

**Fees Paid by StubHub to AAA and Arbitrator in One Case It Lost**

<b>Date</b>	<b>Amount</b>	<b>Description</b>
3/25/25	\$375	Business's AAA Filing Fee
4/14/25	\$1,400	AAA Case Management Fee
4/14/25	\$1,200	Arbitrator's Compensation – Deposit 1
9/2/25	\$5,700	Arbitrator's Compensation – Deposit 2
9/17/25	\$12,300	Arbitrator's Compensation – Deposit 3
11/7/25	\$500	AAA Administrative Hearing Fee
10/17/25 – 10/18/25	\$2,500	Conference Room Rental for Final Hearing
12/4/25	\$225	Business Reimbursement of Consumer's AAA Filing Fee
1/15/26	\$4,500	Arbitrator's Compensation – Deposit 4
<b>Total</b>	<b>\$28,700</b>	



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ARBITRATION  
ASSOCIATION®

INTERNATIONAL CENTRE  
FOR DISPUTE RESOLUTION®

Western Case Management Center  
Neil Currie  
Vice President  
45 E River Park Place West  
Suite 308  
Fresno, CA 93720  
Telephone: (877)528-0880  
Fax: (855)433-3046

March 25, 2025

[REDACTED]

Via Email to: [REDACTED]

[REDACTED]  
StubHub Legal Department  
3 World Trade Center  
175 Greenwich Street  
59th Floor  
New York, NY 10007  
Via Email to: [REDACTED]

Case Number: [REDACTED]

[REDACTED]

-vs-  
StubHub Inc.

Dear Parties:

The letter acknowledges receipt of a Demand for Arbitration and an arbitration clause providing for administration by the American Arbitration Association (AAA). We trust a copy has been sent to the Respondent per the Rules. The AAA further acknowledges that the filing requirements have been met. Your case is assigned to me for administration.

I will be your primary contact for this matter and will serve as a resource to you throughout the administration of your case. Occasionally, a staff member may reach out to you on my behalf. However, please contact me with any questions, issues, or concerns.

The **Consumer Arbitration Rules** and the **Costs of Arbitration** amended and effective January 15, 2024, apply to this matter.

**Answer**

- The Respondent has 14 calendar days from the date of this letter to file an answer to the claim. Answers received after the due date will still be provided to the arbitrator.
- Per Consumer Rule R-2(e), "If no answer is filed within 14 calendar days, the AAA will assume that the respondent does not agree with the claim filed by the claimant."
- Please reference the Rules if filing a counterclaim.

### **Initial List of People Form**

- Please complete and return the enclosed Initial List of People 14 calendar days from the date of this letter. Instructions are provided on the enclosed Initial List form.

### **AAA WebFile® Electronic Case Filing Guidelines**

- The [AAA WebFile® Electronic Case Filing Guidelines](#) apply to this dispute. The AAA requires the parties to use AAA WebFile® to file online their pleadings, including claims, counterclaims, answers, motion briefings, pre- and post-hearing briefs, and other substantive filings. To e-file or view documents on AAA WebFile, case participants must have an active AAA WebFile account and must have previously filed a notice of appearance or otherwise appeared in the case.
- If you have any questions, please refer to the [AAA WebFile® Electronic Case Filing \("ECF"\) Guidelines FAQ](#) or contact me.

### **AAA WebFile®**

- If you have an AAA WebFile account, you should see this case listed when you log in. Please contact me if you do not see the case number when you log in.
- If you do not have an AAA WebFile account, please navigate to [www.adr.org](http://www.adr.org). Click "Create Account" at the top to enter your email address and begin registering.

### **Hearing Type and Locale of In-Person Hearing**

- If an in-person hearing is to be held, the requested hearing locale is [REDACTED]
- Please refer to the Consumer Arbitration Rules for information regarding the Fixing of Locale.
- If no disclosed claim or counterclaim exceeds \$25,000, the matter shall be resolved by the Procedures for the Resolution of Disputes through Document Submission contained in the Consumer Arbitration Rules unless a party asks for a hearing or the arbitrator decides a hearing is necessary.

