

To: Bella Klein[REDACTED]
Cc: Richard Kahn[REDACTED]
From: Lesley Groff
Sent: Mon 1/22/2018 7:48:23 PM
Subject: Re: Your ticket transfer to [REDACTED] is on the way for The Lion King (New York, NY).

Great

Sent from my iPhone

On Jan 22, 2018, at 1:44 PM, Bella Klein <[REDACTED]> wrote:

Disputed, Natalia from Amex is helping us
Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

On Jan 22, 2018, at 11:51 AM, Bella Klein <[REDACTED]> wrote:

Looks as it is our fault..

Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

On Jan 22, 2018, at 11:46 AM, Lesley Groff
<[REDACTED]> wrote:

Jeffrey purchased the tickets...the tickets must then be transferred to the person who is picking them up...I transferred them to [REDACTED]...she should have accepted them on a computer before she went to the box office but she did not...you can't do from a phone or tablet...I called Ticketmaster and was on the phone with them for over 30 minute (8-8:35pm or so) but the show had started and even if I could argue my way in for them, they were not allowed in because show had started...they decided to leave and

Jeffrey had me purchase them tickets for Sunday nite... [REDACTED] accepted the tickets from a computer before going and printed at home...it is order of operations they did not follow really... [REDACTED] says 'last time we went to a show we were able to print at the box office' ...or something like that.

On Jan 22, 2018, at 11:43 AM, Bella Klein
<[REDACTED]> wrote:

Lesley,
Please provide more details to dispute charge. Why did you need to transfer names?

Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

On Jan 20, 2018, at 10:19 AM,
Lesley Groff
<[REDACTED]> wrote:

DO not pay for these tickets per JE instruction...the girls could not get in last night...I was on the phone with ticketmaster and still could not get the tickets 'transferred' Below from JE:
Tell rich not to pay the lion tickets for tonight check with the girls and whenever they can govOk with me

Begin forwarded
message:

From:
"Ticketmaster"
[REDACTED]
er.co
Subject: Your



EFTA_R1_01001762
EFTA02237192

Section ORCH, Row E, Seat 119

Transfer Status: Sent

Your ticket transfer is in the works. There are now 3 ticket(s) heading to [REDACTED] at [REDACTED]

What's Next?

Once [REDACTED] accepts your ticket transfer – everyone is all set. Just in case something changes, you can cancel your ticket transfer request – as long as the tickets have not been accepted.

To view and manage your ticket transfer, please visit [Event Details](#).

We're here to help.
If you have any questions, please email
[Ticketmaster Fan Support](#).