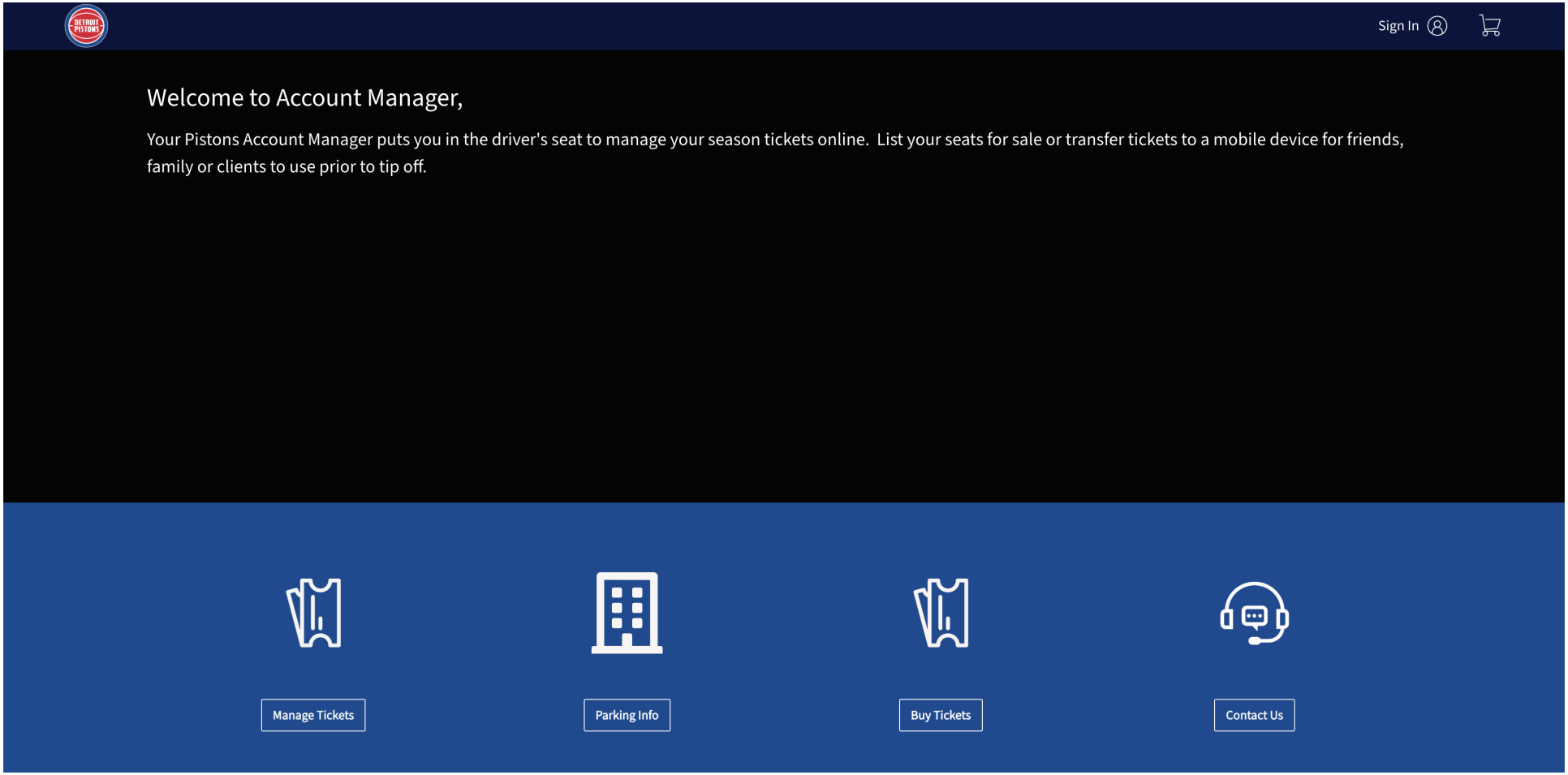
MY PISTONS ACCOUNT

DIGITAL TICKET MANAGEMENT

Start managing your tickets at pistons.com/myaccount

- Log in using the primary account holder email
- Find the event you would like to manage and select it

