



## THE MEMBERSHIP CLUB FAQ - 2020

### Overview

**1. How do I join the Membership Club?** As a Vikings Season Ticket Member, you are automatically enrolled into the program and eligible to receive the associated benefits. All benefits become available late-August/September of 2020.

**2. Can I share my account information with friends and family so they may access these features as well?** The Membership Club perks are available to the primary season ticket member of record only. Each account holder can only have one complimentary NFL RedZone subscription for their mobile device, and one complimentary NFL Game Pass subscription per season.

**3. Does the Membership Club replace any of the current benefits I receive as a Vikings Season Ticket Member?** No, we are pleased to provide you these additional benefits courtesy of the NFL. You will still continue to receive all of the benefits currently offered to season ticket members.

### NFL RedZone

**4. What is RedZone?** NFL RedZone provides "whip around" simulcast coverage of all Sunday afternoon games airing in-progress on the major networks, and aims to show every touchdown from every game from the day as it happens. All Season Ticket Members will continue to have access to RedZone on their smartphone devices starting Sunday, September 13, at no charge.

**5. What costs are associated with NFL RedZone?** NFL RedZone is completely free to you as a Vikings Season Ticket Member. However, there are premium options available on NFL Mobile where additional fees apply. Standard data rates may apply for streaming video on your mobile device depending on your wireless provider and data plan.

**6. I don't know my NFL RedZone login credentials. Where can I find them?** Your login credentials correspond to your Vikings Account Manager login. Your Account Number is listed in the email you received and is also on the bottom of each of your game tickets. If you have forgotten your password, visit <https://am.ticketmaster.com/vikings/> and click "Forgot Password" to set up a new password.

**7. I'm locked out of my Account Manager and can't reset my password. How do I unlock my account?** Please contact us via email at [customerservice@VIKINGS.NFL.net](mailto:customerservice@VIKINGS.NFL.net) or call the Season Ticket Holder direct line at 612-338-4537 for further assistance. Provide your account number, full name and address so we may unlock the account for you.

**8. Is NFL RedZone available to me on any device?** NFL RedZone is offered through a U.S. mobile smartphone device only. Each season ticket holder is eligible for one account.

**9. Where do I download NFL Mobile?** Download NFL Mobile in the App Store (for iPhone) or Google Play (for Android). Visit [www.nfl.com/mobile](http://www.nfl.com/mobile) from your mobile device for direct download links.

**10. I'm having trouble downloading the NFL Mobile app on my mobile device. Who can I contact?**

Please contact your wireless provider or manufacturer of your phone if you are experiencing difficulty completing the download. If you have a specific inquiry regarding the mobile app or a premium subscription, you may contact NFL Mobile Customer Support by email at [mobilecs@nflhelp.com](mailto:mobilecs@nflhelp.com), by phone at 800-635-5300, or via the NFL Mobile app by going to Menu>>Customer Support>>Send Feedback.

**11. What if I've already purchased NFL RedZone?** If you've purchased NFL Mobile's monthly subscription, you may cancel your subscription at any time by contacting your wireless provider or NFL Mobile Customer Service (800-635-5300) or submit requests here: <https://digitalcare.nfl.com/hc/en-us/requests/new>. Customers who are already NFL RedZone subscribers may choose to cancel their monthly subscription and not pay a subscription fee going forward. Monthly subscriptions are based on the first date of the month and the last date of the month so canceling your subscription on the 5<sup>th</sup> of the month will still require you to pay for that month. All future months of the RedZone offer would be free. Please note that NFL Mobile PREMIUM subscribers receive RedZone and as well as other live game content including NFL Network. If you elect to cancel your PREMIUM Subscription, you will lose all of the non- RedZone content.

### **NFL Game Pass**

**12. What is Game Pass?** NFL Game Pass brings fans in the US replays of every NFL game of the season, live out-of-market Preseason games, and live game day audio. The product also includes access to archives of every NFL game since 2009 and previous seasons of NFL shows such as *Hard Knocks* and *A Football Life*.

**13. What costs are associated with NFL Game Pass?** One complimentary subscription for NFL Game Pass is provided to you as a Vikings Season Ticket Member. You will need the unique promo code provided to your account via email in order to activate a free subscription.

**14. I don't know my NFL Game Pass login credentials. Where can I find them?** Use the unique promo code provided in the email you received and follow the prompts to set up an NFL.com account. Once you have subscribed, your login information will correspond to your NFL.com account.

**15. What if I've already purchased NFL Game Pass?** If you have already purchased Game Pass, please cancel your existing Game Pass account *prior* to activating your Membership Club account. To cancel your existing account, email [NFLgamepass.support@nfl.com](mailto:NFLgamepass.support@nfl.com) or submit questions here: <https://digitalcare.nfl.com/hc/en-us/requests/new>.

### **Vikings Fantasy Football**

**16. How do I sign up?** Go to <http://vikings.fantasy.nfl.com/> before the NFL's first regular season game to join a league and compete against other Vikings Season Ticket Members for great prizes.

## **DIRECTV**

**17. What is the offer?** Season Ticket Members that are already DirecTV customers can get the NFL ST MAX season pass at \$103.96 (four payments of \$25.99/month). Promo Code: 2020NFLST

**18. How do I access this?** Please click this link: <https://www.seasonticketnflsundayticket.com/>

**19. What if I experience any issues?** Please call the DIRECTV customer service at 1-800-531-5000 or email [support@directv.com](mailto:support@directv.com).

## **TuneIn**

**20. What is the offer?** All Season Ticket Members will receive an exclusive offer from TuneIn. STM's will receive a one-year subscription to TuneIn Premium for \$49.99 – a savings of more than 50% off the subscription price!

**21. How do I access this?** Season Ticket Members will receive an email from their team with a unique webpage to visit to activate this offer.

**22. What if I experience any issues?** TuneIn will handle all customer service issues – STM's should email [support@tunein.com](mailto:support@tunein.com).

## **SiriusXM**

**23. What is the offer?** Vikings Season Ticket Members can purchase 6 months All Access to SiriusXM for just \$50.

**24. What if I experience any issues?** SiriusXM will handle all customer service issues – STM's should call 1-866-635-2349.

## **NFL Extra Points Credit Card**

**25. What is the offer?** Season Ticket Members can earn 15,000 bonus points after qualifying transactions, enough for \$150 cash back, when they use their NFL Extra Points credit card.

**26. How do I access this?** Visit [www.nflxtrapoints.com](http://www.nflxtrapoints.com).