

CANADA

PROVINCE OF QUEBEC
DISTRICT OF MONTREAL

(Class Action Division)
SUPERIOR COURT

No.: 500-06-001066-204

TRACY PATTERSON

Plaintiff

v.

VIVID SEATS LLC

Settling Defendant

APPLICATION TO AUTHORIZE A CLASS ACTION FOR SETTLEMENT PURPOSES ONLY, FOR APPROVAL OF NOTICE TO CLASS MEMBERS OF A SETTLEMENT APPROVAL HEARING AND TO APPOINT A CLAIMS ADMINISTRATOR
(Sections 101, 575, 576, 579, 580, 581, and 590 C.C.P.)

TO THE HONORABLE JUSTICE PIERRE-C. GAGNON OF THE SUPERIOR COURT OF QUEBEC, DISTRICT OF MONTREAL, DESIGNATED TO PRESIDE OVER THE PRESENT CLASS ACTION, THE PLAINTIFF RESPECTFULLY SUBMITS THE FOLLOWING:

I. NATURE OF THE APPLICATION

1. On November 25, 2021, Plaintiff entered into a settlement in principle with Defendant Vivid Seats LLC. (hereinafter "**Vivid Seats**") regarding all persons in Quebec who purchased before March 11, 2020 one or more Tickets from Vivid Seats for an event scheduled to take place after March 11, 2020, which event was subsequently either postponed or rescheduled. The settling parties continued their negotiations for many months thereafter, ultimately arriving at a formal settlement agreement in March 2022, the whole as appears more fully from a copy of the *Vivid Seats LLC Quebec Settlement Agreement*, communicated herewith as **Exhibit R-1**, together with its schedules and French translation (hereinafter referred to as "**Settlement Agreement**").
2. This Application is for an order authorizing the bringing of a class action for settlement purposes only, approving the notices to class members for the settlement approval hearing and appointing the Claims Administrator.

3. Pursuant to section 4.1 of the Settlement Agreement, Defendant Vivid Seats consents to this request to obtain the Court's authorization for settlement purposes only of the class action for the Amended Class as defined below.
4. Except to the extent they are modified by this Application, the definitions set out in the Settlement Agreement apply and are incorporated herein.

II. BACKGROUND

5. On July 10, 2020, Plaintiff filed his *Amended Application for Authorization to Institute a Class Action* against multiple Defendants including Vivid Seats, before the Superior Court of Québec, District of Montreal, on behalf of the following proposed class:

All persons in Canada, who purchased before March 11, 2020 one or more tickets from one of the Defendants for an event scheduled to take place after March 11, 2020, which event was subsequently either postponed, rescheduled or cancelled, without a full refund being timely provided by Defendants, or any other Group(s) or Sub-Group(s) to be determined by the Court;

6. This action arises from the alleged refusal by multiple first and second market event ticket providers to provide refunds to consumers shortly after the March 2020 Covid-19 pandemic was declared, regarding events which were either cancelled, rescheduled or postponed due to the Covid-19 restrictions.
7. This Settlement Agreement concerns Defendant Vivid Seats LLC only, and only relates to events which were postponed or rescheduled without a refund being provided by Vivid Seats.
8. After many months of negotiations, the Parties have now reached a complete Settlement Agreement.

III. AUTHORIZATION FOR SETTLEMENT PURPOSES ONLY

9. Defendant Vivid Seats consents to the authorization of the bringing of a class action on behalf of the following amended Quebec only class, solely for settlement purposes (the “Class” or the “Amended Class”):

“All persons in Quebec, who purchased before March 11, 2020 one or more tickets from Vivid Seats LLC for an event scheduled to take place after March 11, 2020, which event was subsequently postponed or rescheduled, without a full refund being provided by Vivid Seats LLC.”

10. The whole considering that Vivid Seats already provided refunds for Quebec orders in the Class for whom their event was cancelled (pending a minor number of chargebacks), as appears from the Recitals of the Settlement Agreement at paragraph D.

