

**Manchester United  
Fans' Forum Agenda  
Wednesday 13<sup>th</sup> December 2023**

**Forum Members Present**

|                                     |                                  |
|-------------------------------------|----------------------------------|
| Mobolaji Alabi                      | Official Member Rep              |
| Zygmunt Baranski                    | Loyalty Pot Season Ticket Holder |
| Luca Black                          | Under-21 Rep                     |
| Keith Coutts                        | Over 65 Season Ticket Holder Rep |
| Duncan Drasdo                       | Covering ISLO Rep                |
| David Field                         | Family Stand Rep                 |
| Deborah Henry                       | Women's Team Rep                 |
| Dips Jandu                          | Season Ticket Holder Rep         |
| Carly Lyes                          | Local Resident Rep               |
| Fiona Lynch                         | UK Membership Rep                |
| John Massey                         | Executive Club Rep               |
| John-Paul Monck - <i>Virtual</i>    | Overseas Members Rep             |
| Eric 'Naj' Najib                    | Rainbow Devils Rep               |
| Demetris Nathanael - <i>Virtual</i> | Overseas MUSC Rep                |
| Zeeshan Qumer                       | Under-21 Rep                     |
| Chris Rumfitt                       | MUST Rep                         |
| Mick Thorne - <i>Virtual</i>        | MUSC Rep                         |

**Club and Foundation Officials Present**

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| Patrick Stewart   | Interim Chief Executive Officer                       |
| Sam Kelleher      | Director of Supporter Services                        |
| Jim Liggett       | Operations Director                                   |
| Rick McGagh       | Director of Fan Engagement                            |
| Rebecca Newton    | Head of Communications – Manchester United Foundation |
| Ellie Norman      | Chief Communications Officer                          |
| Collette Roche    | Chief Operating Officer                               |
| Andrew Ward       | Director of Media Relations and Public Affairs        |
| Nicola Wellington | Fan Communication Manager                             |

**Agenda**

- 10:00am – 10:10am: Welcome and introductions (CR)
- 10:10am – 11:00am: Club updates (CR, AW, EN, RM, SK, RN)
- 11:00am – 11:30pm: FF Reps questions / topics raised
- 11:30am – 11:45am: Patrick Stewart introduction & Q&A
- 11:45pm – 12:15pm: pre-submitted questions
- 12:15pm – 12:30pm: A.O.B.

| Topic                          | Speaker | Topic Notes   |
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| <b>Apologies</b>               | CR      | <ul style="list-style-type: none"> <li>John Murtough, Jon Shiels, Chas Banks, James Coatsworth</li> </ul>   |
| <b>Minutes of Last Meeting</b> | CR      | <ul style="list-style-type: none"> <li>The minutes of the October meeting were circulated, approved by reps and published on the Club website.</li> <li>The next meeting is due to take place on in March and information about deadlines for question submission will be advertised on our website <a href="http://manutd.com/fans">manutd.com/fans</a>.</li> </ul>  |
| <b>Welcome</b>                 | CR      | <ul style="list-style-type: none"> <li>Good morning and welcome to the second Fans' Forum meeting of the 2023/24 campaign.</li> <li>A lot has happened since this Forum met in October, including, most significantly, the passing of the great Sir Bobby Charlton.</li> <li>Thank you for the part that this body played in celebrating his life and mourning his passing.</li> <li>I know that several of you attended the beautiful funeral service in Manchester Cathedral, ensuring that fans were represented at the final send-off for one of our club's greatest sons.</li> <li>Although it was a sad occasion, it was also a reminder of what a special club this is, built on the legacies of truly extraordinary players and people such as Sir Bobby.</li> <li>It's our responsibility as the current custodians of the club to keep that building process going – and that's a responsibility we all take very seriously.</li> <li>As we are also aware, since we last met our CEO Richard Arnold has left his role at Manchester United. Clearly, we are all sad that he has chosen to leave, and I wanted to take the opportunity to say personally what a pleasure it was to work with Richard – his passion and loyalty for our club and its fans was admirable and something we are all keen to continue beyond his tenure. We wish him the very best for the future and are sure he will not be a stranger to our MU family.</li> <li>Following his departure, Patrick Stewart has been appointed as interim CEO and he will be joining us shortly to introduce himself and take and questions.</li> <li>Finally, John Murtough sends his apologies because he cannot be here today due to a commitment at Carrington. Andrew will share his updates on his behalf:</li> </ul> |
|                                |         | <p><b>Men's first team</b></p> <ul style="list-style-type: none"> <li>As you know, it has continued to be a bumpy season so far for the men's first team, including last night's disappointing conclusion to our European campaign.</li> <li>We are all frustrated with how inconsistent we have been, none more so than Erik and the players.</li> <li>In the Premier League, we have the third-most wins of any team with nine.</li> <li>They have included some really good recent performances against Chelsea and Everton, when the team showed what they can do when they find form.</li> <li>Yet we have also lost seven. In fact, we are the only team in English professional football to have not drawn a league game so far this season.</li> <li>As the manager has said, this season's Premier League is more competitive than ever before.</li> <li>He, his staff, and the players are working really hard to rise to that challenge and deliver the positive performances we have shown we are capable of, more consistently.</li> </ul>   |

| Topic | Speaker | Topic Notes   |
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|       |         | <ul style="list-style-type: none"> <li>• Looking ahead to the January transfer window, we are not expecting it to be particularly busy.</li> <li>• There will always be the possibility of deals around the edges of the squad, particularly in terms of finding opportunities for players who are not playing as much football as they would like.</li> <li>• However, we've always been consistent in saying that we do not see January as the optimal time to do business and our recruitment strategy remains focused on summer windows.</li> <li>• We've seen this season that financial fair play (FFP) rules have real teeth, so we have to be very careful to ensure that we remain compliant, and we will.</li> <li>• But that means being really disciplined on spending going forward, with a balance between incomings and outgoings.</li> </ul> <p><b>Women's first team</b></p> <ul style="list-style-type: none"> <li>• On the women's side, we're currently fourth in the WSL after a strong start to the season, with just one defeat so far.</li> <li>• And we were really unfortunate not to progress further in the Champions League after our narrow defeat to PSG, which shows just how competitive we have become so quickly, considering the longer pedigree that PSG has in the women's game.</li> <li>• Support for the team has gone from strength-to-strength, with a record crowd of over 43,000 for the recent derby at Old Trafford and over 8,000 at LSV on the opening day versus Arsenal.</li> <li>• We all really appreciate this growing support.</li> </ul> <p><b>Academies</b></p> <ul style="list-style-type: none"> <li>• Our Academies are also performing as strongly as ever, with Dan Gore becoming the 247th graduate to make his first team debut against Crystal Palace in September; while Kobbie Mainoo made his first Premier League start at Everton last month.</li> <li>• Another Academy landmark was the first professional contract signed by 17-year-old Jaydan Kamason this month – the first player to reach that point after starting in our Emerging Talent Programme (ETP).</li> <li>• The ETP delivers high-quality coaching to thousands of children across Greater Manchester, including a development programme at Carrington which provides a pathway to the Academy for the most talented young players.</li> <li>• In total, 12,000 children engaged with the ETP in some way last year across 500 primary schools and 200 secondaries in all 10 boroughs of Greater Manchester.</li> <li>• So, the benefits of the ETP are felt across the whole youth football ecosystem of the metropolitan area, and Jaydan's success will be an inspiration for all those other kids taking part.</li> </ul> <p><b>Questions</b></p> <p><b>CRu</b> asked if the club had made any meaningful attempts to sign players such as Rice, Bellingham, or Kane. <b>AW</b> thanked <b>CRu</b> for the question and relayed the strategy behind the club's transfer decisions last summer, with all three priority positions filled before the onset of the Premier League with our top targets.</p> <p><b>ZB</b> also asked about the nature of the due diligence undertaken when players are bought by the club. <b>AW</b> underlined the importance of the club's long-term strategy, identifying the potential for our younger signings, such as Hojlund and Mount. <b>CR</b> added the club's transfer methodology has evolved and <b>JM</b> will present an overview of the transfer process at the next forum.</p> <p><b>ENaj</b> asked why the last four managers have been successful only in the short-term or initial season. Why does performance drop off? <b>AW</b> agreed that performance had been below expectation so far this season, however, it was too early to declare the season a failure with half the campaign to go and the FA Cup and top four still to fight for. <b>CRu</b> challenged that current performances were not</p> |

| Topic                                 | Speaker   | Topic Notes  |
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|                                       |           | <p><i>good enough, and that our aim should be winning titles. <b>CR</b> underlined the club's ambition to be the best football club on and off the pitch in compliance with FFP. <b>CRu</b> commented – supported by <b>JMa</b> – that FFP is a problem because of the interest payments the club has to pay as a consequence of the debt accrued by the owners.</i></p> <p><i><b>DF</b> enquired about the club's strategy regarding sale of players. We need to be assured of club policy for sale and purchasing of players. <b>AW</b> acknowledged the challenge and identified resale of players as a focus area for the club. <b>AW</b> highlighted the progress made with academy players. <b>CR</b> made an action to include resale process within <b>JM's</b> update at the next forum.</i></p> <p><i><b>ZQ</b> asked if the manager has the right support from the club, and stressed this should be communicated to the wider fanbase. <b>AW</b> stressed the manager has strong support and underlined the importance of a long-term approach. <b>CR</b> concurred, the club has been strengthening the support structures around our men's women's and Academy teams.</i></p>  |
| <p><b>Main Forum Introduction</b></p> | <p>CR</p> | <p><b>Thank you to our season ticket holders</b></p> <ul style="list-style-type: none"> <li>• Our match-ticket donation scheme has now raised £1 million to support the community work of the Manchester United Foundation.</li> <li>• Ahead of the 2022/23 season, revised policies were introduced for season ticket holders, allowing them the option of donating the cost of their ticket to the Foundation when unable to attend a match.</li> <li>• Since then, almost 8,000 fans have utilised the scheme, donating the cost of more than 23,000 tickets back to the Foundation and raising £1 million for the charity.</li> <li>• We would like to place on record our thanks to all fans who have generously donated and made such a difference to the Foundation and those it supports.</li> </ul> <p><b>Facilities</b></p> <ul style="list-style-type: none"> <li>• In between the busy schedule of fixtures during the first half of the season, we have continued to make progress with maintenance and other improvements at Old Trafford.</li> <li>• We are also in the midst of refurbishing one of our outbuildings to provide modern office accommodation for our Media team, as well as Security facilities on matchdays, and fit-out works have also commenced at our new London HQ in Kensington, which is a state-of-the-art development that will offer a fantastic environment for our London team.</li> <li>• I am pleased to say that fans have also been making good use of the new Wi-Fi facilities that were finalised in the summer, with over 15,000 connections to the system each matchday (and that's after enabling some of the best 4G and 5G mobile voice and data connectivity of any stadium in Europe). Our new catering tills have also improved reliability and speed of service for fans in kiosk and hospitality areas.</li> <li>• Improvements have also been made at our training sites, including the opening of our elite new Women's &amp; Academy facility at Carrington.</li> <li>• Focus has now turned to planning for works during the second half of the season &amp; our summer programme, across all sites. Projects under consideration include the expansion of rail seating as well as general admission seats (including replacement of hospitality seats as part of our "Reclaim the Stretford End" initiative).</li> <li>• We are also exploring improvements to our concourse F&amp;B provision, refurbishment of selected hospitality facilities, as well as general site maintenance. More details will be provided at the next meeting.</li> </ul> <p><b>MU Women</b></p> <ul style="list-style-type: none"> <li>• Despite the disappointing result in the women's Manchester derby last month, we were delighted to welcome a record crowd of 43,615 to Old</li> </ul> |

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|                 |         | <p>Trafford, as we continue to blaze the trail for women's football in the region and the country. Focus now turns to driving attendances for games at Leigh Sports Village, as well as planning for a second game at Old Trafford later in the season.</p> <ul style="list-style-type: none"> <li>I am pleased that the team have also settled well into their new high-performance training base at Carrington, which officially opened in October. We believe the elite environment, which rivals any women's training facilities in Europe, will help take the team to the next level, as well as providing space for growth for our Academy.</li> </ul> <p><b>Comments</b></p> <p><i>SK provided an update on the variation between ticket sales announcements for men's and women's teams. For WSL games, we report on the number of tickets scans on the day, not overall ticket sales. There has been discrepancy among clubs in the WSL and this has been flagged. DH agreed.</i></p>   |
| Update from FAB | EN      | <ul style="list-style-type: none"> <li>Last week we held the second Fans' Advisory Board meeting of the season, and the fourth this calendar year.</li> <li>Patrick chaired the meeting, along with co-chair Chris Saad, and as he has done today set out his position as interim CEO and gave updates from across the club.</li> </ul> <p>The following topics were discussed:</p> <ul style="list-style-type: none"> <li>Strategic Review</li> <li>Progress against operating plans</li> <li>Ticketing and Venue policies and recommendations for 24/25 season</li> <li>Digital products and experiences update</li> </ul> <ul style="list-style-type: none"> <li>We will be sharing details, and asking for your input, into the ticketing and venue decisions ahead of announcement for next season. We expect this to be done in January.</li> <li>The next FAB meeting will take place in March.</li> </ul> <p><b>Questions</b></p> <p><i>CRu recognised stadium plans are restricted due to the ongoing strategic review. What else has been put on hold? EN highlighted two workstreams, 1) strategic review 2) how the club continues to progress on and off pitch. CR added we have continued to progress across the club to ensure we are in a good position for investment output.</i></p> |
| Fan Engagement  | RMc     | <p><b>FAB representatives</b></p> <ul style="list-style-type: none"> <li>I am pleased to confirm that following the election process and voting, that you have chosen John-Paul Monck to be your new representative on the Fans' Advisory Board. John-Paul will attend from the March meeting onwards.</li> </ul> <p><b>One Love, Live event</b></p> <ul style="list-style-type: none"> <li>Last week we held One Love, Live – an event to celebrate inclusivity and to promote better allyship for the LGBTQ+ community.</li> <li>The event was in partnership with adidas and with our official supporters' club Rainbow Devils who are celebrating their 5<sup>th</sup> anniversary.</li> <li>Over 100 guests watched the premiere of our One Love episode telling the story of Rainbow Devils before listening to a great panel discussion around being a better ally.</li> <li>Hayley McQueen did a brilliant job hosting the event and the panel included Olympic swimmer Mark Foster, Coronation Street's Antony Cotton, and leading journalist Adam Crafton.</li> </ul>  |

