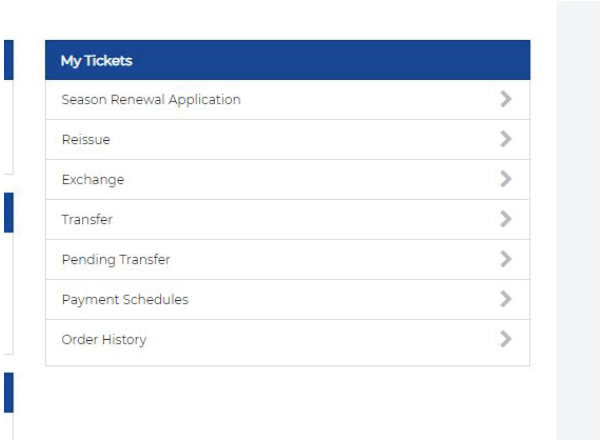
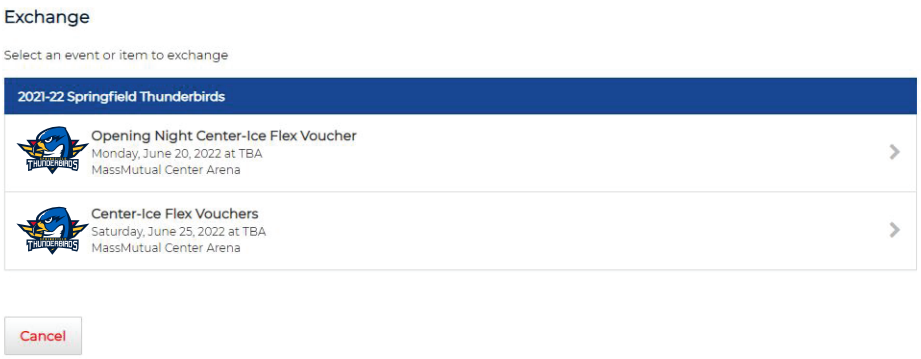
# How To Redeem FLEX VOUCHERS

**1** LOGIN TO YOUR ONLINE ACCOUNT AT WWW.MASSMUTUALCENTER.COM/MYACCOUNT

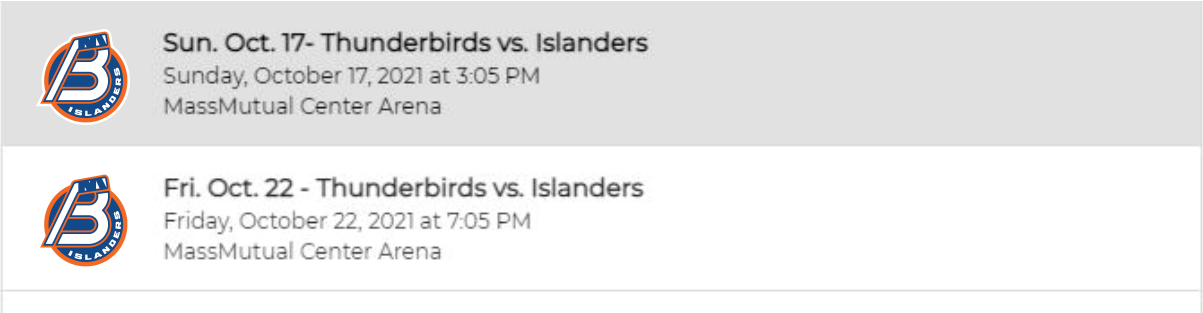
**2** SELECT THE "EXCHANGE" OPTION FROM THE MY TICKETS MENU ON YOUR MY ACCOUNT PAGE.