1- The Claims of the Settlement Class Members Raise Identical, Similar or Related Issues of Law or Fact

11. The Parties proposes that the bringing of the class action be authorized for settlement purposes only, on the basis of the following issue of law and fact which is identical, similar or related to the situation of all Settlement Class members:

a) Did Vivid Seats violate s. 54.9.1 of the Consumer Protection Act, and, if so, are Class Members entitled to compensation?	a) Vivid Seats a-t-elle violé l'article 54.9.1 de la Loi sur la protection du consommateur et, dans l'affirmative, les membres du groupe ont-ils droit à une indemnisation ?
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2- The Facts Alleged Appear to Justify the Conclusions Sought

12. In his *Amended Application for Authorization to Institute a Class Action*, Plaintiff alleges that Defendant committed a fault, violated the *Consumer Protection Act*, and engaged in illegal conduct by modifying its “100% Buyer Guarantee” and Terms of Use and by failing to fully reimburse Quebec residents for all amounts paid before March 11, 2020 for event tickets, which events were subsequently either postponed or rescheduled after March 11, 2020.
13. Plaintiff alleges notably that Defendant violated the *Consumer Protection Act*, as well as the Civil Code of Quebec.

3- The Composition of the Settlement Class Makes it Difficult or Impracticable to Apply the Rules for Mandates to Take Part in Judicial Proceedings on Behalf of Others

14. The Amended Class as provided in the Settlement Agreement consists of all persons in Quebec who purchased before March 11, 2020 one or more tickets from Vivid Seats for an event scheduled to take place after March 11, 2020, which event was subsequently either postponed or rescheduled, without a full refund being provided by Vivid Seats.
15. As more fully described in section (v) of the Settlement Agreement, to be included in the Refund Class and considered a Refund Class Member, the event(s) which was postponed or rescheduled must not have occurred by the end of the Claims Period (as defined in the Distribution Protocol) and the Class Member must not have received a full refund, not successfully pursued a chargeback or not have an active chargeback in process.

4- Plaintiff Patterson is in a Position to Properly Represent the Settlement Class Members

16. Plaintiff Tracy Patterson:
 - (a) is a consumer who purchased concert tickets and parking from one of the Defendants to these proceedings (Ticketmaster) for a May 23, 2020 concert event that never occurred;
 - (b) gave the mandate to his attorneys to sue many members of the event tickets industry, including Vivid Seats LLC., who he alleges modified their practices and/or refused to provide timely refunds to consumers who purchased event ticket(s) and other related purchases before March 11, 2020, for event(s) which were either cancelled, postponed or rescheduled because of the Covid-19 pandemic;
 - (c) understands the nature of the action and has the capacity and interest to fairly and adequately protect and represent the interests of the Class Members for settlement purposes;

OPTING OUT OF THE SETTLEMENT CLASS AND OBJECTIONS

17. The Parties have agreed that the opt-out period shall be thirty (30) days after the Notice of Hearing and Opt-Out is first sent to the Amended Class Members by email and published on the Settlement Website and on Class Counsel website (the “**Opt-Out Deadline**”) and request that no Amended Class Member be permitted to opt out of this class action after the Opt-Out Deadline.
18. The Settlement Agreement at section 3.1 provides the procedure which the Amended Class Members must follow to opt out of the Refund Class and the Settlement Agreement.
19. The Settlement Agreement provides that any Settlement Class Member who wishes to opt out of to the Settlement Agreement and the Class Action must do so by sending a written letter which includes the required information and documentation (detailed in the Settlement Agreement) by registered or certified mail to the Clerk of the Superior Court with a copy to the Claims Administrator so that it is received on or before the Opt-Out Deadline.
20. The Claims Administrator will provide a report to the Parties containing the names of each person who has validly and timely opted out of the Class Action upon the expiry of the Opt-Out Deadline.
21. Schedule B to the Settlement Agreement provides that Class Members who wish to object to the Settlement Agreement are required to send a letter either to the Superior Court Clerk or to Class Counsel containing the reasons for their Objection, by communicating a document containing the required information (detailed in the Schedule B).