### **California Code of Civil Procedure Section 1282.4**

- Your attention is directed to California Code of Civil Procedure section 1282.4. This section concerns representation by an attorney not licensed to practice in the State of California. Please refer to the State Bar of California website if you need a certification form as described in the statute and other information about the Out of State Attorney Arbitration Counsel program.

### **California Code of Civil Procedure Section 1284.3**

- Pursuant to California Code of Civil Procedure section 1284.3, consumers with a gross monthly income of less than 300% of the federal poverty guidelines are entitled to a waiver of arbitration fees and costs, exclusive of arbitrator fees. This law applies to all consumer agreements subject to the California Arbitration Act and all consumer arbitrations conducted in California. If you believe you meet these requirements, you must submit a declaration under oath to the AAA regarding your monthly income and the number of persons in your household. Please contact the undersigned if you have any questions regarding the waiver of administrative fees.

### **Amounts Paid or Due**

- The Consumer has met the filing requirements regarding their filing fee.
- The Business has paid \$375.00.

### **Small Claims Court Option**

- We draw your attention to R-9 of the Consumer Arbitration Rules. If a party's claim is within the jurisdiction of a small claims court, either party may choose to exercise the small claims option. If either party wants this matter decided by a small claims court, please send your written request to the case administrator and copy all other parties. If the parties disagree over whether the claim is within the jurisdiction of a small claims court, the case will proceed in arbitration, and the arbitrator may make a final

determination on whether the claim may proceed to small claims court.

**Consumer Arbitration Awards**

- Per Consumer Rule R-43(c), please be advised that the AAA may choose to publish an award rendered under these Rules; however, the names of the parties and witnesses will be removed from awards that are published unless a party agrees in writing to have its name included in the award.

**Next Administrative Step after Answer Due Date has Passed**

- We encourage you to attempt settlement. If interested in settlement, please contact me for details regarding mediation or AAA's WebFile® Online Settlement Tool.
- At the request of any party, we will appoint an arbitrator as the next administrative step.

Please review the enclosed AAA-ICDR® *Best Practices Guide for Maintaining Cybersecurity and Privacy*, AAA-ICDR® *Cybersecurity Checklist*, and Consumer Arbitration Reference Sheet. For more information, please view our website at [www.adr.org/consumer](http://www.adr.org/consumer).

The AAA appreciates the opportunity to assist you with your dispute resolution needs.

Sincerely,

[Redacted Signature]

Manager of ADR Services  
Direct Dial: (559)490-1854  
Email: [Redacted]  
Fax: (855)433-3046

Supervisor Information: [Redacted]

Enclosures

cc: [Redacted]



AMERICAN  
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ASSOCIATION\*

INTERNATIONAL CENTRE  
FOR DISPUTE RESOLUTION\*

<b>Invoice Date</b>
14-Apr-2025
<b>Invoice Balance</b>
\$2,600.00
<b>Case #</b>
[REDACTED]

Case Manager: [REDACTED]

Pay PIN: [REDACTED]

Unless instructed otherwise, invoice balance due upon receipt.

# Invoice

[REDACTED]  
Holland & Knight LLP  
200 South Orange Avenue  
Suite 1400  
Orlando, FL 32801

Representing: StubHub Inc.

Re: [REDACTED]  
Vs.  
StubHub Inc.

Bill Line Date	Bill Line #	Description	Due Date	Amount
14-Apr-2025	14254233	Case Management Fee	14-Apr-2025	\$1,400.00
14-Apr-2025	14254245	Arbitrator's Compensation - Deposit 1	14-Apr-2025	\$1,200.00
<b>Net Due Amount</b>				<b>\$2,600.00</b>



<b>Invoice Date</b>
14-Apr-2025
<b>Invoice Balance</b>
\$2,600.00
<b>Case #</b>
01-25-0000-3536-2-PC

Case Manager: Priscilla Cortez

[PriscillaCortez@adr.org](mailto:PriscillaCortez@adr.org)

Pay PIN: 12264731

Unless instructed otherwise, invoice balance due upon receipt.

