

Dear Fellow Insiders,

The U.S. Soccer Fan Council has been working diligently with U.S. Soccer to address some of the issues facing fans today. We'd like to update everyone on some of the things we've been working on over the past few months.

One of the first things we worked toward was consistent, meaningful communication with U.S. Soccer leadership. We now meet on a monthly basis so we can continue to build upon some of the improvements we've made to benefit fans and ensuring the needs of Insiders are being addressed so that you continue to see value from your membership.

We know that fans have been confused and frustrated by the ticketing processes/presale windows for U.S. Soccer-controlled matches. To address these concerns, we are working with U.S. Soccer to develop an FAQ page that we hope makes it easier for you to get the seats you want to cheer on your USMNT & USWNT when your presale window opens.

The U.S. Soccer app, particularly the points and caps structure, has been the source of many issues. We are aware of missing caps and point credits, and we continue to address these concerns in our meetings with U.S. Soccer.

Finally, U.S. Soccer is in the process of developing a Family Hub on its website. This will be a place where parents can download fun activities for their children like coloring pages, match bingo cards and even Valentine's Day cards. U.S. Soccer is looking for feedback on how to make that hub a source for families to enjoy matches, whether in the stands or at home, so we encourage you to share any ideas with us to share.

We would love to hear from you on these topics or any other issues that you face as an Insiders member. Feel free to send questions to [fancouncil@ussoccer.org](mailto:fancouncil@ussoccer.org). We aim to serve as your voice to U.S. Soccer to address any concerns you may have and make your membership as valuable as possible. We thank you for being an Insiders member, and we look forward to meeting you at a future match.

Sincerely,

U.S. Soccer Fan Council  
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Liz Lafitte  
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