



## **FAQ-Fan club members**

### **Personal information:**

#### **1. Which fan club members can view and/or edit my personal information?**

The only fan club members who can view your personal information are the fan club chairperson and (if applicable) the online administrator. Furthermore, they can only edit your personal information if you have not supplied an email address. Once you have submitted an email address, your personal information can only be edited by you. Please check regularly to ensure your personal information is up to date.

#### **2. Can I be a member of more than one fan club?**

You can be a member of multiple fan clubs. However, you cannot be a committee member (chairperson, deputy chair, fan club cardholder and online administrator) in multiple fan clubs.

### **Email address:**

#### **3. How can I change my email address?**

Use the "PERSONAL INFORMATION" tab to edit your email address. Once you've edited and saved your email address, an email will be sent to your previous address asking you to confirm the new email address. Once you've confirmed, the new email address is activated.

#### **4. Why can't I use the same email address for more than one member (e.g. members of the same family)?**

Only one customer number can be assigned to an email address. Multiple customer numbers cannot be managed under a single email address, so multiple use of the same email address by more than one person, including family members, is not possible.

In today's multimedia world we assume that our (fan club) members have an email address and/or are capable of accessing one. A variety of internet portals offer free email services.

Minors and senior citizens who do not have an email address are the only exceptions. These persons may be assigned directly to the chairperson. The Fan Department requires the following details for administrative purposes: Last name, first name, full address and date of birth.

### **Newsletter:**

#### **5. How do I subscribe and unsubscribe to a newsletter?**

You can subscribe and unsubscribe to newsletters using the "NEWSLETTER" tab. To subscribe simply check the box next to the corresponding newsletter and save. To unsubscribe from the newsletter, uncheck the appropriate box and save your changes.



**FC BAYERN**  
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#### **Login:**

#### **6. How do I create a password so I can log in using the right navigation in the online administration and edit/view my personal information?**

To log in via the right navigation (online account), allowing easier access (using only your email address and password), you must first create a user profile on the FC Bayern homepage ([www.fcb.de](http://www.fcb.de)). After this, you can log in for fan club administration purposes both via the left navigation (Members - personal information) and the right navigation (online account). Please note that if you change your email address in the online fan club administration, this will not automatically be changed in your user profile. If you want to continue logging in via the right navigation, please use your previous email address or make the corresponding change to your user profile.

#### **Tickets:**

#### **7. As a fan club member, can I order tickets on behalf of the fan club?**

You may only order tickets for the fan club if you are authorised to do so. The only persons authorised to order tickets for the fan club are the fan club chairperson, the deputy chair and the fan club cardholder.

#### **Discount:**

#### **8. How do I apply my 10% discount?**

Fan club members are eligible for a 10% discount on official merchandise (excluding sale and previously discounted items, gift vouchers and shipping charges). If you order online the discount will automatically be applied to the final total. If purchasing from our fan shops, you must present a fan club card in order to qualify for the 10% discount. Please consult your fan club chairperson in advance.