



THE MEMBERSHIP CLUB FAQ - 2018

Overview

1. How do I join the Membership Club? As a Vikings Season Ticket Member, you are automatically enrolled into the program and eligible to receive the associated benefits. All benefits become available late-August/September of 2018.

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

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

NFL RedZone

4. What is RedZone? NFL RedZone provides "whip around" simulcast coverage of all Sunday afternoon games airing in-progress on the major networks, and aims to show every touchdown from every game from the day as it happens. All Season Ticket Members will continue to have access to RedZone on their smartphone devices starting Sunday, September 9, at no charge.

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

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

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

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

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

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

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

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

NFL Game Pass

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

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

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

15. What if I've already purchased NFL Game Pass? If you have already purchased Game Pass, please cancel your existing Game Pass account *prior* to activating your Membership Club account. To cancel your existing account, call NFL.com Customer Support at 407-936-0867 or email NFLgamepass.support@nfl.com with your cancellation request. Please specify who you are.

Vikings Fantasy Football

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

DIRECTV

17. What is the offer? All Non-DIRECTV Subscribed Season Ticket Members will receive an exclusive offer from DIRECTV this season – STM's will save \$10 a month for 12 months on any of DIRECTV's national new customer offers (currently \$19.99) – a savings of \$120! NFL Sunday Ticket is included. Plus, new DTV subscribers will receive VIP installation for up to 4 rooms, 1 year of free service and a FREE Genie HD DVR upgrade.

18. What if I'm an existing DIRECTV and NFL Sunday Ticket subscriber? DIRECTV can offer you as a season ticket member NFL Sunday Ticket MAX (\$100 value).

19. How do I access this? Each Club received a team code to distribute to season ticket members. STM's must call 1-877-336-1652 with the Vikings unique code to redeem this benefit.

20. What if I experience any issues? Please call the DIRECTV customer service at 1-800-531-5000.

TuneIn

21. What is the offer? All Season Ticket Members will receive an exclusive offer from TuneIn. STM's will receive a one-year subscription to TuneIn Premium for \$49.99 – a 58% savings!

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

23. What if I experience any issues? TuneIn will handle all customer service issues – STM's should email support@tunein.com.

NFL Extra Points Credit Card

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

25. How do I access this? Visit www.nflextrapoints.com.