NOTICE OF APPROVAL HEARING

22. The Parties herein have agreed on the form and content of the Notice of Hearing and Opt-Out. Said notice will advise Settlement Class Members of the basic terms of the Settlement Agreement and their right to participate in the settlement

approval hearing. The Notice of Hearing and Opt-Out is attached to the Settlement Agreement as Schedule B, in both French and English, and is communicated herewith as **Exhibit R-2** to this Application.

23. The Parties also agreed to the Notice Plan for the dissemination of the Notice of Hearing and Opt-Out, a copy of the Notice Plan is Schedule C to the Settlement Agreement.
24. Finally, the Parties have agreed to the Distribution Protocol which is Schedule D to the Settlement Agreement.

1- Publication and dissemination of the Notice of the Approval Hearing

25. As provided by Schedule C and Schedule D, the Parties herein have agreed to the publication and the dissemination of the Notice of Hearing and Opt-Out.
26. Once the settlement is made public by the filing of materials before the Court in connection therewith, Class Counsel will, at their expense, post the Notice of Hearing and Opt-Out, the Settlement Agreement with its schedules and any relevant proceedings and judgments on their firm website.
27. Schedule C also provides that the Claims Administrator will send the Notice of Hearing and Opt-Out (in both French and English) to all Class Members whose email address was provided to the Claims Administrator using a list provided by Vivid Seats. According to Schedule D, said Class Members' list must be provided within ten (10) business days following the approval of the First Order by the Court.
28. Should the Claims Administrator receive a Bounce Back or a notice of undeliverable email, no further attempt to contact Class Members will be performed.
29. Furthermore, within ten (10) Days of the First Order, the Claims Administrator will create a bilingual Settlement Website containing an electronic version of the Settlement and all relevant schedules and orders as prescribed by Schedule D.

30. In addition to the dissemination of the Notice of Hearing and Opt-Out, copies of the French and English versions of the Notice of Hearing and Opt-Out will also be posted by Class Counsel on the Class Action Registry of the Superior Court of Québec.

2- Settlement Website

31. As mentioned above, Schedule D provides that a fully bilingual Settlement Website will be available to Settlement Class Members ten (10) days following the First Order.
32. As stated in Schedule D, the functionality of the Settlement Website will include a description of the Class Action, posting French and English copies of the Settlement Agreement and of the Notice of the Hearing and Opt-Out, information to contact the Claims Administrator and a hyperlink to attend the virtual hearing for settlement approval and counsel fee approval (as soon as said hyperlink is established by the Court).

THE CLAIMS ADMINISTRATOR

33. The Parties herein seek the appointment of Velvet Payments Inc. ("**Velvet**") to serve as Claims Administrator.
34. The Settlement Agreement stipulates that the Parties agree that Velvet shall serve as Claims Administrator, subject to approval by the Courts, and that Vivid Seats will pay the costs of notice and administration.
35. The parties' attorneys are aware of the resources and abilities of Velvet generally.
36. Velvet has also served as notices and/or claims administrator in the context of other consumer protection class action in Quebec, including cases involving event tickets companies, namely in the case *Abihisira v. StubHub inc. et al.* (500-06-000754-156).

