

**To:** Lesley Groff [REDACTED]  
**From:** [REDACTED]  
**Sent:** Wed 6/27/2018 5:44:57 PM  
**Subject:** Re: did you receive your 2 tickets to the game?!

I think we have to call viagogo and ask them for the number of the ticket that we have to put on the fan id .

Envoyé de mon iPhone

Le 27 juin 2018 à 19:32, Lesley Groff <[REDACTED]> a écrit :

I dont know! I was hoping you didn't need a ticket number! you don't have the tickets yet...I see is says "as soon as you recieve your tickets" to apply for the Fan ID...I think you should call Fan ID:

## CONTACT US

**Guest Registration Hotline:** 8 (800) 775-20-18 (twenty-four-hour free multichannel phone line for calls from Russia), +7 (495) 741-18-18 (for calls from abroad).

On Jun 27, 2018, at 1:29 PM, [REDACTED] <[REDACTED]> wrote:

Which number ticket I should use for the fan id ?

Envoyé de mon iPhone

Le 27 juin 2018 à 18:46, Lesley Groff <[REDACTED]> a écrit :

did you receive the confirmation email for your 2 tickets to the game on June 30th? Confirm : [REDACTED] on Viagogo website...

I supplied your email for the confirmation! Please confirm back to me...

(Tickets were even more expensive today! yikes!)

Can you work on your fan ID? [www.fan-id.ru](http://www.fan-id.ru)

YYou need to do this now if possible! I am reading the application takes 24-72 hours! this game is in 3 days!...

### Important!

- In addition to your tickets, you'll need a **FAN ID** card to enter the stadium.
- As soon as you receive your tickets, you must apply online at [www.fan-id.ru](http://www.fan-id.ru) for this.
- Online applications take between **24 - 72 hours** to process.
- When approved, you'll be emailed an **electronic version** of the FAN ID which acts as your entry visa to Russia.
- Once in Russia, collect your hard-copy FAN ID card at a **registration centre** in any of the hosting cities.
- Retain this hard-copy FAN ID as you'll need it again to show on entry **to any other matches** that you have tickets for.
- Every attendee is required to have a Fan ID, which will then be valid for any number of World Cup matches that you attend