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|       |         | <ul style="list-style-type: none"> <li>• As a club we are determined to promote inclusivity across the game and the community, and we thank everyone who participated in this fantastic event.</li> </ul> <p><b>Warm-hub initiative at Red Café</b></p> <ul style="list-style-type: none"> <li>• Through the club’s winter campaign – ‘tis the season to be United – everyone at Manchester United is committed to having a positive impact on the lives of those in need and as temperatures fall and heating bills rise.</li> <li>• We are therefore providing the option of a space to stay warm, chat, have a hot drink and some snacks.</li> <li>• The area will be available to everyone, free of charge, on Monday evenings in December and January from 17:00 to 20:00 GMT.</li> <li>• In addition to the physical benefits of the warm space, we want the Red Café to be a welcoming place for people who may feel lonely or worried during the festive period to spend time with others in safe surroundings.</li> </ul> <p><b>Young Fan’s Press Conference</b></p> <ul style="list-style-type: none"> <li>• Last month we held a very special event for some of our young fans – the opportunity to come to Carrington and to be journalists for the day!</li> <li>• The fans were able to quiz Alejandro Garnacho and Facunda Pellistri, covering a range of topics including the biggest challenges in their careers, their favourite players growing up and the differences between South American and European football!</li> <li>• We will continue to look for more opportunities to bring young fans closer to first team players and to visit Carrington.</li> </ul> <p><b>Remembering Sir Bobby Charlton</b></p> <ul style="list-style-type: none"> <li>• I would like to thank fans from across the globe who came together to remember Sir Bobby Charlton.</li> <li>• Thousands of fans made the trip to Old Trafford to lay flowers, scarfs, shirts, and other items in memory of Sir Bobby.</li> <li>• The physical books of condolence at Old Trafford and the digital books generated over 70,000 messages from fans across more than 150 countries.</li> <li>• We worked with Stretford End Flags to create and produce the large surfer banner that we displayed ahead of the Manchester City game shortly after his passing, and the mosaic in the North Stand was proudly displayed by fans in his honour.</li> <li>• Thanks to <b>JMa</b> for his work with MUTV and for sharing his memories of Sir Bobby</li> </ul> <p><b>Official Supporters’ Clubs</b></p> <ul style="list-style-type: none"> <li>• A key part of our fan engagement plan is to deepen the engagement with our global network of official supporters’ clubs and to grow this group where possible.</li> <li>• We have continued to celebrate the key milestones of our supporters’ clubs and have so far this season celebrated the anniversaries of Muckamore, South Elmsall, Claire, Thailand, Shrewsbury, Canada, MU Women’s, Rainbow Devils, Gibraltar, and Shrewsbury.</li> <li>• We have held two ‘warm-up’ events this season where fans from over 30 different countries have been entertained with great stories from Gary Pallister and Denis Irwin the night before games. £10k has been raised for the MU Foundation and we are looking forward to the next event the night before the Spurs game.</li> <li>• We successfully launched our Armed Forces Official Supporters’ Club and worked with them to commemorate Remembrance Day - thank you for the great support.</li> </ul> <p><b>Social Media Code of Conduct</b></p> <ul style="list-style-type: none"> <li>• Manchester United prides itself on being a diverse and inclusive club. Football is for everyone, and the club recognises the responsibilities that come with having a huge and passionate global fan base. Social media is an important part of our engagement with millions of our fans from around the globe, and a commitment should be made to ensure it is a safe space.</li> </ul> |

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|                  |         | <ul style="list-style-type: none"> <li>• Manchester United has a zero-tolerance policy on abuse and discrimination of any kind on our social media channels. It has no place in football, and anyone who participates in this behaviour is not welcome in the United family.</li> <li>• To support our work, we have produced a draft Social Media Code of Conduct (physical and digital) reflecting our #allredallequal club policy.</li> <li>• This has been circulated with Fan Reps for feedback.</li> </ul> <p><b>Future comms</b></p> <ul style="list-style-type: none"> <li>• We have been working to review how we communicate information around ticketing, ballots, cup payments and match information.</li> <li>• We appreciate that some fans feel we send too many emails while others want more as they miss application deadlines etc!</li> <li>• We are pleased to confirm that early in the new year we will be rolling out a new broadcast channel on WhatsApp for ticket and matchday related updates.</li> <li>• This will be an easy way for those fans who want regular reminders to keep up to date whilst also helping us to reduce the volumes of emails sent.</li> <li>• We will share full details in the coming weeks.</li> </ul> <p><b>Other activity</b></p> <p><b>MMMMF</b></p> <ul style="list-style-type: none"> <li>• We were delighted to support the MMMF who held their annual fundraising dinner in October. The event was staged at Old Trafford with Denis Irwin amongst the invited guests and speakers.</li> <li>• Over 400 guests attended the evening and gave generously – with a record £40,000 being raised for charities in Manchester, Munich, and Belgrade.</li> <li>• We congratulate everyone involved in this fan-led charity and look forward to working with them to commemorate those we lost in February.</li> </ul> <p><b>Questions</b></p> <p><i><b>ND</b> lauded the ongoing progress and work being made with regards to Fan Engagement.</i></p> <p><i><b>DH</b> asked if there will be a WhatsApp broadcast channel for the women's team.</i></p> <p><i><b>RMc</b> advised initial rollout will be dedicated to the men's team, with plans to review and set up a separate account for the women's team.</i></p> <p><i><b>CL</b> questioned club costs for MMMF events held at Old Trafford. <b>RMc</b> assured the club works alongside MMMF to reduce costs and highlighted that the large proportion of the costs incurred were from an external AV company (staging, lights, audio equipment etc) which is outside of MU control. The club continues to support where possible and this year that included providing a Manchester United ambassador, donating auction/raffle prizes, purchasing a table for the event and providing Munich-related items from the museum and museum staff to enhance the event.</i></p> <p><i><b>ENaj</b> thanked the club for its work on #OneLoveLive and acknowledged Fan Rep attendance at the event. <b>AW</b> and <b>ENaj</b> highlighted the lack of chanting at the United v Chelsea match and the positive impact increased sanctions by governing bodies are having to root out discrimination.</i></p> |
| Ticketing Update | SK      | <p><b>European Away Games</b></p> <ul style="list-style-type: none"> <li>• We received quite a lot of questions for this forum, as well as queries into the club from fans directly, relating to the 5% of tickets held for fans with 0 credits.</li> <li>• This policy was designed by and agreed by this forum as it was felt the previous processes were preventing fans from 'getting on the ladder' in relation to credits.</li> </ul>   |

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|       |         | <ul style="list-style-type: none"> <li>• The current position is that we offer 5% of the overall allocation of tickets for any games where we have an allocation of over 2,500. We are entirely supportive of this forum leading this initiative, so on the assumption everyone still supports this decision, we will continue as we currently are.</li> <li>• We have also received a number of complaints around tickets being sold online in short timeframes, but mainly around the release of tickets where not everyone who could choose to buy, is guaranteed to be successful (e.g. if we have a sales window for 2x credits, with 500 tickets, and 1,000 eligible). Complaints received have been varied but the most common feedback is even though we pre communicate dates it can be tricky for people working and not able to regularly check.</li> <li>• Based on this feedback, we therefore propose to return to the process of balloting tickets for European away games, in order of credits, and offer returned tickets in the same way, via subsequent ballots.</li> <li>• Only once within the week of the game will released tickets be sold online.</li> <li>• We will continue to offer a 5% allocation for any game where the allocation is over 2,500 (this includes group stage games). Games with a smaller allocation will therefore always be preserved for those with the most credits to reward loyalty, but there should be opportunity for fans with no credits to 'get on the ladder'. Does anyone object?</li> </ul> <p><b>Comments</b></p> <p><i>DD suggested that the 5% reserved for 0 credits should also be available to anyone on credits who are unsuccessful in ballot – for example someone on 1 credit. Reps agreed with the proposal including suggestion from DD. CRu and DD agreed that if there is one application period it is also helpful for allowing groups of fans who have different numbers of credits to apply as one group.</i></p> <p><b>Domestic Away Games</b></p> <ul style="list-style-type: none"> <li>• Similarly, we have received lots of questions about domestic away games. As we have covered this in this forum before, the initial release of tickets is reserved for fans with the most unsuccessful applications that season, with subsequent releases sold online.</li> <li>• For wider transparency via the minutes, based on the current agreement we have, unsuccessful applications are reset each season.</li> <li>• Later releases are then only sold to fans unsuccessful in the original ballot. Some of the questions we have received indicate that there is some confusion from fans who think we have stopped releasing tickets online as part of this process – this is not the case, we will always need to sell some tickets online when there is not enough time to reserve and deliver to fans. This may change if/when we move to a digital solution but until that point, it isn't something we can avoid.</li> <li>• To provide more visibility on timings, we will only release tickets for sale online once within 4 working days of the game. For example, if a game is on Sunday, tickets returned Tue-Fri will be sold online. Tickets returned Monday or earlier will be reserved for 24 hours for the most unsuccessful fans. This is to ensure everything can be confirmed and posted to fans in plenty of time. Does anyone object to any element of this process?</li> </ul> <p><i>SK asked Fan Reps if the number of unsuccessful applications from a supporter should be reset or rolling each season. DD &amp; DJ suggested credits should be rolled over and all reps approved. SK confirmed final release date and times will be effective in the new year and communicated via website to improve chances of fans being available to apply.</i></p> <p><b>Digital Ticketing</b></p> |



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|       |         | <ul style="list-style-type: none"> <li>• In October's meeting I talked briefly about a digital ticketing solution, which would help to limit the amount of ticket touting by, for example, preventing screenshots of match tickets.</li> <li>• We subsequently met with a subgroup of this forum to discuss this in some more detail, as well as the previously agreed option to undertake ID checks for Season Ticket holders.</li> <li>• I'm pleased to let you know that we have made significant progress with the secure digital ticketing solution, and that we will be running some very small trials with staff members from around the club who independently hold Season Tickets throughout December. Based on feedback from the subgroup we have decided to focus entirely on this solution for the foreseeable future – therefore no ID checks (unless an ad hoc issue is presented) will be undertaken in the forthcoming renewals cycle.</li> <li>• In terms of the proposed digital ticketing solution, there were a number of options on the market, however none aligned with our strategy or the complexities of ticket use by our fans.</li> <li>• The fully integrated, secure digital ticketing will sit within the existing Manchester United app, offering a consistent look and feel for current users and welcoming those using it for the first time. We have put considerable time and effort into making sure it's as user friendly as possible and will share more information with this group as soon as we can.</li> <li>• I'll provide a more detailed update in the next forum, but in the interim, if you would like to participate in the trial, please let me know directly outside of this meeting.</li> </ul> <p><b>Prevention of Bots</b></p> <ul style="list-style-type: none"> <li>• As we discussed in the last meeting, we have experienced problems with bots accessing the site and taking large volumes of tickets which has made ticket access even harder for our Official Members.</li> <li>• We have been working closely with SeatGeek to develop solutions to help with this. As I confirmed in the last forum, we have put enhanced measures in which could have been intrusive on fans, however, we have not had a single complaint about the impact of our bot protection on genuine fans – we have had some queries – and are pleased to share some results.</li> <li>• In terms of changes since the Galatasaray fixture in October: <ul style="list-style-type: none"> <li>○ We've had an increased number of profiles not accessing the site after failing CAPTCHA, as we've been more aggressive in challenging users adding tickets to basket.</li> <li>○ The queue system we use has been enhanced with IP binding functionality, to prevent profiles 'queue hopping' or sharing queue positions with other bots.</li> <li>○ We have been working on "Bot ID" which helps us identify who the bots are, so we can get better at not just stopping bot attacks, but identifying who exactly is benefitting from them or doing it. This is aided by the need to log in before seeing the seating plan.</li> <li>○ As discussed at the last meeting, sales arrangements following future cup game draws will be limited to fans on the database initially until we have safety and security approval to extend to other fans. As we were knocked out of the Carabao Cup, the FA Cup 4<sup>th</sup> Round (if drawn at home) will be the first time this will be in place. We have communicated this a number of times in Ticket Alert emails, and this will be detailed online as well.</li> </ul> </li> </ul> |