37. The Parties recommend to the Court that Velvet Payments Inc. be appointed Claims Administrator.

POUR CES MOTIFS, PLAISE AU TRIBUNAL DE:	WHEREFORE, MAY IT PLEASE THE COURT TO:
<p>ACCUEILLIR la Demande pour obtenir l'autorisation d'exercer une action collective aux fins de règlement seulement, la publication des avis aux membres et pour nommer un administrateur des réclamations;</p>	<p>GRANT the Application to Authorize a Class Action for Settlement Purposes Only, for Approval of Notice to Class Members of a Settlement Approval Hearing and to Appoint a Claims Administrator;</p>
<p>DÉCLARER qu'aux fins du présent jugement, les définitions énoncées dans l'entente de Règlement s'appliquent et sont intégrées au présent jugement;</p>	<p>DECLARE that for the purposes of the present judgment, the definitions in the Settlement Agreement apply and are integrated in the present judgment;</p>
<p>AUTORISER le demandeur, aux seules fins de règlement avec la défenderesse Vivid Seats LLC, de modifier comme suit la description du groupe dans la « Amended Application to Authorize the Bringing of a Class Action » :</p> <p>Groupe :</p> <p>Toutes les personnes au Québec qui ont acheté avant le 11 mars 2020 un ou plusieurs billets auprès de Vivid Seats LLC pour un événement devant avoir lieu après le 11 mars 2020, lequel événement a ensuite été reporté ou reprogrammé, sans qu'un remboursement complet ne soit fourni par Vivid Seats LLC.</p>	<p>AUTHORIZE the Applicant, for the purpose of settlement only with Defendant Vivid Seats LLC, to amend as follows the Class description in the "Application to Authorize the Bringing of a Class Action and to Appoint the Status of Representative Plaintiff":</p> <p>Class:</p> <p>All persons in Quebec, who purchased before March 11, 2020 one or more tickets from Vivid Seats LLC for an event scheduled to take place after March 11, 2020, which event was subsequently postponed or rescheduled, without a full refund being provided by Vivid Seats LLC.</p>
<p>AUTORISER l'exercice de l'action collective contre la défenderesse Vivid Seats LLC aux seules fins de règlement;</p>	<p>AUTHORIZE the bringing of a class action against the Defendant Vivid Seats LLC for settlement purposes only;</p>

<p>ATTRIBUER au demandeur Tracy Patterson le statut de représentant;</p>	<p>APPOINT the Applicant Tracy Patterson the status of Representative Plaintiff;</p>
<p>IDENTIFIER, aux seules fins de règlement, comme suit les principales questions de fait et de droit qui seront traitées collectivement :</p> <p>a) Vivid Seats a-t-elle violé l'article 54.9.1 LPC et, dans l'affirmative, les membres du groupe ont-ils droit à une indemnisation ?</p>	<p>IDENTIFY, for settlement purposes only, the principal question of fact and law to be treated collectively as the following:</p> <p>a) Did Vivid Seats violate s. 54.9.1 CPA, and, if so, are Class Members entitled to compensation?</p>
<p>ORDONNER que le présent jugement sera déclaré nul et sans effet si l'Entente de Règlement est résiliée conformément à ses dispositions ou n'est pas approuvée par la Cour;</p>	<p>ORDER that the present judgment be declared null and without effect if the Settlement Agreement is terminated pursuant to its provisions or it is not approved by the Court;</p>
<p>APPROUVER la forme, le contenu et le mode de publication de l'Avis d'audience et d'Exclusion (pièce R-2), dans sa version française et anglaise;</p>	<p>APPROVE the form, content and mode of dissemination of the Notice of Hearing and Opt Out (Exhibit R-2) in its French and English versions;</p>
<p>DÉSIGNER Velvet Payments à titre d'Administrateur des Réclamations afin de s'acquitter des tâches qui lui incombent en vertu de l'Entente de Règlement;</p>	<p>APPOINT Velvet Payments as the Claims Administrator for the purposes of accomplishing the tasks that devolve to it pursuant to the Settlement Agreement;</p>
<p>ORDONNER aux parties et l'Administrateur des Réclamations de diffuser l'Avis d'audience et d'Exclusion conformément au plan de publication prévu au Plan Relatif aux Avis (Annexe C de l'Entente de Règlement), dans les 10 jours suivant le jugement qui sera rendu par les présentes;</p>	<p>ORDER the parties and the Claims Administrator to disseminate the Notice of Hearing and Opt Out pursuant to the publication plan provided for in the Notice Plan (Schedule C to the Settlement Agreement), within 10 days of the judgment to be rendered herein;</p>
<p>ORDONNER que la défenderesse divulgue à l'Administrateur des réclamations et aux Avocats du Groupe la liste des membres du Groupe et les informations prévus au protocole de</p>	<p>ORDER that the Defendant disclose to the Claims Administrator and Class Counsel the list of Class members and the information provided for in the Distribution Protocol (Schedule D of</p>