**3** SELECT EITHER
"OPENING NIGHT FLEX VOUCHER"
(USE THIS TO REDEEM YOUR +2 VOUCHERS)
OR
"FLEX VOUCHERS"
(CAN BE USED FOR ANY GAME)




**4** SELECT THE THUNDERBIRDS GAME YOU WANT TO REDEEM YOUR FLEX VOUCHERS FOR



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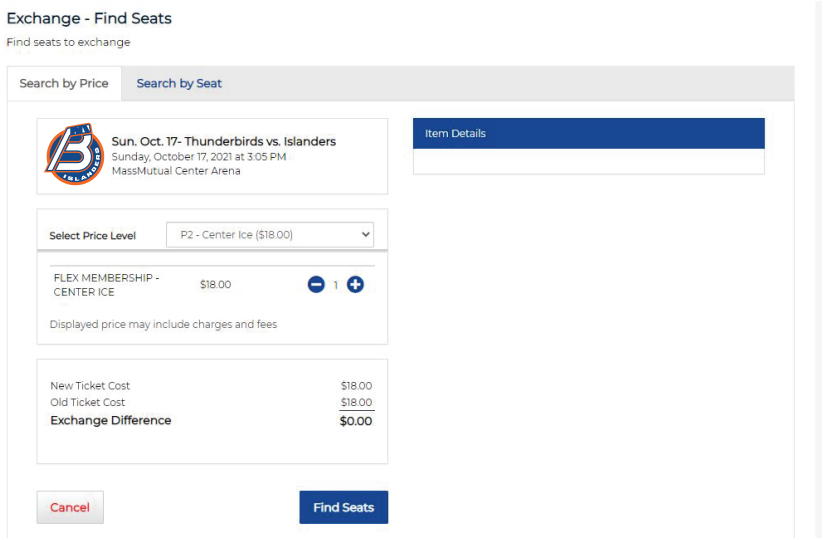
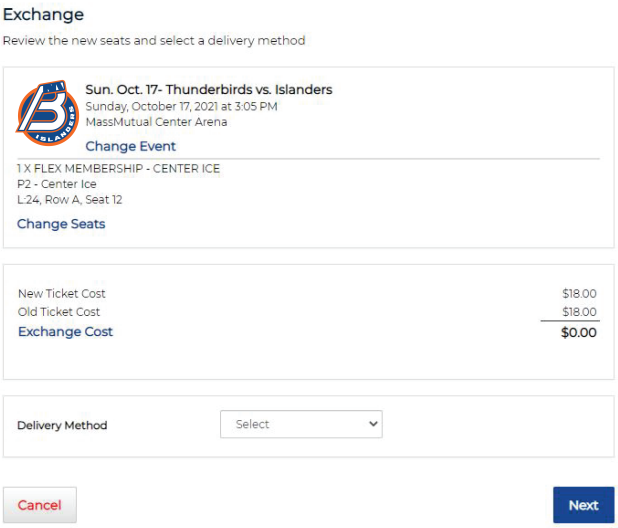
**5** YOU CAN FIND SEATS TWO DIFFERENT WAYS 1) SEARCH BY SEAT USING THE PICK YOUR OWN SEAT MAP OR 2) SEARCH BY PRICE AND SELECTING THE PRICE LEVEL ON YOUR FLEX VOUCHERS AND GETTING THE BEST AVAILABLE SEATS. YOU HAVE THE OPTION TO UPGRADE OR DOWNGRADE YOUR PRICE LEVEL.




**6** CONFIRM YOUR SEAT SELECTION AND SELECT YOUR TICKET DELIVERY METHOD. CLICK NEXT.




**7** SUBMIT REDEMPTION AND ADDITIONAL PAYMENT IF NECESSARY FOR UPGRADE BY SELECTING "YES, SUBMIT EXCHANGE".

**8** TICKETS WILL BE DELIVERED BASED ON YOUR DELIVERY SELECTION. YOU WILL RECEIVE A CONFIRMATION EMAIL AFTER COMPLETING THE EXCHANGE.

## Flex Tickets Redemption TIPS & INFO

- FLEX VOUCHERS ARE NOT A GUARANTEED SEAT. REDEEM EARLY FOR BEST OPTIONS. IF THERE ARE NO SEATS LEFT IN YOUR PURCHASED PRICE LEVEL, FLEX VOUCHERS MAY BE UPGRADED FOR ADDITIONAL COST OR DOWNGRADED (NO REFUND OR CREDIT ON THE DIFFERENCE IN PRICE IF DOWNGRADED).

- FLEX VOUCHERS MAY BE REDEEMED ONLINE FOR A T-BIRDS GAME UP UNTIL THE START OF THE GAME.

SPRINGFIELD THUNDERBIRDS