| Topic                    | Speaker  | Topic Notes  |                            |  |           |                            |                      |           |                   |                      |       |                   |        |       |       |                         |        |     |        |     |       |    |       |    |     |    |       |    |        |                   |        |     |        |     |       |    |       |    |     |    |       |    |        |                          |        |     |        |     |       |    |       |    |     |    |       |    |        |                |        |     |        |     |       |    |       |    |     |    |       |    |        |           |        |     |        |     |       |    |       |    |     |    |       |    |        |                 |        |     |        |     |       |    |       |    |    |    |       |    |        |            |        |     |        |     |       |    |       |    |     |    |       |    |        |         |        |     |        |     |       |    |       |    |     |    |       |    |        |                    |        |     |        |     |       |    |       |    |     |    |       |    |        |                |            |            |           |           |           |           |               |  |  |  |  |  |
|--------------------------|--|--|----------------------------|--|-----------|----------------------------|----------------------|-----------|-------------------|----------------------|-------|-------------------|--------|-------|-------|-------------------------|--------|-----|--------|-----|-------|----|-------|----|-----|----|-------|----|--------|-------------------|--------|-----|--------|-----|-------|----|-------|----|-----|----|-------|----|--------|--------------------------|--------|-----|--------|-----|-------|----|-------|----|-----|----|-------|----|--------|----------------|--------|-----|--------|-----|-------|----|-------|----|-----|----|-------|----|--------|-----------|--------|-----|--------|-----|-------|----|-------|----|-----|----|-------|----|--------|-----------------|--------|-----|--------|-----|-------|----|-------|----|----|----|-------|----|--------|------------|--------|-----|--------|-----|-------|----|-------|----|-----|----|-------|----|--------|---------|--------|-----|--------|-----|-------|----|-------|----|-----|----|-------|----|--------|--------------------|--------|-----|--------|-----|-------|----|-------|----|-----|----|-------|----|--------|----------------|------------|------------|-----------|-----------|-----------|-----------|---------------|--|--|--|--|--|
|                          |  | <ul style="list-style-type: none"> <li>Some stats for October (which is around half a month following the changes we made): <ul style="list-style-type: none"> <li>We saw over 2million CAPTCHA requests by only 470,000 IP addresses – caused by bots ignoring the CAPTCHA but being presented with another, and another.</li> <li>We conducted over 750,000 device checks, to verify a user is legitimate on their device/browser.</li> <li>In total, 4.4million requests to access the site were bots, with a smaller number of more serious, 'major efforts' to infiltrate the site successfully blocked using blocks and CAPTCHA.</li> </ul> </li> </ul> <p><b>Home Game Ticket Updates</b></p> <ul style="list-style-type: none"> <li>We discussed introducing a breakdown of home game tickets. We have worked hard to pull some reporting together to ensure we can provide this as soon as possible after the game and will look to share the update below (reps in your packs), within 3 days of a game taking place moving forwards.</li> </ul> <table border="1" data-bbox="504 728 1481 1019"> <thead> <tr> <th>Game</th> <th colspan="2">Season Ticket Holders &amp; Exec Club Members (58,000)</th> <th colspan="2">Official Members (420,000)</th> <th colspan="2">Away Fans</th> <th colspan="2">Matchday Hospitality</th> <th colspan="2">'Premium' Seating</th> <th>Other</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Wolverhampton Wanderers</td> <td>47,024</td> <td>64%</td> <td>18,820</td> <td>26%</td> <td>3,098</td> <td>4%</td> <td>2,023</td> <td>3%</td> <td>304</td> <td>0%</td> <td>2,058</td> <td>3%</td> <td>73,327</td> </tr> <tr> <td>Nottingham Forest</td> <td>45,055</td> <td>61%</td> <td>21,207</td> <td>29%</td> <td>3,098</td> <td>4%</td> <td>1,710</td> <td>2%</td> <td>480</td> <td>1%</td> <td>2,026</td> <td>3%</td> <td>73,576</td> </tr> <tr> <td>Brighton and Hove Albion</td> <td>45,677</td> <td>62%</td> <td>20,964</td> <td>28%</td> <td>3,091</td> <td>4%</td> <td>1,758</td> <td>2%</td> <td>438</td> <td>1%</td> <td>1,657</td> <td>2%</td> <td>73,585</td> </tr> <tr> <td>Crystal Palace</td> <td>44,654</td> <td>61%</td> <td>23,184</td> <td>32%</td> <td>1,775</td> <td>2%</td> <td>1,893</td> <td>3%</td> <td>269</td> <td>0%</td> <td>1,650</td> <td>2%</td> <td>73,425</td> </tr> <tr> <td>Brentford</td> <td>45,010</td> <td>61%</td> <td>22,173</td> <td>30%</td> <td>2,423</td> <td>3%</td> <td>1,711</td> <td>2%</td> <td>404</td> <td>1%</td> <td>1,732</td> <td>2%</td> <td>73,453</td> </tr> <tr> <td>Manchester City</td> <td>48,810</td> <td>66%</td> <td>16,240</td> <td>22%</td> <td>3,011</td> <td>4%</td> <td>2,504</td> <td>3%</td> <td>50</td> <td>0%</td> <td>2,887</td> <td>4%</td> <td>73,502</td> </tr> <tr> <td>Luton Town</td> <td>44,364</td> <td>60%</td> <td>22,180</td> <td>30%</td> <td>3,098</td> <td>4%</td> <td>2,011</td> <td>3%</td> <td>352</td> <td>0%</td> <td>1,590</td> <td>2%</td> <td>73,595</td> </tr> <tr> <td>Chelsea</td> <td>43,879</td> <td>60%</td> <td>23,104</td> <td>31%</td> <td>3,098</td> <td>4%</td> <td>1,701</td> <td>2%</td> <td>129</td> <td>0%</td> <td>1,699</td> <td>2%</td> <td>73,610</td> </tr> <tr> <td>A.F.C. Bournemouth</td> <td>44,893</td> <td>61%</td> <td>23,278</td> <td>32%</td> <td>1,710</td> <td>2%</td> <td>1,678</td> <td>2%</td> <td>296</td> <td>0%</td> <td>1,569</td> <td>2%</td> <td>73,424</td> </tr> <tr> <td><b>Average</b></td> <td><b>62%</b></td> <td><b>29%</b></td> <td><b>4%</b></td> <td><b>3%</b></td> <td><b>0%</b></td> <td><b>3%</b></td> <td><b>73,500</b></td> <td colspan="5"></td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>I'd like to pause and reflect on some of the numbers. Much has been made around the volume of hospitality tickets online, and that being at the expense of members. Taking the most 'popular' game to-date this season in Manchester City, and comparing tickets allocated to members, to pre-covid, we have allocated 983% more tickets to members than historical averages. I'd also highlight that this MCFC example is the lowest number of tickets allocated to members this season, at 16.2k, with the average being 21,239, or 29% of the overall sales. Hospitality remains significantly lower at 3%.</li> <li>Around half of this increase relates to the introduction of the 3x Season Ticket holder schemes.</li> <li>We have also made significant enhancements to the user journey, adding a very clear option for users to remove hospitality packages from visibility when looking to purchase tickets (this is also included in your pack)</li> </ul> <p><b>MANCHESTER UNITED V FC BAYERN MUNICH</b></p> <p>Tue 12 Dec 20:00 Old Trafford</p> <p><b>SELECT AREA</b></p> <p>Please type in the quantity of tickets required in the 'Number of seats' box and adjust the price to see availability. Areas with availability are colour are happy click 'Select' to continue.</p> <p><input checked="" type="checkbox"/> Display Hospitality &amp; Premium Seating    Number of seats: <input type="text" value="Any quantity"/>    £59.00</p> <ul style="list-style-type: none"> <li>Another item that has been frequently discussed is the location of hospitality seats, as I have mentioned is this forum, and in recent MUST webinars and various Q&amp;A's – we have and will never resell a returned or donated ticket as part of a hospitality package.</li> </ul> | Game                       | Season Ticket Holders & Exec Club Members (58,000) |           | Official Members (420,000) |                      | Away Fans |                   | Matchday Hospitality |       | 'Premium' Seating |        | Other | Total | Wolverhampton Wanderers | 47,024 | 64% | 18,820 | 26% | 3,098 | 4% | 2,023 | 3% | 304 | 0% | 2,058 | 3% | 73,327 | Nottingham Forest | 45,055 | 61% | 21,207 | 29% | 3,098 | 4% | 1,710 | 2% | 480 | 1% | 2,026 | 3% | 73,576 | Brighton and Hove Albion | 45,677 | 62% | 20,964 | 28% | 3,091 | 4% | 1,758 | 2% | 438 | 1% | 1,657 | 2% | 73,585 | Crystal Palace | 44,654 | 61% | 23,184 | 32% | 1,775 | 2% | 1,893 | 3% | 269 | 0% | 1,650 | 2% | 73,425 | Brentford | 45,010 | 61% | 22,173 | 30% | 2,423 | 3% | 1,711 | 2% | 404 | 1% | 1,732 | 2% | 73,453 | Manchester City | 48,810 | 66% | 16,240 | 22% | 3,011 | 4% | 2,504 | 3% | 50 | 0% | 2,887 | 4% | 73,502 | Luton Town | 44,364 | 60% | 22,180 | 30% | 3,098 | 4% | 2,011 | 3% | 352 | 0% | 1,590 | 2% | 73,595 | Chelsea | 43,879 | 60% | 23,104 | 31% | 3,098 | 4% | 1,701 | 2% | 129 | 0% | 1,699 | 2% | 73,610 | A.F.C. Bournemouth | 44,893 | 61% | 23,278 | 32% | 1,710 | 2% | 1,678 | 2% | 296 | 0% | 1,569 | 2% | 73,424 | <b>Average</b> | <b>62%</b> | <b>29%</b> | <b>4%</b> | <b>3%</b> | <b>0%</b> | <b>3%</b> | <b>73,500</b> |  |  |  |  |  |
| Game                     | Season Ticket Holders & Exec Club Members (58,000) |  | Official Members (420,000) |  | Away Fans |                            | Matchday Hospitality |           | 'Premium' Seating |                      | Other | Total             |        |       |       |                         |        |     |        |     |       |    |       |    |     |    |       |    |        |                   |        |     |        |     |       |    |       |    |     |    |       |    |        |                          |        |     |        |     |       |    |       |    |     |    |       |    |        |                |        |     |        |     |       |    |       |    |     |    |       |    |        |           |        |     |        |     |       |    |       |    |     |    |       |    |        |                 |        |     |        |     |       |    |       |    |    |    |       |    |        |            |        |     |        |     |       |    |       |    |     |    |       |    |        |         |        |     |        |     |       |    |       |    |     |    |       |    |        |                    |        |     |        |     |       |    |       |    |     |    |       |    |        |                |            |            |           |           |           |           |               |  |  |  |  |  |
| Wolverhampton Wanderers  | 47,024   | 64%  | 18,820                     | 26%  | 3,098     | 4%                         | 2,023                | 3%        | 304               | 0%                   | 2,058 | 3%                | 73,327 |       |       |                         |        |     |        |     |       |    |       |    |     |    |       |    |        |                   |        |     |        |     |       |    |       |    |     |    |       |    |        |                          |        |     |        |     |       |    |       |    |     |    |       |    |        |                |        |     |        |     |       |    |       |    |     |    |       |    |        |           |        |     |        |     |       |    |       |    |     |    |       |    |        |                 |        |     |        |     |       |    |       |    |    |    |       |    |        |            |        |     |        |     |       |    |       |    |     |    |       |    |        |         |        |     |        |     |       |    |       |    |     |    |       |    |        |                    |        |     |        |     |       |    |       |    |     |    |       |    |        |                |            |            |           |           |           |           |               |  |  |  |  |  |
| Nottingham Forest        | 45,055   | 61%  | 21,207                     | 29%  | 3,098     | 4%                         | 1,710                | 2%        | 480               | 1%                   | 2,026 | 3%                | 73,576 |       |       |                         |        |     |        |     |       |    |       |    |     |    |       |    |        |                   |        |     |        |     |       |    |       |    |     |    |       |    |        |                          |        |     |        |     |       |    |       |    |     |    |       |    |        |                |        |     |        |     |       |    |       |    |     |    |       |    |        |           |        |     |        |     |       |    |       |    |     |    |       |    |        |                 |        |     |        |     |       |    |       |    |    |    |       |    |        |            |        |     |        |     |       |    |       |    |     |    |       |    |        |         |        |     |        |     |       |    |       |    |     |    |       |    |        |                    |        |     |        |     |       |    |       |    |     |    |       |    |        |                |            |            |           |           |           |           |               |  |  |  |  |  |
| Brighton and Hove Albion | 45,677   | 62%  | 20,964                     | 28%  | 3,091     | 4%                         | 1,758                | 2%        | 438               | 1%                   | 1,657 | 2%                | 73,585 |       |       |                         |        |     |        |     |       |    |       |    |     |    |       |    |        |                   |        |     |        |     |       |    |       |    |     |    |       |    |        |                          |        |     |        |     |       |    |       |    |     |    |       |    |        |                |        |     |        |     |       |    |       |    |     |    |       |    |        |           |        |     |        |     |       |    |       |    |     |    |       |    |        |                 |        |     |        |     |       |    |       |    |    |    |       |    |        |            |        |     |        |     |       |    |       |    |     |    |       |    |        |         |        |     |        |     |       |    |       |    |     |    |       |    |        |                    |        |     |        |     |       |    |       |    |     |    |       |    |        |                |            |            |           |           |           |           |               |  |  |  |  |  |
| Crystal Palace           | 44,654   | 61%  | 23,184                     | 32%  | 1,775     | 2%                         | 1,893                | 3%        | 269               | 0%                   | 1,650 | 2%                | 73,425 |       |       |                         |        |     |        |     |       |    |       |    |     |    |       |    |        |                   |        |     |        |     |       |    |       |    |     |    |       |    |        |                          |        |     |        |     |       |    |       |    |     |    |       |    |        |                |        |     |        |     |       |    |       |    |     |    |       |    |        |           |        |     |        |     |       |    |       |    |     |    |       |    |        |                 |        |     |        |     |       |    |       |    |    |    |       |    |        |            |        |     |        |     |       |    |       |    |     |    |       |    |        |         |        |     |        |     |       |    |       |    |     |    |       |    |        |                    |        |     |        |     |       |    |       |    |     |    |       |    |        |                |            |            |           |           |           |           |               |  |  |  |  |  |
| Brentford                | 45,010   | 61%  | 22,173                     | 30%  | 2,423     | 3%                         | 1,711                | 2%        | 404               | 1%                   | 1,732 | 2%                | 73,453 |       |       |                         |        |     |        |     |       |    |       |    |     |    |       |    |        |                   |        |     |        |     |       |    |       |    |     |    |       |    |        |                          |        |     |        |     |       |    |       |    |     |    |       |    |        |                |        |     |        |     |       |    |       |    |     |    |       |    |        |           |        |     |        |     |       |    |       |    |     |    |       |    |        |                 |        |     |        |     |       |    |       |    |    |    |       |    |        |            |        |     |        |     |       |    |       |    |     |    |       |    |        |         |        |     |        |     |       |    |       |    |     |    |       |    |        |                    |        |     |        |     |       |    |       |    |     |    |       |    |        |                |            |            |           |           |           |           |               |  |  |  |  |  |
| Manchester City          | 48,810   | 66%  | 16,240                     | 22%  | 3,011     | 4%                         | 2,504                | 3%        | 50                | 0%                   | 2,887 | 4%                | 73,502 |       |       |                         |        |     |        |     |       |    |       |    |     |    |       |    |        |                   |        |     |        |     |       |    |       |    |     |    |       |    |        |                          |        |     |        |     |       |    |       |    |     |    |       |    |        |                |        |     |        |     |       |    |       |    |     |    |       |    |        |           |        |     |        |     |       |    |       |    |     |    |       |    |        |                 |        |     |        |     |       |    |       |    |    |    |       |    |        |            |        |     |        |     |       |    |       |    |     |    |       |    |        |         |        |     |        |     |       |    |       |    |     |    |       |    |        |                    |        |     |        |     |       |    |       |    |     |    |       |    |        |                |            |            |           |           |           |           |               |  |  |  |  |  |
| Luton Town               | 44,364   | 60%  | 22,180                     | 30%  | 3,098     | 4%                         | 2,011                | 3%        | 352               | 0%                   | 1,590 | 2%                | 73,595 |       |       |                         |        |     |        |     |       |    |       |    |     |    |       |    |        |                   |        |     |        |     |       |    |       |    |     |    |       |    |        |                          |        |     |        |     |       |    |       |    |     |    |       |    |        |                |        |     |        |     |       |    |       |    |     |    |       |    |        |           |        |     |        |     |       |    |       |    |     |    |       |    |        |                 |        |     |        |     |       |    |       |    |    |    |       |    |        |            |        |     |        |     |       |    |       |    |     |    |       |    |        |         |        |     |        |     |       |    |       |    |     |    |       |    |        |                    |        |     |        |     |       |    |       |    |     |    |       |    |        |                |            |            |           |           |           |           |               |  |  |  |  |  |
| Chelsea                  | 43,879   | 60%  | 23,104                     | 31%  | 3,098     | 4%                         | 1,701                | 2%        | 129               | 0%                   | 1,699 | 2%                | 73,610 |       |       |                         |        |     |        |     |       |    |       |    |     |    |       |    |        |                   |        |     |        |     |       |    |       |    |     |    |       |    |        |                          |        |     |        |     |       |    |       |    |     |    |       |    |        |                |        |     |        |     |       |    |       |    |     |    |       |    |        |           |        |     |        |     |       |    |       |    |     |    |       |    |        |                 |        |     |        |     |       |    |       |    |    |    |       |    |        |            |        |     |        |     |       |    |       |    |     |    |       |    |        |         |        |     |        |     |       |    |       |    |     |    |       |    |        |                    |        |     |        |     |       |    |       |    |     |    |       |    |        |                |            |            |           |           |           |           |               |  |  |  |  |  |
| A.F.C. Bournemouth       | 44,893   | 61%  | 23,278                     | 32%  | 1,710     | 2%                         | 1,678                | 2%        | 296               | 0%                   | 1,569 | 2%                | 73,424 |       |       |                         |        |     |        |     |       |    |       |    |     |    |       |    |        |                   |        |     |        |     |       |    |       |    |     |    |       |    |        |                          |        |     |        |     |       |    |       |    |     |    |       |    |        |                |        |     |        |     |       |    |       |    |     |    |       |    |        |           |        |     |        |     |       |    |       |    |     |    |       |    |        |                 |        |     |        |     |       |    |       |    |    |    |       |    |        |            |        |     |        |     |       |    |       |    |     |    |       |    |        |         |        |     |        |     |       |    |       |    |     |    |       |    |        |                    |        |     |        |     |       |    |       |    |     |    |       |    |        |                |            |            |           |           |           |           |               |  |  |  |  |  |
| <b>Average</b>           | <b>62%</b>   | <b>29%</b>   | <b>4%</b>                  | <b>3%</b>  | <b>0%</b> | <b>3%</b>                  | <b>73,500</b>        |           |                   |                      |       |                   |        |       |       |                         |        |     |        |     |       |    |       |    |     |    |       |    |        |                   |        |     |        |     |       |    |       |    |     |    |       |    |        |                          |        |     |        |     |       |    |       |    |     |    |       |    |        |                |        |     |        |     |       |    |       |    |     |    |       |    |        |           |        |     |        |     |       |    |       |    |     |    |       |    |        |                 |        |     |        |     |       |    |       |    |    |    |       |    |        |            |        |     |        |     |       |    |       |    |     |    |       |    |        |         |        |     |        |     |       |    |       |    |     |    |       |    |        |                    |        |     |        |     |       |    |       |    |     |    |       |    |        |                |            |            |           |           |           |           |               |  |  |  |  |  |