## Payment Options

### Paying by Credit Card or eCheck

To pay with a credit card or eCheck online, go to [www.adr.org](http://www.adr.org), click on "*File or Access your Case*" and then select "*Quick Pay an Invoice*" and use this **Pay PIN: 12264731**. Please note that, beginning October 2022, where permitted by law, a 2.6% processing fee will be assessed on payments made by credit card; all such processing fees are non-refundable, regardless of whether AAA fees or compensation or expense deposits are later refunded in full or in part. Please note that we no longer accept the American Express card. There is no processing fee for payments made by echeck or debit cards.

### Wire Transfer

As information transmitted by the bank is often truncated due to limited space, please email your reference information (Case #/Bill Line #/Program #/Party Name) with the date and amount of your wire, to ensure that your payment is credited promptly and correctly (e.g. 011400021841 P1 or #1234567 P2 or EDU1234). Please email as follows:

For active cases: send to your AAA case representative and [corpfinance@adr.org](mailto:corpfinance@adr.org)

For new filings (where your case number is not known): send to [casefiling@adr.org](mailto:casefiling@adr.org) and [corpfinance@adr.org](mailto:corpfinance@adr.org)

### FOR WIRES / ACH / EFT

**Name of Bank:** Bank of America

**Address:** One Bryant Park, 115 W 42nd St, New York, NY 10036, USA

**Account Name:** American Arbitration Association Inc

**Account Number:** 483094342498

**ABA/Transit Number:** 021000322

**Wire Transit Number:** 026009593

**Reference:** Case # and Bill Line #/Party Name; or Program # (as applicable)

**Swift Code/BIC:** BOFAUS3N

Note: Please take steps to ensure that your bank does in fact wire the entire amount to our account. From time to time, certain banks will keep a portion of the wire transfer for their own service fee, leaving a balance due to the AAA/ICDR.

### Paying by Check

Please return this page with your payment made payable to the **American Arbitration Association** (Please indicate the Case # on the check) to:

Bank of America Lockbox Services  
American Arb Assoc 845299  
1950 N. Stemmons Freeway, Suite 5010  
Dallas, TX 75207



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FOR DISPUTE RESOLUTION®

Western Case Management Center  
Sophia Parra  
Assistant Vice President  
45 E River Park Place West  
Suite 308  
Fresno, CA 93720  
Telephone: (877)528-0880  
Fax: (855)433-3046

September 2, 2025

[REDACTED]

Via Email to: [REDACTED]

[REDACTED]  
Holland & Knight LLP  
200 South Orange Avenue  
Suite 2600  
Orlando, FL 32801

Via Email to: [REDACTED]

Case Number: [REDACTED]

[REDACTED]

-vs-  
StubHub Inc.

Dear Parties:

The arbitrator requested the American Arbitration Association (AAA) collect an additional \$5,700.00 deposit for anticipated arbitrator compensation. The AAA may request additional compensation throughout the case.

Payment is due no later than **September 16, 2025**. The Business's billing representative will separately receive an invoice. Please reference the invoice for payment options. The AAA may not grant any extensions to this payment deadline. Please note that the Business's failure to pay the appropriate deposits may result in suspending or closing this case per Consumer Rule R-54.

Sincerely,

[REDACTED]

Manager of ADR Services

Direct Dial: [REDACTED]

Email: [REDACTED]

Fax: [REDACTED]

cc: [REDACTED]



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Sophia Parra  
Assistant Vice President  
45 E River Park Place West  
Suite 308  
Fresno, CA 93720  
Telephone: (877)528-0880  
Fax: (855)433-3046

September 17, 2025

[REDACTED]

Via Email to: [REDACTED]

[REDACTED]

Holland & Knight LLP  
200 South Orange Avenue  
Suite 2600  
Orlando, FL 32801

Via Email to: [REDACTED]

Case Number: [REDACTED]

[REDACTED]

-vs-  
StubHub Inc.

