

# How To Redeem FLEX VOUCHERS

**1** LOGIN TO YOUR ONLINE ACCOUNT AT [WWW.MASSMUTUALCENTER.COM/MYACCOUNT](http://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** CHOOSE THE FLEX VOUCHERS YOU WANT TO EXCHANGE OUT (REDEEM) & CLICK NEXT.

My Tickets	
Season Renewal Application	>
Reissue	>
Exchange	>
Transfer	>
Pending Transfer	>
Payment Schedules	>
Order History	>

## Exchange

Select an event or item to exchange

2021-22 Springfield Thunderbirds	
 Opening Night Center-Ice Flex Voucher Monday, June 20, 2022 at TBA MassMutual Center Arena	>
 Center-Ice Flex Vouchers Saturday, June 25, 2022 at TBA MassMutual Center Arena	>

Cancel

## Exchange

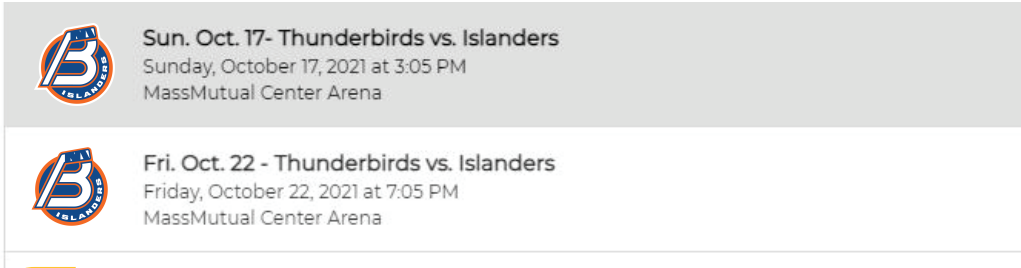
Select seats to exchange

Center-Ice Flex Vouchers Saturday, June 25, 2022 at TBA MassMutual Center Arena 2021-22 Springfield Thunderbirds	Select All
GA:GA11, Row VV, Seat 11 P2 - Center-Ice, FLEX MEMBERSHIP - CENTER ICE \$18.00	<input type="checkbox"/>
GA:GA11, Row VV, Seat 12 P2 - Center-Ice, FLEX MEMBERSHIP - CENTER ICE \$18.00	<input type="checkbox"/>
GA:GA11, Row VV, Seat 13 P2 - Center-Ice, FLEX MEMBERSHIP - CENTER ICE \$18.00	<input type="checkbox"/>
GA:GA11, Row VV, Seat 14 P2 - Center-Ice, FLEX MEMBERSHIP - CENTER ICE \$18.00	<input type="checkbox"/>



# How To Redeem FLEX VOUCHERS

**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.

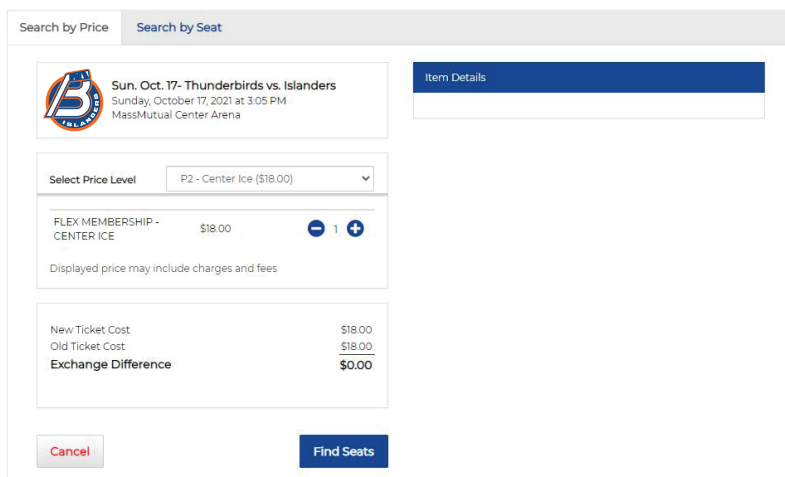


Sun. Oct. 17- Thunderbirds vs. Islanders  
Sunday, October 17, 2021 at 3:05 PM  
MassMutual Center Arena

Fri. Oct. 22 - Thunderbirds vs. Islanders  
Friday, October 22, 2021 at 7:05 PM  
MassMutual Center Arena

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

Exchange - Find Seats  
Find seats to exchange



Search by Price | Search by Seat

Sun. Oct. 17- Thunderbirds vs. Islanders  
Sunday, October 17, 2021 at 3:05 PM  
MassMutual Center Arena

Select Price Level: P2 - Center Ice (\$18.00)

FLEX MEMBERSHIP - CENTER ICE \$18.00

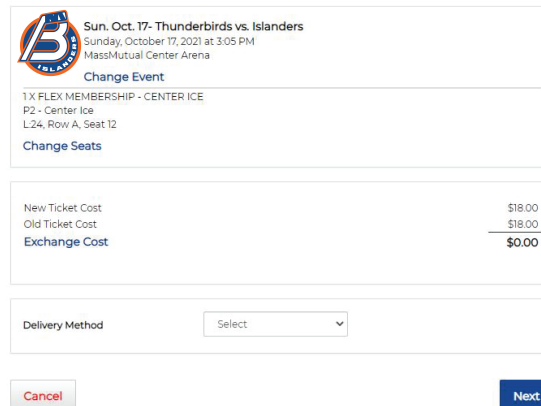
New Ticket Cost	\$18.00
Old Ticket Cost	\$18.00
Exchange Difference	\$0.00

Buttons: Cancel, Find Seats

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

Exchange

Review the new seats and select a delivery method



Sun. Oct. 17- Thunderbirds vs. Islanders  
Sunday, October 17, 2021 at 3:05 PM  
MassMutual Center Arena

Change Event

1X FLEX MEMBERSHIP - CENTER ICE  
P2 - Center Ice  
L24, Row A, Seat 12

Change Seats

New Ticket Cost	\$18.00
Old Ticket Cost	\$18.00
Exchange Cost	\$0.00

Delivery Method: Select

Buttons: Cancel, Next

## 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.

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

