

February 28, 2024

Senator Matt Klein
State of Minnesota
Minnesota Senate Building, Room 2105
95 University Ave. West
St. Paul, MN 55155

Chair Klein and Members of the Senate Commerce Committee:

Thank you for allowing me to provide testimony in support of this Minnesota bill aimed at protecting consumers from unfair practices by ticket resellers. This legislation represents a critical step forward in safeguarding the rights and interests of Minnesotans in the realm of ticket purchasing. By supporting SF 2003 together, we affirm and protect our belief in the intrinsic value of the arts and their power to elevate the human spirit, unite communities, and positively impact local economies.

Ticket resellers, often operating in a largely unregulated market, have been known to engage in practices that harm consumers, including exorbitant markups, hidden fees, and deceptive advertising. These bad actors dupe the consumer by manipulating the online marketplace to represent themselves as the official ticket source or falsely represent that they have ownership of the most desirable tickets, when in fact they do not. These practices not only exploit unsuspecting consumers but also undermine the integrity of the attendee experience.

By implementing measures to regulate ticket resellers and ensure transparency and fairness in ticket transactions, this bill seeks to level the playing field and empower consumers to make informed choices. It aims to curb predatory pricing practices and establish mechanisms for recourse in cases of fraud or misrepresentation. The non-profit arts and entertainment presenter will no longer have to be beholden to remedy a bad actor's dishonesty in order to preserve its reputation and relationship with eventgoers.

Furthermore, this legislation aligns with Minnesota's commitment to promoting consumer rights and fostering a marketplace that operates with integrity and accountability. It sends a clear message that the interests of consumers will not be overlooked or sacrificed in the pursuit of profit. Your leadership on this bill exemplifies your commitment to support non-profit arts organizations like the Hennepin Theatre Trust and our quest to deliver memorable experiences to individuals and families across Minnesota.

I commend the legislators who have championed this bill and their dedication to standing up for consumers across our state. I'd like to particularly recognize the Chair, Senator Matt Klein. His leadership underscores the importance of enacting meaningful protections for all Minnesotans in all sectors of consumerism.

We fully support this bill and we thank you for not only championing consumer protection, but also for being guardians of the goods that are important to our quality of life.

Sincerely,

Todd Duesing

Todd Duesing | President & CEO
O: (612) 455-9510 | C: (513) 300-1243
Todd.Duesing@HennepinTheatreTrust.org