| Topic | Speaker | Topic Notes  |
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|       |         | <ul style="list-style-type: none"> <li>• People may have seen hospitality packages in what they consider non 'traditional' areas, but this is because we have removed their fixed allocations to accommodate other fan-led initiatives. By way of <b>example</b>, when holding 3,000-4,000 tickets for atmosphere, until close proximity nearer to the game, whilst not reducing the volume of tickets available as Season Tickets, has left us no option. However, with clarity that TRA will not take any more than 2,700 tickets next season, and them being given a fixed location, we now have options to reallocate other supporters, and recreate dedicated hospitality areas, I will provide more information when we next meet.</li> <li>• Whilst my update is generally focussed on Premier League games, I'd also like to remind everyone that we have significantly increased the volume of tickets available for cup matches, both by enabling Season Ticket holders to opt-out of all cup competitions, and the creation of Cup Season Tickets.</li> <li>• Finally, I'd like to remind everyone, that to preserve ticket access for existing Official Members, we will again close the Membership scheme (with the exception of ticket forwarding) shortly after Christmas.</li> </ul> <p><b>Comments</b></p> <p><i>FL provided positive feedback regarding user experience and the hospitality checkbox.</i></p> <p><i>DD asked for clarity regarding Matchday Hospitality (MDH) figures and Premium Seating. SK confirmed if MDH is not used, Premium Seating is offered as an option for general admission. FL suggested incorporating Cup games into the ticketing breakdown.</i></p> <p><i>MB enquired about stadium capacity; SK confirmed average attendance is impacted by away allocation. Top attendance this season: 73.6k. MB questioned how remaining seats are sold. SK advised tickets are sold to Official Members, early returns are being encouraged via fan communications.</i></p> <p><b>Other Updates</b></p> <ul style="list-style-type: none"> <li>• <b>Season Ticket Terms &amp; Conditions:</b> I'm delighted to confirm that we have seen a 58% decrease in the volume of Season Ticket holders not 'making use' of their ticket either by personally attending or using one of the aforementioned options.</li> <li>• <b>Listing for Resale:</b> We are aware that especially at this time of year, fans have family commitments and Christmas parties etc. so may be more likely to be unable to attend a game. We encourage fans to list tickets for resale as early as possible for the best chance of a refund, ensure a fuller and more atmospheric stadium, and also give more Official Members the opportunity to attend. Whilst we will always do what we can to resell tickets listed at very short notice, this cannot be guaranteed.</li> <li>• <b>Reclaim the Stretford End:</b> We're now in advanced planning stages for next season, and we're looking at how best to repopulate seats vacated by the Executive Club and TRA. We'll share updates on proposals ASAP but are looking to honour as many items as we can from the original MUST request in 2018.</li> <li>• <b>Rail Seating:</b> We've continued the installation of rail seating at the request of many Season Ticket holders, and will consider new opportunities for next season.</li> <li>• <b>Executive Club:</b> Whilst we will remove the International Suite seats for the 2024/25 season, we do recognise the importance of our Executive Club Members and continuously look to enhance the offering available for them and their guests. This season we refurbished a number of suites in the Sir Bobby Charlton Stand as part of our ongoing programme. As well</li> </ul> |

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|                   |         | <p>as a dedicated hub for all key info and removing many manual and time consuming elements on the renewal of facilities.</p> <ul style="list-style-type: none"> <li>• <b>Supporter Services Hub:</b> The previous Ticketing, Membership, Museum and Hospitality departments have now been rebranded into a single Supporter Services Hub. <ul style="list-style-type: none"> <li>○ This ensures that whoever picks up an inbound phone call can answer any question.</li> <li>○ Historic telephone line queues are gone.</li> <li>○ Emails have been responded to on the same day in over 92% of instances, of which 89% have not needed further reply from the fan (a significant improvement on previous response rates).</li> <li>○ Measuring post interaction satisfaction which is increasing month-by-month and currently at 85%.</li> <li>○ All outbound communications are now also handled by Rick's team to ensure consistency and a fan friendly approach.</li> </ul> </li> <li>• <b>Official Member Benefits:</b> We've improved benefits for our Official Members including flash sales, Junior digital soccer school content, and competitions. With more to come next season.</li> <li>• <b>Under 16s at Away Games:</b> We've reintroduced the process of automatically relocating groups containing Under 16s to sit together in a designated area, to ensure the most enjoyable experience for the future of our away game support.</li> <li>• <b>Online User Journey Enhancements:</b> We've improved a number of online user journeys including most recently Stadium Tour &amp; Museum, to make the range of options clearer to fans looking to visit our fantastic exhibitions.</li> <li>• Given I've touched on all supporter groups, I'm also delighted to confirm that we've managed to secure a pitch day for some of our Official Members, Season Ticket holders, and Executive Club clients to enjoy an opportunity to play on the hallowed turf in the summer! More details to follow.</li> </ul> |
| Operations update | JL      | <p><b>Highway</b></p> <ul style="list-style-type: none"> <li>• <b>Talbot Road</b><br/>Work is ongoing on the first of three CYCLOPS junction installations on Talbot Road (providing a way for cyclists, pedestrians, and vehicles to safely travel through the junction whilst remaining segregated from one another). The first is at the junction with White City Way and will be completed by the end of 2023. The next installation will then take place from January 2024 at the junction with Chester Road and final at the junction with Great Stone Road.</li> <li>• <b>Barlow Moor Road</b><br/>The next phase of the Chorlton to Manchester cycleway is now underway, with temporary traffic lights installed at the junction of Barlow Moor Road and Sandy Lane/High Lane.</li> <li>• <b>Stretford Mall</b><br/>Public realm and active travel improvements are ongoing, due to be complete summer 2024.</li> <li>• <b>Old Trafford Area</b><br/>Trafford Council are exploring a civic area action plan and that all areas within the Old Trafford vicinity are naturally being looked at to improve linkages.</li> </ul>  |

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|       |         | <ul style="list-style-type: none"> <li>• <b>Illegal Parking</b><br/>Trafford Council and TfGM are working on a proposal to provide greater powers of enforcement to stop poor parking behaviours.</li> </ul> <p><b>Metrolink</b></p> <ul style="list-style-type: none"> <li>• <b>Service changes from Monday 1<sup>st</sup> January</b><br/>Altrincham to Velopark off peak service (Monday to Thursday, 8pm to 12am, Friday and Saturday 8pm to 1am and all-day Sunday.</li> <li>• <b>Planned Engineering</b><br/>On Sunday 21<sup>st</sup> January, work will take place across the network with trams operating from 9am, apart from the Ashton Line which will be closed for the entire day. During this time there will be replacement buses in operation.</li> <li>• There is extensive engineering planned throughout 2024, more details will be shared once confirmed.</li> </ul> <p><b>Rail</b></p> <ul style="list-style-type: none"> <li>• <b>Industrial Action</b><br/>RMT has agreed to a pay offer, however, there is ongoing Industrial Action by ASELF impacting 12 rail operators nationally, including Avanti West Coast, Northern and TransPennine Express.</li> </ul> <p><b>Buses</b></p> <ul style="list-style-type: none"> <li>• <b>Post Match Shuttle</b><br/>TfGM with Manchester United continue to provide post-match shuttle buses for Premier League fixtures. The service is reviewed constantly to ensure that the service being provided is maximising opportunities. Any feedback on the service, pick up point, capacity, route and cost (£3 per adult), would be very much appreciated.</li> <li>• <b>Bee Network</b><br/>On Sunday 24<sup>th</sup> March, the second phase of the Bee Network will be launched, which will see bus services in Oldham, Rochdale, parts of Bury and Salford come under local authority control, joining Bolton and Wigan. The Bee Network improvements include; <ul style="list-style-type: none"> <li>○ A range of affordable, flexible tickets to use on any bus, or any bus and tram.</li> <li>○ New Bee Network app and website.</li> <li>○ New Bee Network Customer Contact Centre.</li> <li>○ More buses running more often on many Bee Network routes.</li> <li>○ 50 new zero-emission electric buses on Bee Network routes.</li> <li>○ Earlier and later Bee Network buses to link up with first and last trams and trains.</li> <li>○ More TravelSafe Officers on the transport network.</li> </ul> </li> <li>• The final phase of the Bee Network will be delivered in January 2025 which will see all Greater Manchester buses operate under local authority control.</li> </ul> <p><b>Questions</b></p> <p><i>CRu relayed positive feedback regarding match day buses and asked if they will be available for Cup games. JL advised match day buses are part of an ongoing trial with Transport for Greater Manchester. Scope for additional games will be incorporated into an end of season review. ZB agreed, away fans are grateful for the bus service. JL relayed proposals are being considered for a second service.</i></p> <p><i>CL asked if there are plans for a train station off the stadium footprint. JL commented on the complexities of a separate and active branch line, legal lead time and associated high costs.</i></p> |