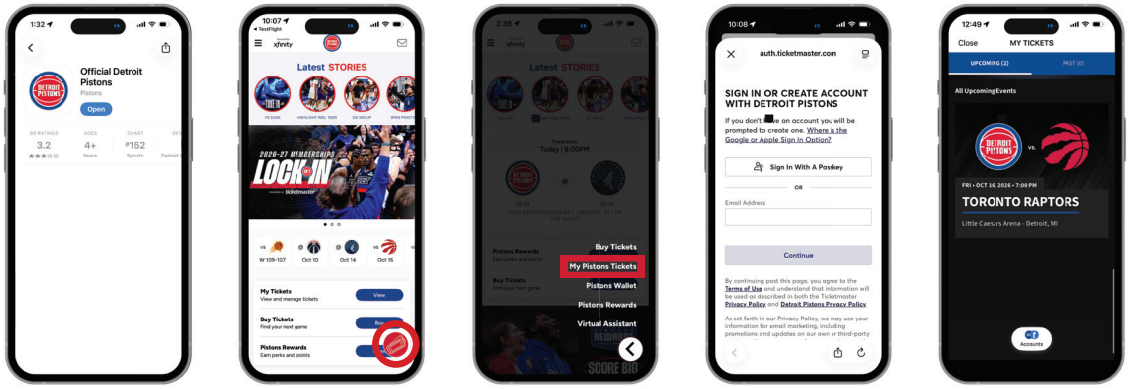


MY PISTONS ACCOUNT

DIGITAL TICKET MANAGEMENT

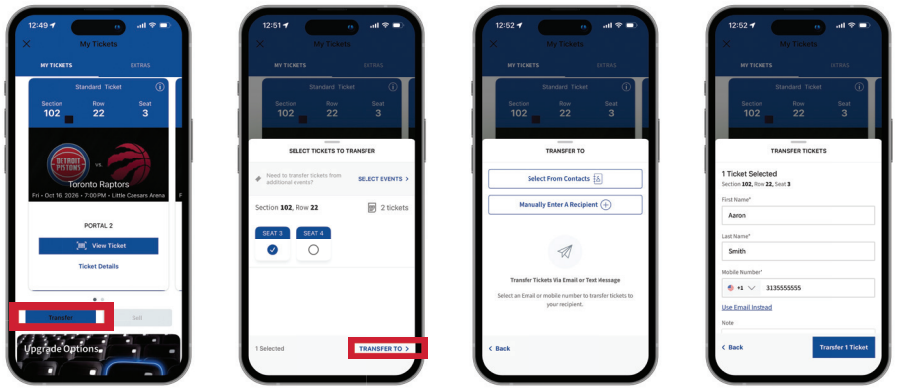
Mobile Entry

- Download the Official Detroit Pistons app
- Click the **red ticket icon** in the lower right corner
- Select **My Pistons Tickets**
- Log in using the primary account holder email
- Tap on the game you would like to manage
- Swipe left or right to view additional tickets
- Click **Add to Apple Wallet** (iPhone only) or load the ticket to Gpay (Android only)



Transfer Tickets

- Choose **Transfer**
- Select the seats you would like to transfer and click **Transfer to**
- Transfer tickets via email or text message
- You will receive a confirmation that your tickets have been transferred
- Recipient will receive an email to accept tickets



MY PISTONS ACCOUNT

MOBILE TICKETING FAQ

What makes mobile better?
You will receive quick and easy entry into Little Caesars Arena using your smartphone. There will be a reduced risk of forgotten, lost, stolen or counterfeit tickets, and you will be able to manage, transfer and/or sell your Detroit Pistons tickets at any time.

What is the cost for managing mobile tickets?
Managing tickets through the respective mobile platforms is free. There are no costs to view, transfer or donate your Pistons tickets.

