



2020 RAVENS SEASON TICKETS TO BE DEFERRED

INDIVIDUAL TICKETS TO BE MADE AVAILABLE ONCE NEW SEATING MANIFEST IS SET WITH UPDATED CAPACITY

Hello,

We thank you for the incredible patience and support you have shown our organization over the last four months, as we've all continued to adjust to the difficult effects the COVID-19 pandemic has had on everyday life.

With much hope, we have been preparing for a 2020 season that will allow us the opportunity to play in front of fans at M&T Bank Stadium. However, if we are permitted under state and local government rules/regulations to have fans attend our games, it has become clear that a significantly reduced seating capacity is necessary.

Based on the social distancing guidelines and fan safety protocols developed by health experts, governmental officials and the NFL, we expect that the capacity – if fans are allowed – would be fewer than 14,000 seats per game.

Even if it is legally permissible to attend games this season, we also recognize that some PSL holders might feel uncomfortable doing so. For these reasons – and because of the unique circumstances currently surrounding each NFL community – we are taking the following actions that will impact all ticket purchasers in 2020:

- Final season ticket payments due on July 15 are no longer required. Remaining payment plan charges will not be made.
- Season tickets for 2020 will be deferred to 2021.
- All 2020 season ticket seat locations will be protected, and the same seats will be offered for renewal in 2021.
- Credits for funds paid toward the 2020 season to date will be applied to accounts and can be used toward renewal for next season or toward future ticket purchases, or a refund can be requested.

- Current 2020 single-game ticket sales will be discontinued, and refunds will be issued to fans who have already made purchases.

With over 62,000 season tickets already sold, there is no equitable way to accommodate in a limited stadium capacity all PSL Owners who are interested in maintaining season tickets for 2020.

Once an updated seating manifest is finalized, 2020 individual game ticket sales will resume, with PSL Owners receiving a priority opportunity to purchase in advance of any public sale. More single-game ticket information, including an on-sale date, will be made available at a later time.

If you have questions, a call can be requested from a Ravens' ticket office representative by sending an email to ravens.ticketoffice@ravens.nfl.net or by calling (410) 261-RAVE (7283) and pressing option four (4) to leave a message. A member of our staff will call as soon as possible within normal business hours.

We truly appreciate your continued support and understanding amid these very unusual circumstances. While we are hopeful that fans will be able to attend Ravens games this season, we do not expect the uncertainty surrounding attendance at our games to end in the immediate future.

Though it is disappointing to send a message like this, particularly to our PSL Owners, we have an obligation to all fans and to our community to keep M&T Bank Stadium as safe as possible. We believe the steps we are taking will help us accomplish that goal.

Go Ravens!

Sincerely,

A handwritten signature in black ink that reads "Baker R. Koppelman". The signature is written in a cursive, flowing style.

Baker R. Koppelman
Sr. Vice President, Ticket Sales & Operations