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| <p><b>MU Foundation Update</b></p> | <p>RN</p> | <p><b>Winter effort</b></p> <ul style="list-style-type: none"> <li>• Since we last met, the Foundation has been incredibly active in the local community as part of our ongoing winter effort.</li> <li>• We informed you in October that we had steered our efforts toward supporting families amidst the cost-of-living crisis, after participants in our Youth Voice groups expressed concerns over being cold during the winter months.</li> <li>• This began at the Brentford match, with a drive to encourage supporters to bring warm winter coats to donate at the game. Thanks to the collective efforts of players, staff, and fans of both clubs, we collected over 2000 coats which were then distributed to vulnerable families connected to our partner schools, local poverty charities and two Ukrainian charities.</li> <li>• Additional efforts included the purchase of over 20,000 warm items including: hats, scarves, gloves, and blankets, funded at a cost of £100,000 by the Foundation, then distributed across our partner school network.</li> </ul> <p><b>Christmas</b></p> <ul style="list-style-type: none"> <li>• The winter months are some of the harshest for the young people we work with and their families, so our support is essential and will continue over the Christmas period, our aim being to ensure as much Christmas joy as possible is spread across the community.</li> <li>• We have set aside a budget of £25,000 to ensure we provide Christmas parties and events for thousands of children in the region. In addition, club, adidas and other Foundation partners have supported by pledging a number of items, including books and clothing donations to provide further enrichment.</li> <li>• We also launched an all-staff Christmas shoebox appeal, asking staff and players to put together shoeboxes of gifts. So far, we have collected over 150 and members of the club's youth Academy will help us distribute them to vulnerable children in our primary schools.</li> <li>• And finally, Christmas would not be Christmas without players visiting local hospitals on behalf of the club – this is a time-honoured tradition going back 30 years.</li> </ul> <p><b>Fundraising</b></p> <ul style="list-style-type: none"> <li>• In November, we hosted our second stadium sleep out. Over 120 fans braved the wind and rain to bed down overlooking the iconic Old Trafford pitch. We want to recognise their incredible efforts which helped us to raise over £40,000 for the Foundation and youth homelessness charity, Centrepoint.</li> <li>• We also continue to benefit enormously from the generosity of match-going fans via the ticket donation and round up at online check-out schemes which from June to October has already reached £220,307. These funds are invaluable for us as we continue to support children and young people through these uncertain times.</li> </ul> <p><b>Other operational highlights</b></p> <ul style="list-style-type: none"> <li>• As ever, we have been able to rely on the support of players and famous fans. Wes Brown attended our partner school Royton and Crompton E-ACT Academy to open a new community hub, while his former team-mate Danny Simpson joined content creator and entrepreneur Harry Pinero at special event celebrating Black History Month. Here, 100 of our partner school pupils met industry leaders from the Black community as part of an inspiring and educational careers event.</li> </ul> |

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|                     |         | <ul style="list-style-type: none"> <li>• Our support of Black History Month continued when players from the Academy joined 50 Foundation participants at Carrington for a series of anti-racism workshops led by Show Racism the Red Card.</li> </ul> <p><b>Trustees</b></p> <ul style="list-style-type: none"> <li>• Guiding our strategic plan and making sure your money goes to where it is needed most, our Trustees continue to regularly meet and this month we welcomed three new board members.</li> <li>• Lottie Birdsall Strong, Monica Shafaq and Fan Advisory Board co-chair, Christopher Saad, who some of you may know. All are incredibly passionate about our work and will be a valuable addition to the Foundation’s board of Trustees. A list of the Foundation trustees can be found on the About Us section of our website (foundation.org)</li> </ul> <p><b>Sir Bobby</b></p> <ul style="list-style-type: none"> <li>• We cannot end our update without referencing the passing of Sir Bobby Charlton. CEO John Shiels has been a close family friend to the Charlton family for over 40 years, he was honoured to speak at the funeral service at Manchester Cathedral, including in his eulogy our gratitude to Sir Bobby and Lady Norma’s support of the Foundation.</li> <li>• Regardless of what the history books might say, the final few players who faced the unenviable task of saving a Sir Bobby Charlton penalty were pupils at Foundation partner schools in Greater Manchester during the many occasions he officially launched partnerships with our schools. Not only are we proud to have known and worked with Sir Bobby, we are proud of how our Manchester United community – of both staff and fans - united to pay their respects and celebrated his life.</li> <li>• The Foundation is built on the ethos of the Busby Babes – believing and celebrating in young people. Sir Bobby was, of course, part of that fabled team and – as Gary Neville so profoundly put it – was the golden thread between the past and the present. We will ensure that connection remains and that Sir Bobby’s legacy lives on across the work we do.</li> </ul> |
| <b>MUDSA Update</b> | CB      | <p><b>MUDSA Events</b></p> <ul style="list-style-type: none"> <li>• The MUDSA Annual dinner which took place on Friday October 27<sup>th</sup> starring Wes Brown was a great success as usual. Wes was good fun and signed every piece of paper put in front of him and posed for hundreds of “selfies”. The evening was rounded off by Mick Miller, who is still very funny even after all these years.</li> </ul> <p><b>The Foundation</b></p> <ul style="list-style-type: none"> <li>• Our work with the Foundation continues, with the “Ability Counts” scheme going from strength to strength, thanks to the hard work of Matthew Pilkington from the Foundation.</li> <li>• Nathaniel Yates, MUDSA Youth Ambassador, has returned to visiting the evening sessions since the new season began, handing out copies of the new MUDSA magazine and interacting with the young people attending the sessions, which become ever more popular.</li> </ul> <p><b>MUDSA Annual Christmas Party</b></p> <ul style="list-style-type: none"> <li>• A provisional date has been set for the annual Christmas party and planning has begun. The first MUDSA party was back in 1989 and that was the moment that MUDSA was first formed.</li> </ul>  |

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|                 |         | <ul style="list-style-type: none"> <li>• It is a highly valued event, with the whole of the first team squad paying us a visit, carrying on the tradition of the last 35 years. The only thing that stopped us was Covid!</li> </ul> <p><b>MUDSA trip to Carrington</b></p> <ul style="list-style-type: none"> <li>• The first MUDSA trip to Carrington of the season is taking place Christmas week and the lucky people whose turn it is are seriously excited. They visit Carrington and get to see the team train from the balcony of the Jimmy Murphy centre.</li> <li>• After training, they travel down to Old Trafford for a tour of the stadium, followed by a hot drink and cakes in the Red Café. It's a truly memorable day out for the members who get to go after being on the waiting list for years in some cases.</li> </ul>   |
| Patrick Stewart | PS      | <ul style="list-style-type: none"> <li>• Good afternoon all – as many of you will be aware, this is my first Fans' Forum meeting, and I am delighted to be here and to meet you all in person today.</li> <li>• Having not met all of you before, please allow me to share a little bit about me. I've been with the club for 17 years as General Counsel, and a fan for even longer.</li> <li>• Aberdeen was my boyhood team, and I served as a ball boy at Pittodrie, during the glory days under Sir Alex in the 1980s.</li> <li>• When he moved south in '86, United naturally became my English team and I've been a fan ever since.</li> <li>• I had an ordinary season ticket for many years moving to the director's box, so I know what it's like to queue for my pie at half-time and queue even longer for the tram back to Altrincham in the rain after the match.</li> <li>• Continuing our work to strengthen fan engagement is certainly high on my list of priorities while serving in this role, just as it was for Richard during his nearly two years as CEO.</li> <li>• Richard sends his best wishes to you all today.</li> <li>• I think it's important for us to recognise the tremendous contribution made by Richard as CEO, and as Managing Director before that, to strengthening dialogue between fans and the club.</li> <li>• Nobody would claim that the relationship was always a bed of roses during Richard's tenure, but he made sure there were always open channels for communication, whether via MUST, or the Fans' Forum, or, latterly, the FAB, to work through difficult issues.</li> <li>• That's something I am committed to continuing for as long as I am interim CEO, and I'll be pushing to ensure it remains at the core of the club's strategy for the long-term.</li> <li>• Talking of strategy, I know you will be disappointed that we don't yet have an outcome to the strategic review. All I can say is that it's a complicated process and the relevant people are working hard to bring it to a conclusion as soon as possible.</li> <li>• As you know, we can't tell you anything in advance because of the strict rules around sharing of market sensitive information. However, if and when</li> </ul> |



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|       |         | <p>an announcement is made, we will follow-up with this body as soon as possible to explain any news and address questions.</p> <ul style="list-style-type: none"> <li>• I am looking forward to hearing the debate today and the questions you have. And I look forward to working with you all going forward.</li> <li>• Thank you.</li> </ul> <p><b>Questions</b></p> <p><i><b>JMa</b> thanked <b>PS</b> for his update and expressed fan frustration with the strategic review. <b>PS</b> expressed club empathy. <b>CRu</b>, supported by Reps, asked if the current owners review team performance, Rep consensus is the Glazers don't seem to care. <b>PS</b> relayed owner engagement with the club and fans is ongoing and encouraged.</i></p> <p><i><b>DF</b> asked how long <b>PS</b> anticipates being in-post. <b>PS</b> relayed his deep commitment to the club and his immediate priority to complete the strategic review.</i></p> <p><i><b>MB</b> asked if the club would help to lobby against 8pm matches. <b>CR</b> said the club would continue to advocate on behalf of match-going fans within Premier League discussions on fixture scheduling, while recognising that there are multiple factors that have to be taken into consideration by the PL. <b>ZB</b> added schedules will be negatively impacted by our failure to progress in Cup leagues.</i></p> <p><i><b>MB</b> enquired if the club is concerned about FFP fines and sanctions. <b>PS</b> explained that all Premier League clubs are taking FFP seriously, and it remains a careful consideration for the club that we remain compliant.</i></p> <p><i><b>CRu</b> implored the club to communicate with Fan Reps following strategic review outcome.</i></p> <p><i><b>AW</b> thanked Fan Reps for contributing to the discussion and partaking in an open debate.</i></p> |

**Members' Questions**

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| SK | <p><b>Is it possible to get better locations for branch members seats that are ordered through the branch?</b></p> <ul style="list-style-type: none"> <li>• This isn't currently possible due to high Season Ticket renewal rates and contractual obligations. We will always give Season Ticket holders first choice on seating and wouldn't hold areas from sale to those fans.</li> </ul>   |
| SK | <p><b>2 questions relating to away game ticket allocation and Loyalty Pot:</b></p> <ol style="list-style-type: none"> <li><b>1. Permission to be granted to Loyalty Pot members with appropriate medical evidence either for themselves or for a close family member to suspend applying for away tickets until medical circumstances change.</b></li> <li><b>2. This season I have had only one ticket in the away ballot. Last season in twenty plus applications, I got only three. Now I accept that as the 'norm' for my age group (U21), but the recent Liverpool application highlighted the fact that I and my age group are discriminated against on the basis of age. On a reduced allocation, the loyalty pot received almost 100% of their applications - a loyalty pot that you had to join before I and my age group was born. So in reality, despite attending every away game by 'beg stealing and borrowing' to coin a phrase, we stood no chance of getting a ticket for one of our biggest games of the season. With that in mind, when are we going to move forward with a complete overhaul of the ticketing system, because the implementation of digital tickets is only going to make it worse for my age group who struggle to get tickets anyhow.</b></li> </ol> |

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|       |         | <ul style="list-style-type: none"> <li>• I have grouped these questions as together they demonstrate the challenges we face with away games. As has been discussed in almost every Fans' Forum meeting since they began, demand for away tickets is incredibly high and no matter what process we put in place, will never be met with the limited supply we have.</li> <li>• Fans from each supporter group regularly recommend mechanisms which would help them, some of which are great ideas, but there are always groups who would therefore miss out.</li> <li>• We are committed to continuing our work on making sure we know fans are only applying for games they plan to attend. Coupled with this, our work on digital ticketing covered in my update we hope to be able to apply to away games in the future which will prevent ticket misuse (passing between people not eligible) and assist us in a longer-term review which this forum will be involved in.</li> <li>• In terms of the medical situation in isolation, fans cannot retain Loyalty Pot status if they miss more than 2 games (including cancel or forward) each season, so in this case would be able to continue to apply providing they met the criteria but would not remain in the Loyalty Pot.</li> </ul> <p><i>SK opened this question to the forum.</i></p> <p><i>ZB expressed ongoing concerns for older supporters in the Loyalty Pot (LP) who are unable to apply for games due to illness and who would thus be barred from the LP if they were to miss more than two applications – and an unnecessary source of anxiety. To date, the club has been supportive of individual cases. However, is there scope to introduce a formalised process that ensures that LP members who are unable to attend matches because of illness are allowed to remain in the LP?</i></p> <p><i>LB commented on age being a protected characteristic, and that future generations need to be considered when implementing new ticketing solutions and allocations. DF agreed. SK stressed we need to find out who is applying for tickets before we can change methodology.</i></p> <p><i>DJ asked if UK away games can replicate EU ticket collections in hotels. SK advised this has been trialled at Chelsea (albeit in European competition) and Leicester, yet 40% failed to collect or transfer their ticket. We are also restricted by other clubs and capacity.</i></p> |
| SK    |         | <p><b>As you might know the International Suite shuts next year to allow the Stretford End to be reclaimed by standard season ticket holders. As a fan of many years who stood on the Stretty I'd like reassurance from the club please that those of us who want to stay in their current seats will be able to retain their current locations albeit we will not be Exec fans anymore. For me, and a few others, I'd rather change my season ticket status than move my seat.</b></p> <ul style="list-style-type: none"> <li>• We are in the process of reviewing the use of seats in W205 for next season and hope to be in a position to contact Exec Club Members currently in this area in January to discuss their options.</li> <li>• No firm plan has been agreed yet, so I am unable to confirm anything more at this time. However, we have stated from the start of this process that we do not aim to penalise any supporters who regularly, and personally attend matches.</li> </ul>  |
| SK    |         | <p><b>With the announcement that MUFC have decided to again reduce the allocation for TRA next season, could the club clarify if this is because they wish to force fans paying lower ticket prices in to a more expensive area? If this is not the case then would the club consider moving TRA to the whole of Stretford End Lower giving lower ticket prices and a contained area. If TRA accepted season tickets would the club consider providing 5000 tickets from 24/25 Season?</b></p> <ul style="list-style-type: none"> <li>• We have had dialogue with the TRA since the inception of the area. It has been very clearly stated to us that they will not issue any Season Tickets, beyond their existing Youth allocation (which isn't really a Season Ticket anyway).</li> <li>• Therefore, their allocation remains at 2,000 seats (+ any existing Youth Season Tickets).</li> </ul>  |

