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Judiciary Committee
Criminal Subcommittee
Chair, Juvenile Subcommittee
Public Safety Subcommittee



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THE MARYLAND HOUSE OF DELEGATES
ANNAPOLIS, MARYLAND 21401

Testimony for HB77 - Consumer Protection - Sale and Resale of Event Tickets - Registration and Regulation

Good afternoon, Chair Valderrama, Vice Chair Charkoudian, and esteemed members of the Economic Matters Committee.

For the record, my name is Delegate Jamila Woods, and I am here today to request a favorable report on House Bill 77, the Ticket Resale Consumer Protection and Transparency Act.

Marylanders should be able to buy tickets to concerts, games, and live events without fear of being scammed, overcharged, or misled at checkout. But too often, consumers face deceptive listings, speculative tickets that are not actually owned by the seller, surprise fees that inflate the final price, and refund headaches when tickets are counterfeit, the event is canceled, or the seats are not what was promised. HB77 is designed to restore fairness, transparency, and accountability in Maryland's secondary ticket market.

HB77 does four main things. First, it creates a registration system for high-volume ticket resellers. Any reseller who sells or offers to sell at least 50 tickets in a calendar year must register annually with the Consumer Protection Division in the Office of the Attorney General. The bill also prevents bad actors from evading oversight by counting duplicate listings across multiple platforms toward the threshold and treating entities under common ownership as single resellers. Registration requires basic identifying information, and the Division will maintain a public list of registrants, including violations within the last five years, while protecting sensitive information like Social Security numbers from public disclosure.

Second, HB77 strengthens reporting and recordkeeping so enforcement is real. Registrants must submit semiannual reports showing how many tickets they sold, what they paid originally, and the final resale price. Secondary ticket exchanges must verify registration, maintain records of sales on their platforms, report unregistered or noncompliant resellers, and submit their own semiannual reports to the Division. This transparency helps the Attorney General identify patterns of abuse and target enforcement where it is needed most.

Third, HB77 addresses pricing, and fee practices that consumers experience as unfair and predatory. The bill prohibits resellers from selling or offering to sell a ticket for more than the original total price—including fees and taxes—plus 10 percent. It also caps the marketplace service fee charged by a secondary ticket exchange at 10 percent of the initial total price. These guardrails are aimed at curbing extreme price gouging and excessive fees that lock families out of events and undermine confidence in the market.

Fourth, HB77 establishes clear consumer protections at the point of sale. Listings and every step of the transaction must clearly disclose the total price, including itemized fees and taxes, and identify seat and section information when applicable. The bill also requires refunds within 10 days when a ticket is counterfeit, the event is canceled, or the ticket does not match what was advertised. It prohibits the sale of speculative tickets entirely, so consumers are not paying for tickets the reseller does not actually possess or control. And it protects lawful transfer and resale by prohibiting unreasonable restrictions on ticket transferability, while still allowing issuers to enforce legitimate venue rules and purchase quantity limits.

To support these protections, the bill requires ticket issuers and secondary exchanges to take commercially and technologically feasible steps to prevent bots or software from bypassing purchase limits, and it makes clear that a violation of the subtitle is an unfair, abusive, or deceptive trade practice under the Maryland Consumer Protection Act—meaning the Attorney General has strong tools to enforce it and hold violators accountable.

House Bill 77 is about ensuring that Maryland consumers can participate in the live entertainment market with transparency, fair pricing, and meaningful protections against fraud and deception.

For these reasons, I respectfully urge the committee to issue a favorable report on HB77.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jamila J. Woods". The signature is fluid and cursive, with the first name being the most prominent.

Delegate Jamila J. Woods
Maryland House of Delegates
District 26 – Prince George’s County