergley, Meagan PSSG:EX; Rosanna Banks; Walker, Elizabeth PSSG:EX
Subject: Re: Thank You

Thanks Toby -

I'd be very happy to send you a synopsis of what's happened re: legislation / regulation since FanFair kicked off, and the impact on our ticketing market.

Certainly interesting to compare viagogo.co.uk<<http://viagogo.co.uk>> with viagogo.ca<<http://viagogo.ca>> or viagogo.com<<http://viagogo.com>>.

Best
Adam

On Thu, 28 Mar 2019 at 19:54, Louie, Toby I PSSG:EX <Toby.Louie@gov.bc.ca<<mailto:Toby.Louie@gov.bc.ca>>> wrote:
Thank you for your time and the discussion today. It was very helpful for us to hear your experience and perspective. We will keep you apprised on our work in British Columbia. We too are eager to continue the engagement. And perhaps we can work towards a meeting or an event in August in Vancouver. I'll look to make a connection with Bruce Allen for you.

Toby

Toby Louie
Executive Director
Corporate Policy and Planning
BC Ministry of Public Safety and Solicitor General
778-974-3805

--
Adam Webb

AL1 Communications

adam@al1communications.co.uk<<mailto:adam@al1communications.co.uk>>

07947 062360

Louie, Toby I PSSG:EX

From: Adam Tudhope <adam@everybody-s.com>
Sent: April 10, 2019 6:37 AM
To: Louie, Toby I PSSG:EX
Cc: Adam Webb; Wink Banks
Subject: Re: BC Introduces Ticket Sales Act

Great stuff Toby.

I'm reaching out to a couple of Canadian manager friends.

Will see if it produces any interesting results.

Cheers,
Adam

ADAM TUDHOPE

EVERYBODY'S

53 Corsica Street, London N5 1JT

T +44 203 227 0420

adam@everybody-s.com

On 10 Apr 2019, at 07:10, Louie, Toby I PSSG:EX <Toby.Louie@gov.bc.ca> wrote:

Thanks Adam. The public reaction in British Columbia on our legislation has been largely positive. I look forward to re-connecting s.22

In the meantime, I've re-connected with Bruce Allen, manager for Michael Buble. Bruce would be interested in meeting with Adam T and you, on UK's efforts to address ticket touting. Bruce said he will be in London in May, for Michael's concert. I've suggested to Bruce that I'd like to see similar efforts to FanFair by Canadian managers, promoters and artists to help ticket buyers buy tickets smartly and address ticket re-reselling.

If OK, Bruce asked if I can pass along your emails and Wink's to his assistant, Jordyn Bruyns. Then perhaps Jordyn can work with Wink to see if an in-person meeting with Bruce in London in May is possible.

Toby
From: Adam Webb
Sent: Tuesday, April 9, 2019 11:36 AM
To: Louie, Toby I PSSG:EX
Cc: Adam Tudhope; Rosanna Banks
Subject: Re: BC Introduces Ticket Sales Act

Thanks Toby - and congratulations. Looks like a hugely positive step forward, and hard to argue against any of these points.

s.22 but will circulate around the FanFair steering committee shortly and flag on our socials.

Be great to pick up s.22

Best
Adam

On Tue, 9 Apr 2019 at 18:17, Louie, Toby <PSSG:EX
<Toby.Louie@gov.bc.ca<<mailto:Toby.Louie@gov.bc.ca>>> wrote:
Gents

Today the Government of B.C. introduced Bill 27 – the Ticket Sales Act. The Bill will establish a regulatory framework for the sale and resale of tickets to live recreational, sporting or cultural events in British Columbia. Highlights of the Bill include:

- Prohibition on bots/mass ticket-buying software
- Transparency requirements for all ticket sellers, including face value, total price, seat location and terms and conditions
- Protections for ticket purchases on the secondary market
- Ban on speculative tickets
- Ban on the sale of tickets that sellers do not have in their possession or control

Once posted, you can find the full text of the Bill at <https://www.leg.bc.ca/parliamentary-business/legislation-debates-proceedings/41st-parliament/4th-session/bills/first-reading>.

The news release is attached and available at <https://news.gov.bc.ca/>.

Happy to provide an overview if you like.

Sincerely,

Toby Louie
Executive Director
Corporate Policy and Planning Office
Ministry of Public Safety and Solicitor General

--

Adam Webb
AL1 Communications
adam@al1communications.co.uk<<mailto:adam@al1communications.co.uk>>
07947 062360

Louie, Toby I PSSG:EX

From: Louie, Toby I PSSG:EX
Sent: March 26, 2019 8:17 AM
To: Rosanna Banks
Cc: Walker, Elizabeth PSSG:EX
Subject: Re: Contacting Rosanna Bankes

Hi Wink

5 pm GMT on Thursday works for me. Thanks

Toby

From: Rosanna Banks
Sent: Tuesday, March 26, 2019 8:04 AM
To: Louie, Toby I PSSG:EX
Cc: Walker, Elizabeth PSSG:EX
Subject: Re: Contacting Rosanna Bankes

Hi Toby,

Sorry - could we actually move it to 5pm GMT on Thursday as Adam would like his colleague, Adam Webb, to join too?