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|       |         | <ul style="list-style-type: none"> <li>The driver for this is not cost, it is the number of relocations required for each game, and the impact on match-by-match availability as well as the subsequent impact on planning, particularly for cup games. I covered this in detail in my earlier update.</li> <li>Based on this, we are investigating ways to complement the TRA section with the additional seats gained next season and will provide updates in due course. We will not consider relocating thousands of loyal Season Ticket holders from the lower section, into more expensive areas, to accommodate a group who have a purpose-built section already.</li> </ul>  |
| SK    |         | <p><b>For many low demand home games (especially domestic cup games) when there are many spares available Season Ticket Holders who cannot attend, do not have the option to sell their ticket back to the club as ticket sell back (cancel) option is not available. With tickets still on sale from the club demand from members is saturated so finding a member to transfer to is often not an option. This means tickets may be being wasted and seats left empty.</b></p> <p><b>In this situation many STH would rather give their ticket away for free but you cannot give the ticket away for free to introduce a new supporter to Old Trafford due to the requirement to force the recipient to pay to become a member. As a consequence, some STHs are risking sanctions by screenshotting. Therefore, for games where the club have not turned on the option to sell back tickets to the club, can the option be made available to transfer tickets to supporters who simply register with the club to receive a Supporter ID (as previously) rather than being required to pay to become a member?</b></p> <ul style="list-style-type: none"> <li>Yes. For any future matches where we do not utilise the resale option (largely cup), we will remove the need for forwarded tickets to be sent to members.</li> </ul>   |
| CR    |         | <p><b>Rick McGagh has a role as fan liaison officer within the club but he does not interact or liaise with TRA or other fan groups from what we can see. Why is this? Surely he should be working with fan groups to encourage the vibrant atmosphere of Old Trafford?</b></p> <p>There is clearly a misunderstanding in terms of individuals role and responsibilities, and the work that the club does in this area.</p> <p>Michael Leneghan is the Club's Supporter Liaison Officer (a role all clubs competing in the Premier League and Uefa competitions are required to have) and he does a great job in working with fans on a matchday at Old Trafford and with supporter groups, in particular MUDSA, to ensure our fans have a safe, accessible and enjoyable visit to Old Trafford. This role also includes working with our visiting team's SLO and vice-versa when we play away from home.</p> <p>Rick McGagh is our Director of Fan Engagement and has responsibility for our strategic approach to fan engagement and our relationship with our global network of supporters' clubs and fan groups. Rick, as one of the clubs' senior leaders, works across teams to ensure all parts of Manchester United are thinking 'fan-first' and are identifying new opportunities and ways to deepen engagement with our millions of fans across the world.</p> <p>Rick, along with Sam, Jim and I, has held many meetings with TRA (including one as recently as Monday this week) and we have worked with them on many atmosphere-related requests, for example turning the music off 15mins before kick off in TRA sections, large fan banners being permitted in the stadium, and a TRA led initiative with the Bayern Munich fans at last night's game to name just three.</p> <p>Rick also works extensively with other recognised fan groups including the likes of MUWSC, MUDSA, Rainbow Devils, MUYSC and the MMMF, in addition to our near-300 official supporters' clubs across the globe. We are delivering an unprecedented level of fan engagement opportunities and are working with fan groups and our partners to keep growing this. Just last week we held an event with Rainbow Devils and adidas on LGBTQ+ allyship, and also hosted a 'Warm-Up' event for 300 fans from 25 countries before the Bournemouth game. These are all examples of our new approach to fan engagement and are something we are proud of as a club.</p> <p><b>Comments</b></p> <p><b>DH &amp; ENaj</b> both commented that they disagreed with the tone and sentiment of the question, arguing that <b>RMc</b> has made a very positive impact on the club and the way in which the club engages with fans, including supporters' clubs.</p> |

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| AW    |         | <p><b>We all appreciate that it is important for the club to sell merchandise, but is it possible to reduce how often social media posts link to the megastore, particularly when highlighting a player that has put in a good performance?</b></p> <p>The primary purpose of our club media channels is to deliver engaging content for fans, and they do also provide a channel for marketing the club's products and services. We constantly strive to find the right balance between these roles and always appreciate feedback of this kind, which we will pass on to relevant teams.</p>   |
| JL    |         | <p><b>The club have stated in the past that it is not possible to have two groups of vocal fans at either end of the stadium as they would not wish to move long standing season ticket holders from seats in "K Stand", yet whenever there is a cup game or we play in European comps these fans are moved anyway. Why can the club not consider this proposal again and provide detailed reasoning as to why a group of 1000+ vocal fans could not be located next to the away fans going forward as well as a group in the Stretford End?</b></p> <p>The club has worked with our partners including police and council to explore options around locating vocal home fans at opposite ends. Several options have been proposed previously but not taken up by fan groups. We are always happy to look at options that allow such activity in a safe and secure environment and would be prepared to review any further requests for suitability.</p>                                     |
| SK    |         | <p><b>I would like to know why the seats at LSV are unreserved, I like many others purchased a season ticket with a good seat. I have to arrive 2-3 hours early just to be able to get a good seat which isn't even mine I really think something needs to be done about this.</b></p> <p>We will move to reserved seating from next season. We are in touch with colleagues from LSV to ensure we have everything we need. More information will be communicated in the Season Ticket renewal period.</p>   |
| AW    |         | <p><b>Why did the women's team not wear the UWCL patches on their sleeves for their tie vs PSG?</b></p> <p>As a second qualifying round match, our game against PSG was not subject to full UWCL requirements, such as the display of sleeve patches or the use of UWCL balls. Had we progressed, patches would have been worn in subsequent games. Hopefully we will have the opportunity to wear them in future seasons.</p>   |
| JL    |         | <p><b>There was a light show for the women's derby at OT. Is there plans for this for any men's game, as this will get laughed at? It does feel very American.</b></p> <p>We can introduce a range of different pre-match activities and entertainment. There are no immediate plans to introduce the light show for the Men's First Team matches. We are conscious, however, that individual fans may have different pre-match preferences and there may be requests for different entertainment in the future. In the event this happens, ahead of making any significant changes we would undertake some consultation via the Fans' Forum.</p>  |
| SK    |         | <p><b>Please can we try and release more tickets that aren't singles. My dad, brother and I are members and can't get any tickets to any games sitting together.</b></p> <p>Match ticket availability is driven by seats not sold as Season Tickets. We don't put limits on which seats can be sold as a Season Ticket, to give fans as much choice as possible, but this does sometimes result in single seats. Each season, we try and shuffle seats around to optimise seats together and reduce singles but it's not possible to eradicate them all. However, unless anyone in this forum disagrees, we will be much stricter with this process this summer, and providing people are kept in the same area, at the same price, insist on slight seat movements in order to eradicate this issue.</p> <p>In addition, the new measures available for Season Ticket holders result in single seats being made available for Members after they are returned for a refund or donation.</p> |
| SK    |         | <p><b>Would it be possible for the club to provide more transparency around the numbers on the waiting list for season tickets. The club has premium membership advertised as priority for season tickets, as well as taking £100 deposits but there is no indication as to where exactly this puts you in the queue. Of course, the club do not know how many season tickets may be available until the renewal process has ended each season, but surely it's possible to know where you are in the queue?</b></p>   |

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|       |         | <p>It is very difficult at present to obtain a new Season Ticket. In the main this is due to the high renewal rates – last season we had the lowest ever churn of c2%.</p> <p>Priority for new Season Tickets goes to Cup Season Ticket holders, followed by Premium Members who have paid a deposit. Due to the changing nature of fans on the waiting list, it's not possible to provide a static number. However, I appreciate this is a confusing matter, so will commit to reviewing it ahead of the next forum.</p> <p>Having said that, as of 10<sup>th</sup> December, we currently have 157,119 people on the waiting list, who on historical averages purchase 1.5 tickets, meaning the list would equate to 235,679. When layering the varying prioritisations referred to in the question, the number is around 20,000 equating 30,000 tickets where some form of premium has been paid.</p> <p>Whilst we will commit to making this as 'clean' and visible as possible, I must flag that we did not go on sale with new Season Tickets for 2023/24. Another item for discussion amongst the group, is how we handle name changes. Historically, it has been these forums view that a Season Ticket holder who can no longer attend can transfer to a friend or family member, with this insight (in short that any younger fan now has to wait between 30 and 230 years), do we feel this an unfair proposition for the majority of fans?</p>   |
| SK    |         | <p><b>When a ticket is gifted to the foundation, how much of the ticket price is given to them?</b></p> <p>100%, we do not deduct any of the fees incurred from various systems providers, we pass across the full match equivalent of the ticket, so if the season ticket is £570 - we would pass across to £30 to the Foundation (570/19 home league games).</p>   |
| JL    |         | <p><b>I have three questions pertaining to the match day experience;</b></p> <p>Thanks for the feedback, which is always welcome, negative, and positive.</p> <p><b>1. Has there been a solution to the issues with the trams where;</b></p> <p><b>a. The issues crossing the tram tracks at Old Trafford, and instead forcing people like cattle through barriers</b></p> <p>This crossing is extremely busy, there also appears to be an increase in pedestrians wanting to cross this season. Safety of pedestrians and passengers is paramount, due to the high volumes of pedestrians, passengers and tram movements, there has to be a system implemented that ensures that everyone is safe at all times. The current corralling helps prevent platforms and crossing points being overwhelmed.</p> <p>TfGM and KAM, the Metrolink Operator, are constantly reviewing stops for safe efficient movement and will continue to review Old Trafford.</p> <p><b>b. Trams from Trafford Bar to East Didsbury are very infrequent, and when they do appear are often singles which doesn't help with the large queues</b></p> <p>Analysed passenger data shows that the city centre is the most popular destination for post-match tram passengers, followed by Altrincham bound passengers. For that reason, we concentrate our double tram deployment on the Altrincham Line and the Trafford Park Line. We then deploy targeted doubles on the East Didsbury Line, scheduled to arrive at Trafford Bar during the egress phase. However, there are instances outside of our control that can impact schedules, such as highway congestion. In such instances, due to the high demand on services, it's difficult to recover and can mean the service is out of place post-match. TfGM will continue to analyse data to ensure that maximum capacity is available during the peak demand of egress.</p> <p><b>c. When will trams run through from Wharfside all the way into town rather than just Deansgate or Cornbrook?</b></p> <p>TPL services now permanently operate to Deansgate Castlefield. There are no current plans to extend the service beyond Deansgate Castlefield.</p> <p><b>2. Why has the Old Trafford train station been closed? National Rail say it's due to United, and United say National Rail. It closed just after the bomb hoax at the Bournemouth game, and it was a very accessible and easy means of transport for many fans.</b></p> <p>The railway station is located adjacent to the stadium and has been closed for a number of years, and not directly as a result of the Bournemouth evacuation. On matchdays Manchester United works closely with its</p> |