Dear Parties:

The arbitrator requested the American Arbitration Association (AAA) collect an additional \$12,300.00 deposit for anticipated arbitrator compensation. The AAA may request additional compensation throughout the case.

As this arbitration is subject to the California Code of Civil Procedure (“CCCP”) section 1281.98, we are providing the enclosed invoice in accordance with that statute. Payment is due upon receipt and must be paid by 30 days from the Due Date provided on the enclosed invoice. If the payment deadline falls on a weekend or holiday, payment must be paid by the following business day under CCCP Section 12a. Pursuant to CCCP Section 1281.98, the AAA cannot extend this payment deadline unless all parties agree. If the Business does not pay the required fees for this arbitration, the AAA will seek direction from the Consumer regarding their options under California Code of Civil Procedure section 1281.98.

Please note this case may still be subject to Consumer Arbitration Rule R-54, Remedies for Nonpayment, if the deposits have not been paid in full. If payment remains outstanding after the due date, the AAA may close the case per the Consumer Arbitration Rules and applicable California arbitration statute.

Sincerely,

[REDACTED]

Manager of ADR Services

Direct Dial: [REDACTED]

Email: [REDACTED]

Fax: [REDACTED]



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Western Case Management Center  
Sophia Parra  
Assistant Vice President  
265 East River Park Circle  
Suite 110  
Fresno, CA 93720  
Telephone: (877)528-0880  
Fax: (855)433-3046

November 7, 2025

[REDACTED]

Via Email to: [REDACTED]

[REDACTED]  
Holland & Knight LLP  
200 South Orange Avenue  
Suite 2600  
Orlando, FL 32801

Via Email to: [REDACTED]

Case Number: [REDACTED]

[REDACTED]

-vs-  
StubHub Inc.

Dear Parties:

This confirms the hearing in this matter was completed and declared closed by the arbitrator on November 6, 2025. Therefore, the arbitrator shall have thirty (30) days from that date, or until December 8, 2025, to render the Award.

All communications shall be directed to the American Arbitration Association (AAA) now that the hearings have been declared closed. However, all communication shall still be copied to all case participants.

Pursuant to the Costs of Arbitration section of the Consumer Rules, as an evidentiary hearing has been held, **the \$500 administrative hearing fee has been billed to the business.** The business' billing representative will receive an invoice separately. Please reference the invoice for payment options.

A copy of this correspondence has been provided to the arbitrator.

Sincerely,

[REDACTED]

Manager of ADR Services

Direct Dial: [REDACTED]

Email: [REDACTED]

Fax: [REDACTED]



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Assistant Vice President  
265 East River Park Circle  
Suite 110  
Fresno, CA 93720  
Telephone: (877)528-0880  
Fax: (855)433-3046

January 15, 2026

[REDACTED]

Via Email to: [REDACTED]

[REDACTED]

Holland & Knight LLP  
200 South Orange Avenue  
Suite 2600  
Orlando, FL 32801

Via Email to: [REDACTED]

Case Number: [REDACTED]

[REDACTED]

-vs-  
StubHub Inc.

Dear Parties:

The American Arbitration Association (AAA) has billed the Business \$4,500.00 for the arbitrator's incurred compensation.

As this arbitration is subject to the California Code of Civil Procedure ("CCCP") section 1281.98, we are providing the enclosed invoice in accordance with that statute. Payment is due upon receipt and must be paid by 30 days from the Due Date provided on the enclosed invoice. If the payment deadline falls on a weekend or holiday, payment must be paid by the following business day under CCCP Section 12a. Pursuant to CCCP Section 1281.98, the AAA cannot extend this payment deadline unless all parties agree.

Any outstanding balances incurred during the case remain due and payable to the AAA, even after the case is closed. Monthly invoices will continue to be issued until the balance is paid.

Sincerely,

[REDACTED]

Manager of ADR Services

Direct Dial: [REDACTED]

Email: [REDACTED]

Fax: [REDACTED]

Enclosure

cc: [REDACTED]