Best wishes

Rosanna

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M +44 (0)7852 498 362

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On 26 Mar 2019, at 14:02, Louie, Toby I PSSG:EX <Toby.Louie@gov.bc.ca> wrote:

Hi Wink

Yes 4:30 pm GMT on March 28 works for me. Look forward to the call.

Toby

From: Rosanna Banks
Sent: Tuesday, March 26, 2019 2:58 AM
To: Louie, Toby I PSSG:EX
Cc: Walker, Elizabeth PSSG:EX

Subject: Re: Contacting Rosanna Bankes

Good morning Toby,

I wondered if we could move your call with Adam to 4.30pm GMT on Thursday 28th? Might that work?

Best wishes

Wink

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On 21 Mar 2019, at 17:35, Louie, Toby | PSSG:EX

<Toby.Louie@gov.bc.ca<<mailto:Toby.Louie@gov.bc.ca>>> wrote:

My direct office number is 778-974-3805. Please call that number.

My assistant is Elizabeth Walker. Should there be any issue in connecting, Elizabeth's number is 778 974-6382.

Toby

-----Original Message-----

From: Wink Bankes [<mailto:wink@everybody-s.com>]

Sent: Thursday, March 21, 2019 10:31 AM

To: Louie, Toby | PSSG:EX

Subject: Re: Contacting Rosanna Bankes

Hi Toby,

That's great. What is the best number for Adam to contact you on?

Wink

On 21 Mar 2019, at 17:25, Louie, Toby | PSSG:EX

<Toby.Louie@gov.bc.ca<<mailto:Toby.Louie@gov.bc.ca>>> wrote:

Hi Wink

Yes, I'm available. 9 am my time and 4 pm your time.

Thank you
Toby

-----Original Message-----

From: Wink Bankes [<mailto:wink@everybody-s.com>]

Sent: Thursday, March 21, 2019 10:01 AM

To: Louie, Toby | PSSG:EX

Subject: Re: Contacting Rosanna Bankes

Hi Toby,

Would you be free to chat to Adam on Tuesday 26th at 4pm GMT / 9am PST?

Warm wishes

Wink

On 21 Mar 2019, at 13:49, Louie, Toby | PSSG:EX

<Toby.Louie@gov.bc.ca<<mailto:Toby.Louie@gov.bc.ca>>> wrote:

Thank you very much Adam

The BC government is very interested in moving forward with legislation. Important to ensure I have captured the views of artists and managers who would like to see actions against touting and see more transparency for fans. And I am looking to see who can support on our changes.

Wink - I believe Pacific Time is 7 hours earlier than GMT.

Toby

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Adam Tudhope

Sent: Thursday, March 21, 2019 2:31 AM

To: Louie, Toby | PSSG:EX

Cc: Wink Bankes

Subject: Re: Contacting Rosanna Bankes

Hi Toby -

Happy to.

Wink, my assistant, can help arrange a time to speak.

All the best,
Adam

On 21 Mar 2019, at 09:17, Molly Jenner <molly@everybody-s.com<<mailto:molly@everybody-s.com>><<mailto:molly@everybody-s.com>>> wrote:

Begin forwarded message:

From: "Louie, Toby | PSSG:EX"

<Toby.Louie@gov.bc.ca<<mailto:Toby.Louie@gov.bc.ca>><<mailto:Toby.Louie@gov.bc.ca>>>

Subject: Contacting Rosanna Banks

Date: 21 March 2019 at 07:16:19 GMT

To: "info@everybody-s.com<<mailto:info@everybody-s.com>><<mailto:info@everybody-s.com>>"
<info@everybody-s.com<<mailto:info@everybody-s.com>><<mailto:info@everybody-s.com>>>

?I am writing to ask if Rosanna Banks would be available to contact me by email, regarding the Government of British Columbia's work in considering legislation to prohibit the use of bot software and improve fairness for ticket buyers. If there is an opportunity, I am interested in speaking with Adam Thudhope in relation to views of artists he represents who are trying to get tickets into the hands of their fans, as well as his views on efforts to address ticket touting. I noticed that Mumford & Sons will be performing in Vancouver, BC in August, so I am reaching out now. We have been engaging with stakeholders in the past year, including event promoters, managers and venue operators in Canada.

Thank you for your consideration.

Toby

Toby Louie

Executive Director

Corporate Policy and Planning

British Columbia Ministry of Public Safety and Solicitor General

Victoria, BC Canada

778-974-3805