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|       |         | <p>Safety Advisory Group partners to ensure the 74k people present on a matchday are able to attend and do so in a safe environment. To enable us to do this we have restrictions in place relating to bags and other large items coming onto our footprint, and a number of security measures to enable us to do this. The location and entry point of the station entering directly into the Munich Tunnel, not only conflicts with the movement of supporters attending the fixture but would compromise the integrity of our security operation. We have discussed this at length with our safety partners, including the Police, and it will remain closed for the safety of all of our supporters. There are other means of travel to and from the stadium (additional Metrolink station at Wharfside) and this season, working in conjunction with TfGM, the post-match bus operation from the A56 to the City Centre has re-commenced on a trial basis.</p> <p><b>3. My final question is to do with the security at turnstiles. Each game it's completely hit and miss both the length of queues, and the actual checks themselves. For example, at 7:56 before the Galatasaray game a senior steward had to come out and speed the other stewards up. Why did it take until 4 minutes before kick off before they realised speed was a good idea? I know the club say turn up earlier, but this is difficult midweek when people are working.</b></p> <p>The stadium has enough turnstile capacity to enter all spectators within one hour. We are one of the few grounds where we have more staff employed on searching and supporter arrival than the number of turnstiles, we operate to ensure we have a significant uninterrupted flow into the stadium. At peak times our entry flow into the stadium is over 1100 people per minute. We ask for kick-off times after 8pm mid-week to assist those travelling from work but the kick-off times are scheduled by the organising bodies. We keep our turnstiles open until the start of the second half to allow people to enter. Regardless of the kick-off times we have a higher flow rate generally prior to kick-off where we can deploy additional staff to manage queues. However, regardless of the queue management the turnstiles can only operate as quickly as the tickets are scanned and operated by a user hence, we always ask people to arrive early.</p> |
| JL    |         | <p><b>Please can the total number of ground evictions for vaping be provided, whilst aware that it is an offence to vape inside the ground it appears some groups of fans are unfairly targeted.</b></p> <p>There have been 20 ejections for vaping, 2 for smoking – a number of which have been reported to us by other supporters or following complaints of lack of action by the club.</p>   |
| SK    |         | <p><b>The club agreed at the start of the season any tickets returned to them for TRA/Atmosphere sections would go to people on a reserve list to avoid falling in to hands of away fans, this is clearly not happening as tickets are appearing on general sale on the club website for those areas, what can be done to ensure the original agreement is adhered too?</b></p> <p>This is adhered to providing we have 1) adequate notice and 2) enough reserves to fill the gaps. There have been a handful of occasions where we've not had reserves in the correct group sizes, or fans have returned tickets very close to the game meaning it was too late to process additional relocations.</p> <p>We are in constant dialogue with TRA around this. It is likely this question has stemmed following c500 tickets being made available online for Bournemouth. Again, I'd like to explain that we have an agreed limit of 2,000 match-by-match tickets with TRA, as with all valid atmosphere requests, we try to accommodate and this example is because 500 TRA members moved from the usual area to block S229. Therefore, the vacated seats were reallocated to Official Members.</p>   |
| SK    |         | <p><b>When multiple matches are released to Official Members at the same time, the queue for the ticket website can be pretty long and it can be difficult to get tickets, especially if you only have 1 game in mind. Would the club look at alternatives? I appreciate that the queue can be very long when 1 match is available as well.</b></p> <p>We do a large number of ticket releases across the season; some are for multiple games and others are for just 1. We vary this to cater for the needs of all our Official Members – some prefer one game at a time and others multiple. We also have lots of tickets made available online in the lead up to every home game when they are listed for resale by Season Ticket holders, so I'd encourage Members to check the website regularly ahead of a game they want to attend.</p> <p>To-date this season, over 150 ticket releases have taken place with more than 500 tickets in each.</p>   |
| JL    |         | <p><b>Bottle tops in the Family Stand...drinks are given to kids with the tops removed, presumably so they can't be thrown, which is understandable, but I'm wondering if we can work something out there. Bottles are quite big so water or Coke or whatever it is tends to last at least a half or a whole game for</b></p>  |

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|       |         | <p><b>the younger folk and with nowhere to put a bottle, they either have to be held or put on the floor below the seat. In both scenarios the drink often gets spilled especially if we score. Failing that, if it's not possible (and it's probably worth saying I always have car or house keys, or coins, in my pocket which in theory could also be thrown) is there an alternative option to explore maybe.... for example a McDonalds type bottle with plastic lid and straw, or a refillable plastic bottle option for kids?</b></p> <p>The removal of lids is undertaken as a safety measure as you have outlined. We completely agree that this then does increase the chances of the bottles being spilled whilst in the seating bowl. We will look at boxed / cartons of different drinks/water (along the line of kiara type drinks which come with a straw). We will be happy to feedback once we have scoured the market and found suitable products which can offer variety and also comply with our safety &amp; security requirements.</p>  |
| JL    |         | <p><b>Would the club look at alternative food options within the stadium? Vegan and vegetarian options were mentioned as a particular issue. People would like more variety. One suggestion given to me was to look at Footy scrans on X for some inspiration.</b></p> <p>We are planning to extend the range of products available for purchase from our kiosks and plant-based food options are very much at the forefront of items currently being trialled (albeit to a closed group at present). We are also working with our culinary team to expand the menu choice available to hospitality guests (again, plant-based menu choices being at the forefront). In due course, we would like to offer choice rather than the usual vegan / vegetarian option (option being one choice only).</p>   |
| JL    |         | <p><b>We talk about trying to make Old Trafford a fortress and trying to gain whatever 1% edges we can. What was the thought process behind letting Manchester city have a 1% edge in putting flags up outside their changing room in the corridor for all to see?</b></p> <p>There is no guidance on allowing/refusing to allow opposition teams to enhance their dressing rooms.</p>  |
| SK    |         | <p><b>I do not use a smartphone, I have a desk computer and a laptop and basic phone. When I attend events, I use a ticket from an email. The club insists on mobile ticket, for their own convenience, not the supporter and without prior notice. I have been told by a season ticketholder that I could photocopy the mobile ticket and use it to gain access. Is this true and acceptable?</b></p> <p>No, we would not recommend this as it is likely you would run into difficulty. As mentioned in my update, we are looking at moving to a new secure digital ticketing solution next season and all fans will require a smart phone to access their tickets.</p> <p>We understand that for a very small number of fans this is not something they are keen to do, but we are committed to keeping up to date with latest technology and being at the forefront of safety and security as well as technological advancements in the Premier League where possible.</p> <p>As mentioned, reasonable adjustments will continue to be made for fans with specific disabilities or medical conditions which mean this isn't possible. However, even in this scenario we would hope that the carer attending matches will be able to access the club app.</p>   |
| SK    |         | <p><b>After twenty plus years using the same season ticket seat for all cup and league games I am now unable to attend Europe games as my seat has been given to some else. The club keep giving me seats I can't use as there are usually too many steps for me to climb as now have to walk with 2 walking sticks and have leg braces would or could someone please sort this out as no one at Mufc seem to be bothered that I can't come to these games anymore. I have been going to OT since 1966 and have never felt so saddened by the response of the club. I have sent emails and had several telephone calls with different people at the club but they all say they can't help me.</b></p> <p>To answer this question fully we would need more information from this supporter to establish why they cannot use their seat. We will try to identify this supporter and follow up with them directly.</p> <p>Fans should contact us directly if they have a problem with their seat location, where the team will always do what they can to help. Unfortunately, we are obliged to offer specific seats for UEFA, for their own use, and extension of the away team. It is outside of our control which seats are selected, and this years process took place after the renewal deadline. We will work with UEFA to minimise changes ahead of next season.</p> |
| SK    |         |   |

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|       |         | <p>I am of the understanding that it used to be the case that individuals with an 'M' postcode would be given priority with season ticket access, can the club please re-address the reasoning behind getting rid of this and maybe consider the re-implementation of it? Whilst we have a big support from all across the world we cherish, the Manchester in Manchester United is part of our pride!</p> <p>This is not the case, priority for Full Season Tickets if we have any available will go to Cup Season Ticket holders, followed by Premium Members who have paid a deposit. We have never prioritised based on someone's location.</p>  |
| SK    |         | <p><b>Can we have some clarity over the timeframes for the club's handling of appeals to sanctions issued to supporters please. In the emails sent out to supporters who have received sanctions, it is written that "Once received, your appeal will be reviewed by a senior manager and you will be informed of the outcome by email within 7 days of receipt".</b></p> <p>I am aware of 2 cases this month where appeals to suspensions were not responded to within this timeframe. I have also noted that this timeframe is not set out in the Club Sanctions documents, which states only that appeals will be heard by a Senior Manager, and does not give a timeframe for this. My questions therefore are:</p> <ul style="list-style-type: none"> <li>• <b>Why have recent appeals not been concluded and communicated within this 7 day timeframe?</b></li> <li>• <b>Are the club willing to commit to a 7 day timeframe, and could the timeframe be added to the Club Sanctions document so it is clear to fans what to expect and what the commitment from the club is around the appeals timeframe?</b></li> </ul> <p>From a ticketing perspective (which relate to the vast majority of sanctions), we actually commit to hearing an appeal, prior to the next game taking place, or within 7 days, whichever is shorter / more beneficial to the ticket holder</p> <p>For safety and security matters, a set timeline cannot always be followed due to the level of investigation that may be required, a number of these cases are also referred to us by the police.</p>  |
| JL    |         | <p><b>Galatasaray away experience</b></p> <p><b>Why were Manchester United supporters told not to congregate or stay in the Taksim Square area I and a fellow supporters stayed in a hotel on Taksim Square and had absolutely no trouble whatsoever in that area Taksim Square is also on the metro line to the Galatasaray ground which made far more sense than going anywhere near the official buses in the Sultanahmet area which is double the distance that Taksim square is from the Galatasaray ground Please explain the thinking behind this</b></p> <p>This was following the advice of the Turkish police and the Foreign and Commonwealth Office and was issued to all visiting clubs in the competition not just MUFC. It was based around the fact that this location is now used by Galatasaray supporters. The advice was passed to supporters for their safety and security whilst traveling to support the team.</p> <p><b>We arrived at RAMS Park on the metro from Taksim Square an hour before kick off We got into the ground over an hour later and the game had already kicked off Why did this happen I appreciate that ticketing / turnstiles etc are the responsibility of the home club but surely Manchester United must do some sort of due diligence or have some influence as this type of thing seems to keep happening over and over again at away games in Europe to the detriment of Manchester United supporters</b></p> <p>Manchester United officials were located at the turnstiles and were aware of the frustrating slow entry speeds into the stadium. Concerns were flagged to the host club and UEFA both during stadium loading and formally at the UEFA debrief. It was recognised that the good behaviour of our supporters at the turnstiles prevented further issues, and this was also highlighted to UEFA.</p> <p><b>After the game Manchester United supporters were kept behind for well over an hour again this seems to be unnecessary can the club not do something about this. We were lucky that we managed to get the last metro train back to Taksim Square after midnight but I understand other people who were staying in other parts of Istanbul had to pay exorbitant taxi costs or walked to wherever they were staying again this should be completely avoidable will the club be able to do anything about this for future games and cut this wait in the away section of the ground down to a reasonable time Manchester United away games in Europe 2018/2023</b></p> <p>The holdback was subject to the decision of the police and although MUFC officials can advise the host club the decision rests with Turkish police. MUFC officials ensured that the free bus service was available to all supporters after the holdback to transport them back to the advertised drop off and collection point.</p> |



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| JL    |         | <p>As mentioned, I've attended a number of European away games and now have nine away credits. Regarding games I have attended in the past five years at every game Manchester United supporters are located in an area of the ground which is difficult to access and has a poor view behind a screen and net which are difficult to see through Once again why is this allowed to happen to Manchester United away supporters but it is not the case for supporters of European clubs who attend matches at Old Trafford where away supporters have an excellent area of the ground to view the game from which is not restricted in any way Surely with the status that Manchester United have in European football it's time for those who travel to European away games not to be treated as though we are football hooligans from the 1970s / 80s but to be treated like human beings who in my case is in my 60's who are attending football matches in 2023.</p> <p>All stadiums that are in use in the competition have been approved by UEFA.</p>  |
| JL    |         | <p>At the game against Galatasaray in Istanbul on Wednesday 29 November 2023 a Palestinian flag was displayed by people who were purporting to be Manchester United supporters and were in the Manchester United section of the ground This caused a certain amount of controversy and dispute amongst various supporters I understand it was an issue at the recent Derby match against Manchester City where a person displaying a Palestinian flag was ejected from the ground From a personal point of view I feel that a Palestinian flag or any other flag which is not related to Manchester United football club should not be displayed at any Manchester United game What is the club stance on this and what is the advice that the club would give to a supporter such as myself should a Palestinian flag be displayed by possibly a person in the next seat to me in the ground is that person likely to be ejected and or will the stewards / police take any action if a report is made to them?</p> <p>The issues around infiltration into the visiting sector by home supporters was flagged at the time to UEFA by MUFC officials. UEFA have also raised the issue around the flag being displayed around the ground with the home club. MUFC officials also raised the concern/complaint formally with UEFA.</p> |

## Appendix

*We received 4 questions which have been answered, or we have referenced that we cannot answer, within the updates so far. These will not be read / answered individually now but will be published in the minutes.*

1. Why United sell on normal priced seats for £500 when people return tickets (for any game at home)? Many of us have an issue with being moved all over the ground, generally towards the back of the upper tiers for home cup games when away fans take a larger allocation and often we also get split up with no care from utd to tey and allocated this of us first. There is then the issue with utd reselling the tickets for way above face value of the seat and then the amount of emails, letters and texts off utd we get telling the fans about ticket touting is getting a lot of fans backs up.
2. What is the point having representatives at the turnstiles at Euro away when they do nothing but exacerbate the situation. It was chaos entering the ground. Arrived an hour early and got in after 33 minutes of the game... flooded entrance, pallots to walk on and two turnstiles open... tickets didn't work and electronic system was useless... club representatives just seems to antagonise the situation and with silly quips like it's Turkey, we can't do anything etc... hence what's the point... a lot of money spent and to miss nearly half a game is a joke. The weather was shocking and rumours the game would be postponed... no communication. From the club... needed to say that due to flooded entrance there would be two turnstiles so arrive as early as possible... biggest club in the world with shocking communication
3. Me and my sons are members and obviously I want to take and, importantly, sit with my sons at the match. Today the club released a batch of tickets for the remainder of the season - by the time I got to the front of the queue there were still hundreds of tickets left for Fulham, Everton, Sheff Utd and Burnley. However, for all four games it was only possible to buy single seats; and in many cases the closest seat was several rows or seats away; but in some sections there were still 100 seats but never two together. If I book tickets for cricket games at Old Trafford, the cinema, the theater etc. you are not allowed to leave single seats - surely United can implement something similar?
4. Not sure how we can address this but two groups of United fans displayed Palestinian flags after the final whistle which caused some heated arguments amongst our own fans, gratefully no fighting but it was close. We somehow have to spot this because maybe someone waves an Israeli flag next, or Ukrainian, or Russian? We go away to support our team, that it.