How do I get the Detroit Pistons app?
The Official Detroit Pistons app is free to download at the Apple App Store or Google Play Store.

If I can't download the Detroit Pistons app, can I still access my mobile tickets?
Yes. You can always access your tickets from Pistons.com by accessing your My Pistons Account information via your smartphone's internet browser.

Can I still print tickets as a PDF file?
No. The "print-at-home" functionality in Ticketmaster.com and Account Manager will no longer exist for Pistons games at Little Caesars Arena. The "print-at-home" option will no longer be available as a delivery method for any ticket purchases or ticket transfers.

If I don't have access to a smartphone, how do I access my tickets?
If you don't have access to a smartphone, please call the Little Caesars Arena Xfinity Box Office at (313) 471-7929 to have your tickets printed for pick up at will call or you can reach a ticket representative at (313)-PISTONS.

What does a mobile ticket look like?
Your barcode includes leading-edge technology with fraud and counterfeit protection, so you won't be able to use screenshots or printouts. When you arrive at the game, use the Pistons app to locate your tickets. Your phone's your ticket, which you'll show to the ticket scanner, get your phone scanned – and you're in!

How do I transfer a ticket?
Transferring tickets is a simple process on your smartphone:

- Log in to your account on your smartphone
- Select Manage My Tickets or Tickets
- Select an event by tapping on it
- Select Send. Note: You will be notified if and when applicable, as not all events and seats are eligible for transfer
- Select seats that you wish to transfer
- Select Done to complete your action for this event
- Click Continue to proceed into the transfer process

How do I sell a ticket?
Selling a ticket is similar to transferring a ticket, with a few extra steps:

- Log in to your account on your smartphone
- Select Manage My Tickets or Tickets
- Select an event by tapping on it
- Select Sell. Note: You will be notified if and when applicable, as not all events and seats are eligible for sale
- Select seats that you wish to sell
- Enter the price you wish to be paid and the list price for the tickets
- Select Post for Sale to complete your action for this event

Can I have multiple tickets stored on a single mobile device?
Yes. Once you select the event you're attending, you will be able to view all your tickets by swiping left or right.

MY PISTONS ACCOUNT

MOBILE TICKETING FAQ

Can I use a screenshot of my tickets to enter Little Caesars Arena?
No. Screenshots of tickets will not be accepted. You can access your tickets from the Detroit Pistons app or on your phone's browser.

I accidentally sent my tickets to the wrong email address. Can I reclaim them?
Yes. As long as the recipient has not accepted the tickets, you can cancel the transfer in Ticketmaster's Account Manager, and re-send them to the correct email address.

What if my phone breaks, dies, or is lost or stolen prior to entering Little Caesars Arena?
Please visit the Little Caesars Arena Xfinity Box Office to have your tickets printed. It is located on Woodward and Temple, the Northeast corner, near Portal 6. You will need to present a valid photo ID that matches the name on your account.

What if I forgot my password?
Click Forgot Password? then enter the email address associated with your account and check your email to reset your password.

What if I am not attending the event but the tickets are purchased under my name?
If you purchased tickets for a relative, friend, or client you will need to transfer the tickets to them. The recipient will need to create a Pistons account (if they don't already have one) to receive the transferred tickets. Once the transfer is complete, the recipient will receive an email notification. Once they accept the transfer, the tickets will appear in their Pistons account. Please note that once the recipient accepts the tickets you've transferred, your original tickets and barcodes will automatically be voided.

Can I enter Little Caesars Arena with multiple tickets for more than one person using one smartphone or mobile device?
Yes. If everyone is present and enters Little Caesars Arena at the same time, the ticket holder (smartphone holder) can access multiple tickets on their phone and swipe to scan as members of their party entering after each ticket scan. However, we recommend that you transfer tickets to each person attending the game for easier access into and throughout Little Caesars Arena.

Can I manage my tickets on game day?
Yes. You may view barcodes on your mobile device or transfer tickets online up to the start of a Pistons game.

