



Dear TD Garden Guests:

Welcome to the 2019-20 season. As the president of TD Garden, I want to share an update related to the upgrades that have been made to the arena as part of our Legendary Transformation.

We installed new seats throughout the entire arena, with the goal of providing an improved fan experience. We are listening to feedback that some of the new seats do not meet expectations, specifically in fit and legroom.

Our priority is to make every visit to TD Garden a best-in-class arena experience. We are evaluating the situation with our seating installation and architect partners and we are implementing both immediate and phased-approach solutions. We will make this right for our guests.

With the season underway, don't hesitate to reach out to me (PresidentsOffice@tdgarden.com) or your fan relations or member representative with concerns. We thank you for your patience and willingness to work with us.

A handwritten signature in black ink, appearing to read "Amy Latimer".

Amy Latimer
President, TD Garden

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