*We have received 6 queries regarding European away tickets, all questions have been collated below and will be referenced within the main update.*

1. was disappointed that the away European matches are not on a ballot for those who have 0 European credits but was a queue system. As a working doctor i do not have time to keep refreshing and holding on in a queue when I have a patient in clinic. My son is also a one united premium member and also being a working doctor does not have the time to hold and refresh the screen. what can these not be on the same basis as the away domestic matches where there is a ballot at least for those who have no credits and this way is fairer than the current system which only allows those who have time to keep in a queue.
2. At a fans forums meeting previously, you've agreed to give 5% of European away tickets to people on 0 credits going forward. As someone who has credits built up, I do not agree with this; especially now since it seems like a number of recent European away games have gone to zero credits without needing to curtail the 5%, therefore removing the "closed shop" argument. I find it highly unfair that people on credits, that will have paid good money and time travelling Europe, possibly in an inferior competition and to a less attractive and accessible destination, can miss out on tickets to people who have not done that. I also think the access to the credits ladder only becomes an issue when we draw a big name or attractive destination and I think there's been ample opportunities to get on the ladder recently. I dread to think of missing out on a possible away game to someone on less credits, never mind a group game just imagine a quarter final, semi final or even a final. I think there is a compromise to be made here, whereby removing the 5% curtain and on occasions where an away game is naturally going to go down to 0 credits, the club take applications from people on 0 credits and allocate the tickets randomly. The people on zero credits who miss out on tickets, would then get what I would call an "application credit". This means the next time an away game naturally goes to zero credits, the club run a ballot and they would have priority. I feel like the original 5% curtain has been agreed without input from a good proportion of existing credit holders. It doesn't represent mine and their interests and I think this alternative suggestion is amicable.
3. It is increasingly frustrating that tickets for European Away Games keep being held back to enable people on 0 credits to buy, this may mean people who have previously travelled may miss out even though they have credits. People who are still on 0 have had plenty of chances over the last year, with nearly every game going to 0 including a considerable amount at Munich. This sort of defeats the point of a loyalty ladder when people who have never been before are guaranteed some sort of allocation and promotes the chance for one timers to go such as locals. I would like this to be resolved soon, as it's unfair for games like Copenhagen especially when there is smaller allocations.
4. The allocation details have just come out for Copenhagen away and its is only 2,225. can you ask why it is so small as other teams who visited have been give 3,800. Has there been a number of tickets put to one side for those travelling on the Sportsbreak flight and if so why? Unfortunately it appears I will not get a ticket now based on my two credit (2 have come off as they have expired) and especially as it cost me a fortune to get to Germany when Sportsbreak did not offer a package, which I also feel is poor. If the allocation is shared between the trip and people who go on their own is there plans to fight this with Fc Copenhagen to get a bigger allocation. Thank you for your help and sorry for the selfish request, but considering the money paid to go to Germany and I have booked for Denmark already i feel very disappointed that I may not get a ticket now.
5. I currently sit on 2 European Away credits and had pre-booked travel/accommodation for Copenhagen away. As you will know, I am unable to apply for a ticket due to selling out and a 5% requirement needed for 0 credit customers. Would it not be more prudent to have this rule of a percentage kept back when an allocation is larger? Due to this, I essentially have been punished an unable to purchase tickets despite following United away previously. I obtained my first away credit at Real Betis last year, that was not down to a percentage being held back it was down to people not wanting the tickets. I think its a good idea, but caveats need to be put in place. I now will likely remain on 2 credits for some time until a large allocated away game occurs and it is feasible for me to attend.
6. Is the current euro away system fair? Is it fair to allow members with 0 credits receive tickets ahead of season ticket holders? Is it fair to give an allocation to sportsbreaks.com? Would it be a fairer system to give season ticket holders with credit option to buy, then season ticket holders without, then members with credit then members without credit. I am one of many ST holders who tried for Copenhagen tickets with a queue of 350,000 on the website - season ticket holders should be given greatest priority (in a similar way to FA cup final).

*We have received 10 queries regarding Galatasaray, all questions have been collated below and will be referenced within the main update.*

1. I attended the recent game against Galatasaray at Old Trafford, and like many of you, I noticed a significant number of Galatasaray fans in the home sections. While the club had measures in place, such as the restriction on selling tickets to supporters with Turkish addresses, it's clear that further actions may be needed for high-risk fixtures. I would like to propose the consideration of additional ticket restrictions for games that are identified as having a significant risk of away fans infiltrating the home areas. One potential approach could be allowing ticket holders to return their tickets to the club without affecting their eligibility for future tickets if they are resold by the club to

ensure that only genuine home supporters occupy these sections. This way, we can maintain the integrity of the home sections and ensure that our fellow Manchester United fans get the matchday experience they deserve without the presence of opposition supporters. I would love to hear your thoughts and feedback on this idea and whether it's worth discussing further with the club. Together, we can work towards creating a more secure and enjoyable atmosphere at Old Trafford. This is just a suggestion, and I'm not putting it forward as the only possible way to address the issue, but I'd love to hear any proposed solutions from the club to help address this issue. I think it does need attention, as that Galatasaray game could've been contentious if we had have won in a manner that was difficult to take for the away fans, and some people at the game did express concerns for safety.

2. How is it the application in the ballot for all three games home legs are all unsuccessful yet I see away fans in home seats. Videos of fights women saying they feel unsafe. It's not fans selling tickets it's the whole process. Please can you ask Mr Arnold who said he is not ed Woodward what he intended to do about it? Also I know you can't saying anything but we really need an full sale of the club soon Newcastle are proof when you get rid of a toxic owner you can make strides on three windows.
3. How have the club allowed the volume of away fans to infiltrate home ends for a champions league game? It's well known that the sheer volume of Turkish fans that attend away games are predominately UK based so it would be easy enough to buy them. Unacceptable and clear answers need to be given as to how this will be mitigated going forwards.
4. Clearly fans have not been put first for a long time under the current stewardship of this once great institution. Local official members are not getting a fair opportunity to acquire tickets with the club touting general admission ticket areas at hospitality prices. This was clear to see in the Gala game where all viewers could clearly see in sections MUFC resell for inflated prices being filled with away fans. Examples include N1403-5 , E333, S227 and more being sold directly by the club in general seating for extortionate prices. To tell lies that this was all down to season ticket holders is completely deplorable when most ST holders and members had little chance of getting a ticket at face value. I reiterate the zero faith I as a local member have in the way the club is being run. Where is there any thought for local fans first or fan safety? All you care about is filling your pockets.
5. Why did the club selling executive ticket to Galatasaray fans across all home sections but especially the family stand? More importantly can they guarantee this won't happen again? There was a large amount of trouble across many sections of the ground but in the family stand there were many pockets of Turkish men with Galatasaray shirts and scarfs, sitting in incorrect seats causing issues prior to the game with people trying to seat in there already occupied seat. Many had Manchester a United lanyards. It was at times worrying to have a child with us in our seats with a hostile atmosphere caused by the club once again putting profits over fans security and safety.
6. I found it disturbing that there were a number of Galatasaray fans in and around my seat which was E32 E332 row 28 seat 145? I particularly think that this a bit of a joke considering I struggled to get a ticket for this game! Only to find that somehow large numbers of the away fans obviously didn't? There was even 2 flares that were lit not far away from my seat how was this possible?
7. Why were Galatasaray fans allowed in different sections of the home fans areas... what was the thinking behind this.
8. How did so many Galatasaray supporters obtain tickets in the home sections of the ground and why were the club so slow to react publicly to this with a statement apologising to all the Manchester United supporters who with young children faced intimidation. What measures are being put in place to ensure this never happens again?
9. Would love to know why fans can't sell ticket at face value or give away to someone who isn't a friend or family without punishment but the club can sell tickets to hundreds of Galatasaray fans in the home end putting United fans at risk of violence.
10. I am over 65 S/T holder in N3408. I have had my ticket for 25 years, together with my son. I have 2 questions to raise at the forum. 1. Why were hundreds of Galatasaray fans given entry to our section N3408 on 3rd October. I realise there has been coverage in the press but the fact that these fans obtained tickets is scandalous. The club must be able to fix the problem. After all they are strict enough on rules and regulations with us normal law abiding ticket holders. The stewards on the night were absolutely useless, didn't do anything, weren't interested in the problems that might occur with having these visiting fans and said it was nothing to do with them. Even if tickets are sold by dubious methods, surely when they turn up they can be refused entry. When wearing Galatasaray shirts and colours as a lot of them did, how do they get through the turnstiles in to the ground. This is the responsibility of the club stewards and security at the gate, who should take action when they are searched, just like I was. Once again, it seems the club do not care, as long as the tickets are sold, it's all about the revenue. Can you imagine me being able to turn up in Turkey in a few weeks time, somehow get in to the home section of the ground with a United shirt on singing and chanting. I don't think so and if I did, I'd probably be attacked. This issue needs to be sorted out. I thought this had long gone after the days of Celtic fans infiltrating home sections on two occasions when we played in the CL many years ago. 2. Why do the club insist on taking payments for the Bayern match some 10 weeks before the fixture is played. 4 or 5 weeks might be acceptable but not 10. Again this smacks of greed and using supporters money to make the club more money. Please acknowledge receipt of these questions and let me have appropriate answers from the forum.

### ***We have received 12 questions relating to away tickets:***

1. Could the club consider only holding back 5 per cent of European away allocations for fans with zero credits if the number of tickets we've been allocated exceeds a certain number (ie 3,000+)? There has been a fair bit of disappointment over the Copenhagen away game as most people with 2 credits missed out while a few on 0 managed to get them.
2. Could the club devise a better method to distribute domestic away ticket returns? The current system is extremely frustrating. Surely United could let everyone who missed out on a certain away game in the ballot know when the returns will be made available, to give everyone a fairer chance of securing one? At the moment, they are randomly dropped on to the website without notice.
3. Can there be a review into how domestic away tickets are made available when returned. This random online release of returned away tickets doesn't work for everyone- If you are working and don't have access to your phone/ laptop etc, how are you meant to acquire them? You can't and so it will always be the same people getting them.
4. Away ticket returns according to the club are supposed to be available to the highest rejected number of applications, however this isnt the case as the returned tickets go on general sale for every away game. When is this policy going to be enacted?
5. The same unfair, unequal issues that were raised last season that you sent a survey out regarding still stand. Unless you have the capability each day in the lead up to an away game to be sat on your phone or behind a laptop/computer screen waiting for tickets to drop randomly, you will not get an away return! so, you are excluding all of us who don't have the facility to do this... this is beyond the joke now. The process needs to be reviewed to be inclusive Surely a cut off point for tickets being returned could be implemented allowing you to the reallocate them all to 'next in line' as agreed in last years survey... anyone trying to return after the cut off point is highly likely to be touting tickets! As stated this current process is excluding a higher percentage of fans from being able to acquire returns for domestic aways than those who are acquiring them- if you looked into who is getting these online returns I'm sure you'll see It is the same individuals.
6. I am aware the club changed the policy to domestic away returns being allocated to those who have been unsuccessful for the highest number of consecutive ballots, but there is a constant online drop of returned tickets that are going online, randomly- these are being put in baskets by 'bots' for the same people to purchase constantly or being purchased by those who have all day to sit refreshing the ticket page. This isn't an inclusive process and is excluding a large majority of fans from being able to acquire returned domestic away tickets if unsuccessful in the original ballot. It is the same people getting these returns and this system needs changing!

7. Please can something be done about away ticket returns and them continuing to be released randomly online. The club said this would stop however continues to happen. There are online groups who are operating a bot system to members who then are able to purchase these returns before anyone else is aware. And for those who can't sit by our laptops all day, we have 0 chance of getting an away return ticket It is not fair.
8. Is there anything else what can be done with away tickets people in the away end who are paying £600 a ticket like a man next to me at arsenal never been to a game before. People I sit next to at OT who never get aways and apply all the time.
9. domestic away tickets. I know are done on a ballot. we apply for every away game and most seasons get about 3. I know season ticket holders this season who have got all four away games to date we have had none. why can we not have a system were if your unsuccessful you move up the list for the next game and have the option to apply for every domestic home game. by opting in at the start of the season.
10. I want to question as to why away tickets are still being advertised on the website at random times and days when the new policy should mean people with the most unsuccessful applications are contacted first. As per the Sheffield United returns we're posted on the website at a time that they were going to be able to post them out so there's time for them to be offered to the people meeting the above criteria for 24 hours then advertised on the website for collection at the away stadium after this is done. If they're going to advertise them on the website it should be a set time and day on the week before the game this happens because as it stands I and most people I know feel that it's being done with a nod and a wink to the people who have friends in the ticket office so they know when to be logged into the website to give them the best opportunity to grab these.
11. I am a long-time Manchester United fan and wanted to support the club at the away match with Galatasaray. I persuaded my wife to become an official member of our movement, I wanted to take her to big football for the first time. Yes, we don't have points for visiting away trips, but the club rarely plays near our country. We bought plane tickets to Istanbul a long time ago. Tell me how the ballot went, today at the indicated hour it was not possible to submit an application. For several days, there has been a sign that it is sold out. When was the Ballot held?
12. I am a Chinese Utd fan and official membership holder located in Turkey, I choose to write to you in case that you may understand an overseas supporter better. I was waiting to purchase an away ticket for Galatasaray vs Utd match but today i found it showing all be allocated for Fans Forum. I don't know if I have a chance to purchase from this allocation. This is a big chance, to support our team in the city where i am. hope you can help to solve it or give me any advice.