What if I lose connectivity/can't connect to my account at Little Caesars Arena?
While complimentary wireless access is available at Little Caesars Arena and in The District Detroit, we encourage you to download the tickets to your supported device before heading to the event.

What is the cutoff to transfer tickets?
Tickets may be transferred up to and throughout the first quarter of a Pistons home game. Once the ticket is scanned at the gate, however, it will no longer be available for entry into Little Caesars Arena.

What are you going to do with my personal information? Is my information secure?
The Detroit Pistons and Little Caesars Arena use the highest security measures available to ensure that your personal information is protected. No one can view or access your credit card or driver's license numbers, or account password.

For further questions, call the Pistons ticketing department at 313-PISTONS or the Little Caesars Arena Box Office at 313-471-7929.

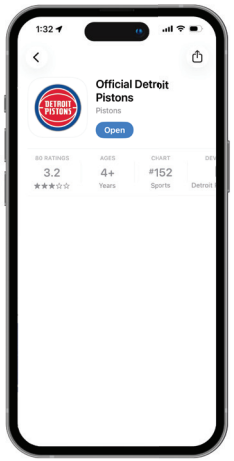
MY PISTONS ACCOUNT

MOBILE WALLET MANAGEMENT

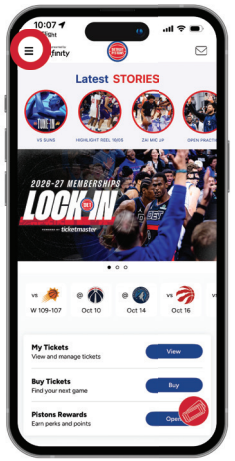
Pistons Mobile Wallet presented by Ally is the smart way to pay for concessions and team gear at Little Caesars Arena.

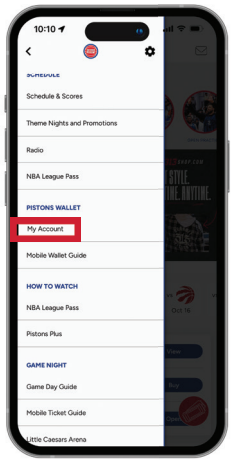
Add a Card to Mobile Wallet

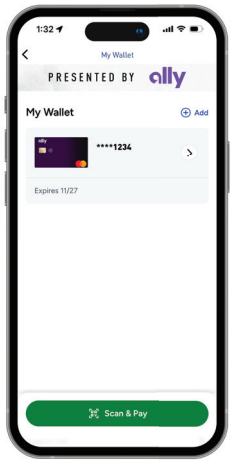
- Download and open the Official Detroit Pistons app
- To access your Pistons Wallet, click the menu icon in the upper left-hand corner of the home screen.
- Select **"My Account"** from the menu list.
- Add a credit or debit card to your Pistons Wallet to securely store that card for purchases. Click 'Add a card' and enter payment information on the next screen.
- Once you have a card on file, your wallet is
- ready to use! Select "Scan & Pay" to present a unique QR code that includes your saved card plus any applicable discounts for purchases at Little Caesars Arena.
- You can also select an individual payment method to use by itself for a particular purchase. Select a card to scan a QR code for your credit, debit, or benefit card. Any eligible discounts are automatically applied.
- Load your Ally debit card to the Pistons Wallet and receive $100 in loaded value to use on food, beverages or merchandise at Little Caesars Arena.

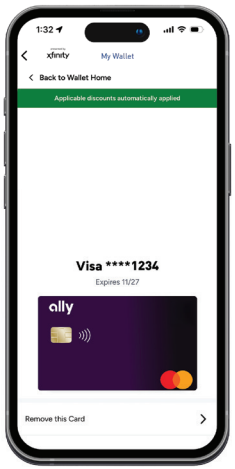


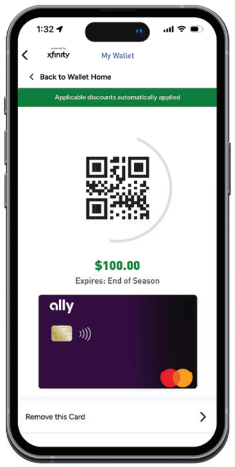












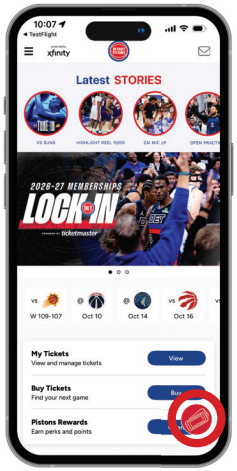
Limit one per person per game.
Ally Bank, Member FDIC