<p>distribution (Annexe D de l'Entente) que la défenderesse détient, afin de :</p> <p>(a) faciliter la distribution des avis approuvés par le Tribunal aux membres du groupe les informant du présent jugement ainsi que de la date et des informations relatives à la demande d'approbation du règlement; et</p> <p>(b) faciliter le processus de réclamation éventuel découlant de tout jugement ultérieur approuvant le règlement.</p>	<p>the Settlement Agreement) that the Defendant holds, in order to:</p> <p>(a) facilitate the distribution of Court-approved notices to Class Members advising them of this Judgment and the date and information relating to the Application for Settlement Approval; and</p> <p>(b) facilitate the process for the eventual distribution arising from any later judgment approving the Settlement Agreement.</p>
<p>ORDONNER à l'Administrateur des Réclamations et les Avocats du Groupe de maintenir la confidentialité des informations fournies conformément au présent jugement et ne pas les partager avec toute autre personne, sauf si cela est strictement nécessaire pour exécuter le plan de notification et/ou faciliter le processus de distribution conformément au règlement;</p>	<p>ORDER that the Claims Administrator and Class Counsel shall maintain confidentiality over and shall not share the information provided pursuant to this judgment with any other person, unless doing so is strictly necessary for executing the Notice Plan and/or facilitating the distribution process in accordance with the Settlement Agreement;</p>
<p>ORDONNER que l'Administrateur des Réclamations et les Avocats du Groupe utiliseront les informations qui lui sont fournies en vertu du présent jugement dans le seul but d'exécuter le plan de notification et de faciliter le processus de distribution conformément au règlement, et à aucune autre fin;</p>	<p>ORDER that the Claims Administrator and Class Counsel shall use the information provided to it pursuant to this judgment for the sole purpose of executing the Notice Plan and facilitating the distribution process in accordance with the Settlement Agreement, and for no other purpose;</p>
<p>ORDONNER ET DÉCLARER que le présent jugement constitue un jugement contraignant la production des informations par la défenderesse au sens des lois applicables en matière de vie privée, et que ce jugement satisfait aux exigences de toutes les lois applicables en matière de la protection de la vie privée;</p>	<p>ORDER AND DECLARE that this judgment constitutes a judgment compelling the production of the information by the Defendant within the meaning of applicable privacy laws, and that this judgment satisfies the requirements of all applicable privacy laws;</p>
<p>DÉGAGER la défenderesse de toute obligation en vertu des lois et</p>	<p>RELEASE the Defendant from any and all obligations pursuant to applicable</p>

