Dear Supporter Services,

I’m emailing to report issues with the Arsenal (h) Semi Final ticket resale on Monday 13th January.

Firstly, I note conflicting information on the timing of today’s sale between club emails, website and the match day announcements on Sunday 12th January.

I logged into the website at **[time]** and experienced the following [delete as appropriate]:

* **my queue position didn’t move for \_\_\_ minutes.**
* **I got to the front of the queue and was sent into another queue [repeatedly/ \_\_\_\_ times].**
* **An error message that said \_\_\_\_\_\_\_\_\_ .**
* **The website crashed.**
* **When I accessed the site, seats were available but when I clicked on them they were flashing or marked ‘unavailable’.**
* **I was unable to login.**

I urge the club to investigate these issues within the ticketing site, which appear to be made worse by there being two sales taking place today.

**Suggested additions:**

* **Include screenshots if you have them**
* **Have you had issues of a similar kind when using the website before?**
* **How much time in total did you spend on the club website today?**