

## **Golden 1 Center Member Benefits Presale FAQs**

1. What is the presale program?
  - As part of our naming rights partnership, Golden 1 members have the opportunity to purchase tickets to select events at Golden 1 Center before they are available to the general public. There are a limited number of presale tickets available to each event.
2. What is the difference between the presale program and the ticket discount?
  - The presale program allows Golden 1 members to receive an email with an offer code that will allow them to buy tickets to select Golden 1 Center events ahead of the general public. Enrollment occurs in Online Banking (OLB).
  - The ticket discount offers 10% to 50% off select Kings home games and is accessed through OLB. A code is provided, banners to games that have a discount link Golden 1 members to Ticketmaster, and members complete their purchase.
3. What types of events will have presale tickets?
  - Presale tickets will be available for select concerts, family events, basketball games, non-basketball sport events and more.
  - Not every event at Golden 1 Center has presales.
4. How do I sign up for presale notifications?
  - Sign on to Golden1.com and click on the “Member Benefits” link.
  - Click on the link to the “presale” banner.
  - Sign up for email notifications about presales. Enter your email address and select the types of events that interest you.
  - You may opt-out or modify your email or event preferences at any time.
5. What if I don't use OLB?
  - In order to verify that you are a Golden 1 member, you must login to OLB before signing up for presale notifications.
  - Golden 1 will periodically verify your membership and your email address to keep you enrolled in presale notifications.
  - Signing up for OLB is easy. Feel free to visit golden1.com, call us at 877-465-3361, or stop by a branch to learn more.
6. Can I access the presale website through the Golden 1 mobile app?
  - No. In order to verify that you are a Golden 1 member, you must login to online banking before signing up for presale notifications.
7. Can I access the presale website on my mobile device?
  - Yes, if you login to online banking using your mobile browser.
8. Do I have to use the same email address that I use for my Golden 1 account?
  - Yes, in order to continue to receive presale emails, you must use the email registered with your account.
9. Is there a way to see presale opportunities without signing up to get emails?
  - No. There are a limited number of presale tickets available to select events. The only way to notify members about presales is email.

10. Can I sign up to get information on all presale events?

- Yes. Select all the categories when signing up for your email notifications.

11. Are presale tickets discounted? Can I get a Golden 1 member discount on a presale?

- No. Presale tickets are not typically discounted, though it can vary by promoter. The benefit is having access to be able to buy tickets ahead of the general public.
- While there are discounted Kings tickets available as a Golden 1 member, that benefit is accessed as tickets go on sale to the public, via a different link on the Member benefits page in OLB. Please visit that page for more information.

12. What happens if all the presale tickets sell out?

- There are a limited number of presale tickets available. Once they sell out, members are welcome to purchase tickets to the event when they go on sale to the general public or if they are a part of a presale audience unrelated to Golden 1.

13. Will my email address be shared with anyone else?

- No. We will not share your email with anyone else.

14. Who can I contact if I have a problem with my presale tickets after I have purchased them?

- If you have issues with tickets, payment processing for tickets, etc. please contact [Ticketmaster](#).