<p>règlements applicables en matière de protection de la vie privée en ce qui concerne la communication de toute information personnelle et/ou privée à l'Administrateur des réclamations et les Avocats du Groupe;</p>	<p>privacy laws and regulations in relation to the communication of any personal and/or private information to the Claims Administrator and Class Counsel;</p>
<p>DÉCLARER que toute personne qui souhaite entreprendre une action ou une procédure contre l'Administrateur des réclamations ou l'un de ses employés, agents, partenaires, associés, représentants, successeurs ou ayants droit, en lien avec l'Entente de Règlement, son administration, ou la mise en exécution du présent jugement, ne peut le faire qu'avec l'autorisation de cette Cour;</p>	<p>DECLARE that that any person who wishes to institute an action against the Claims Administrator or one of its employees, agents, partners, associates, representatives, successors or beneficiaries concerning the Settlement Agreement, its administration or its execution of the present judgment, cannot do so unless they have the authorization of this Court;</p>
<p>DÉCLARER que les Membres du Groupe désirant s'objecter à l'approbation par le Tribunal de l'entente de règlement devront procéder de la manière prévue dans l'Avis d'Audience et d'Exclusion (pièce R-2), au plus tard le (Date);</p>	<p>DECLARE that Class Members who wish to object to Court approval of the Settlement Agreement must do so in the manner provided for in the Notice of Hearing and Opt Out (Exhibit R-2), on or before (Date);</p>
<p>DÉCLARER que les Membres du Groupe désirant s'exclure de l'action collective et de l'application de l'entente de règlement devront transmettre un avis écrit confirmant leur intention de s'exclure du Groupe de la manière prévue dans l'Avis d'Audience et d'Exclusion (pièce R-2), au plus tard le (Date);</p>	<p>DECLARE that Class Members who wish to opt-out from the class action and the Settlement Agreement thereof may do so by delivering a written notice confirming their intention to opt-out of this class action, in the manner provided for in the Notice of Hearing and Opt Out (Exhibit R-2), on or before (Date);</p>
<p>DÉCLARER que les Membres du Groupe qui n'auront pas requis leur exclusion du Groupe seront liés par tout jugement à être rendu quant à la présente action collective conformément à la loi;</p>	<p>DECLARE that all Class Members that have not requested their exclusion be bound by any judgment to be rendered on the class action in the manner provided for by the law;</p>
<p>FIXER la présentation de la Demande pour approbation de l'entente de</p>	<p>SCHEDULE the presentation of the Application for Approval of the</p>

<p>règlement et des honoraires des procureurs du groupe au (Date) à (Heure) en salle ● du Palais de Justice de Montréal ou via un lien TEAMS qui sera affiché d'ici là sur le site web du règlement (lien);</p>	<p>Settlement Agreement and of Class Counsel Fees on (Date), at (Time), in room ● of the Montréal courthouse or via a TEAMS link that will be posted before that date on the settlement website (link);</p>
<p>ORDONNER que la date et l'heure pour la tenue de l'audience d'approbation du règlement soient indiquées dans l'avis de pré-approbation (pièce R-2), bien qu'elles puissent être reportées par le Tribunal sans autre avis aux Membres du Groupe autre que l'avis qui sera affiché sur le site web du règlement (lien);</p>	<p>ORDER that the date and time of the settlement approval hearing shall be set forth in the pre-approval notice (Exhibit S-2), but may be subject to adjournment by the Court without further publication of notice to the Class Members, other than such notice which will be posted on the settlement website (link);</p>
<p>LE TOUT, sans frais.</p>	<p>THE WHOLE, without costs.</p>

MONTREAL, March 23, 2022

Lex Group Inc.

LEX GROUP INC.

PER: DAVID ASSOR

ATTORNEYS FOR PLAINTIFF AND CLASS MEMBERS

4101 SHERBROOKE STREET WEST
WESTMOUNT (QUEBEC), H3Z 1A7

TEL.: 514.451.5500, EXT. 321

FAX: 514.940.1605

SOLEMN DECLARATION

I, the undersigned, **David Assor**, attorney, practicing law at the offices of Lex Group Inc., situated at 4101 Sherbrooke Street West, in the City of Westmount and District of Montreal, do hereby solemnly declare:

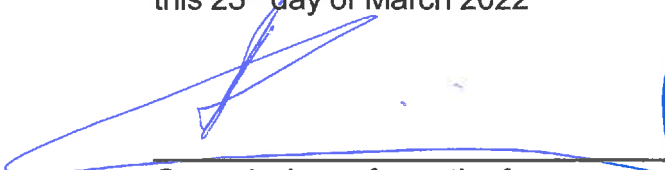
1. THAT I am one of the attorneys for the Plaintiff in the present case;
2. THAT all the facts alleged in the present *Application to Authorize a Class action for Settlement Purposes Only, for Approval of Notice to Class Members of a Settlement Approval Hearing and to Appoint a Claims administrator* therein are true and accurate to my knowledge;

