

Easy Renew FAQ

1. What is Easy Renew?

a. Easy Renew is a program that automatically renews your Buffalo Bills season tickets so long as your account is in good standing and the Bills opt to renew your seats.

2. How does it work?

a. Each year there will be a timeframe to cancel your seats based on the respective team calendar. If we don't hear from you, we will automatically renew those seats as long as the Bills agree to renew them.

3. What if I want to move seats?

a. The process to move your seat location will remain the same. After the opt-out window, there will be a designated time where you will have the option to move your seat location.

4. Who is enrolled in Easy Renew?

a. Everyone who uses an installment payment plan for the Bills will be automatically enrolled for Easy Renew.

5. When can I cancel my season tickets?

a. The deadline to opt-out for the Bills will be March 15th every year. You will receive communication about any changes or new pricing for your seats at least 30 days prior to the March 15th deadline. These terms are subject to change due to unforeseen circumstances and any changes to the designated opt-out period will be communicated in advance.

6. How will I know when it is time to cancel?

a. You will receive communication notifying you of any price changes for the upcoming season prior to the cancellation deadline and reminding you of the dates by which you have an opportunity to cancel.

7. Does Easy Renew add cost to my tickets?

a. There is no additional cost associated with Easy Renew.

8. Do I have to be enrolled in Easy Renew?

a. All Season Ticket Members on an installment payment plan for season tickets will be enrolled in Easy Renew.

9. What if I don't want to participate in Easy Renew?

a. All Season Ticket Members on an installment payment plan are enrolled in Easy Renew. All Season Ticket Members who don't enroll in an installment payment plan will receive detailed invoice due dates throughout the offseason.

10. Are Playoff Tickets included in the Easy Renew program?

a. Easy Renew includes the NFL's Pay As We Play Playoff ticket program. This program reserves your seat

location(s) in the event we are to host a home Playoff game(s). The credit card associated with your Easy Renew installment payment plan will only be charged for a confirmed game.

11. How will my account credit be applied to my Easy Renew installment Payment Plan?

a. Existing account credit will be applied automatically towards your 2021 Season Ticket invoice. The account credit will first be applied towards the first payment plan installment, and then to subsequent installments if there is a remaining account credit balance.

For example:

- If your total account credit is \$75.00, your Season Ticket costs \$1,000.00 and you are on the 4 Month Payment Plan, your monthly installment is \$250.00, the account credit would be applied towards your first installment bringing the remaining installment to \$175.00
- If your total account credit is \$325.00, your Season Ticket costs \$1,000.00 and you are on the 4 Month Payment Plan, your monthly installment is \$250.00, the account credit would be applied towards the entirety of your first installment and the remaining account credit (\$75.00) would be applied towards the second installment

If you have any additional questions, please contact the Buffalo Bills Ticket Office at 1-877-228-4257 or your Account Service Representative.