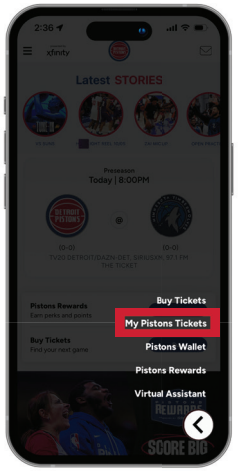
MY PISTONS ACCOUNT

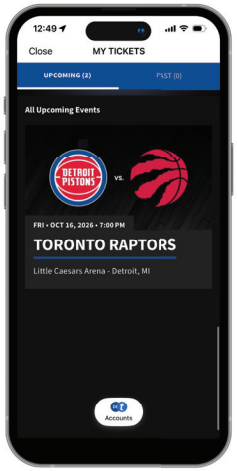
MOBILE WALLET MANAGEMENT

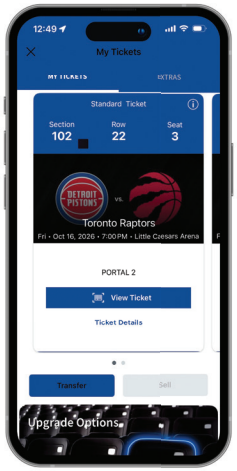
Food & Beverage Voucher Access

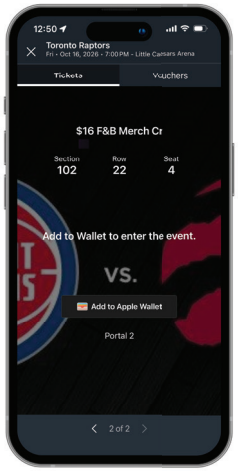
- Download and open the Official Detroit Pistons app
- Click the **red ticket icon** in the lower right corner
- Click **My Pistons Tickets**
- Select your event
- Click **View Ticket**
- Click on the **Vouchers** tab
- Use your vouchers for concessions at LCA













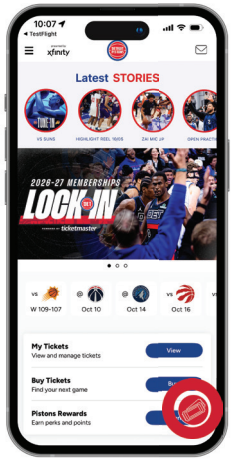
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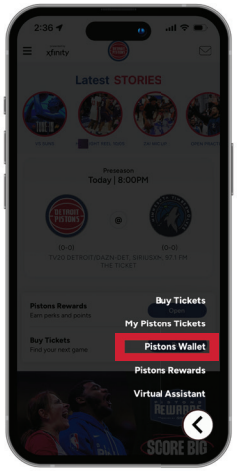
MOBILE WALLET MANAGEMENT

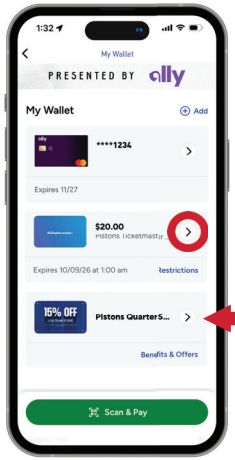
Loaded Value Card Access

- Download and open the Official Detroit Pistons app
- Click the **red ticket icon** in the lower right corner
- Click **Pistons Wallet**
- Click **arrow** next to loaded value
- Scan the barcode at checkout

**Only valid during Detroit Pistons home games.*







Season Ticket Member Team Store discount.