And I have signed:



DAVID ASSOR

Solemnly affirmed before me
at Westmount (Quebec),
this 23th day of March 2022



Commissioner for oaths for
the Province of Québec



NOTICE OF PRESENTATION

TO : Me Kristian Brabander
 Me Amanda Gravel
McCarthy Tétrault LLP
 1000, rue De La
 Gauchetière Ouest
 Bureau 2500
 Montréal QC H3B 0A2
kbrabander@mccarthy.ca
agravel@mccarthy.ca

*Attorneys for Vivid Seats
 LLC*

AND: Me Christopher Richter
 Me Se-Line Doung
Torys LLP
 1, Place Ville Marie,
 bureau 2880
 Montréal (Québec) H3B 4R4
crichter@torys.com
sdoung@torys.com

*Attorneys for Ticketmaster
 Canada Holdings ULC,
 Ticketmaster Canada ULC,
 Ticketmaster Canada LP,
 Ticketmaster LLC,
 Live Nation Canada Inc.,
 Live Nation Entertainment
 Inc., Live nation worldwide
 inc.,*

Me Éric Préfontaine
 Me Jessica Harding
**Osler, Hoskin & Harcourt,
 S.E.N.C.R.L./s.r.l.**
 1000 rue de la Gauchetière
 Ouest, bureau 2100
 Montréal, Québec, H3B
 4W5
eprefontaine@osler.com
jharding@osler.com

*Attorneys for Internet
 Referral Services LLC,*

Me François-David Paré
 Me Francesca Taddeo
**Norton Rose Fulbright
 Canada LLP**
 1, Place Ville Marie,
 Bureau 2500,
 Montréal, Québec, H3B 1R1
[francois-
 david.pare@nortonrosefulbright.com](mailto:francois-david.pare@nortonrosefulbright.com)
[francesca.taddeo@nortonrosefulbright.
 com](mailto:francesca.taddeo@nortonrosefulbright.com)

*Attorneys for StubHub
 Canada LTD., StubHub Inc.,*

AND: Me Fadi Amine
Miller Thomson LLP
 1000, rue De La
 Gauchetière Ouest,
 bureau 3700
 Montréal (Qc) H3B 4W5
famine@millerthomson.com

Me Yves Martineau
 Me Jean-François Forget
STIKEMAN ELLIOTT LLP
 1155 René-Lévesque Blvd,
 West, suite 4100
 Montréal, Québec, H3B 3V2
ymartineau@stikeman.com
jfforget@stikeman.com

*Attorneys for Ticketnetwork Attorneys for SeatGeek, Inc.
 Inc.*

AND: Moran Solomon
Velvet Payment
5900 Andover Ave. Suite 1
Montreal, Québec H4T 1H5
info@velvetpayments.com

Claims Administrator

TAKE NOTICE that the *Application to Authorize a Class Action for Settlement Purposes Only, for Approval of Notice to Class Members of a Settlement Approval Hearing and to Appoint a Claims administrator* will be presented for adjudication on **April 7, 2022**, before the Honourable Pierre-C. Gagnon, J.S.C., at 9:30 a.m., in a room to be determined of the Montréal Courthouse located at 1 Notre-Dame Street East, Montréal, Québec, or as soon thereafter as counsel can be heard.

DO GOVERN YOURSELF ACCORDINGLY.

MONTREAL, March 23, 2022

Lex Group Inc.

LEX GROUP INC.

PER: DAVID ASSOR

ATTORNEYS FOR PLAINTIFF AND CLASS
MEMBERS

N^o.: 500-06-001066-204

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ORIGINAL

Me David Assor

Lex Group Inc.
4101 Sherbrooke St. West
Westmount, (Québec), H3Z 1A7

T: 514.451.5500 ext.321

F: 514.940.1605

@: davidassor@lexgroup.ca



LEX GROUP
AVOCATS • ATTORNEYS
WWW.LEXGROUP.CA

BL 5606