

Payment Process for General Public Ticket Requests submitted for 2014 FIFA World Cup™



1. What methods of payment are accepted?

In Sales Phase (1) and Sales Phase (2), it is possible to make payment for the purchase of the Tickets by means of the following payment methods:

- VISA payment card
- Other accepted payment cards
- Boleto

Boletos will be offered as a payment method during Sales Phase (1) (20th August – 10th October (Random Selection Draw) and 4th November – 28th November First-Come-First-Served) and Sales Phase (2) (8th December – 30th January (Random Selection Draw) and 26th February – 1st April (First-Come-First Served), but not during the Last Minute Sales Phase.

NOTE FOR BRAZILIAN CARDHOLDERS - Brazilian Visa Electron debit cards can be used to purchase FIFA World Cup™ tickets online. However, prior to beginning the ticket purchase or application, please verify with your bank that your card is potentially eligible to make this transaction. When using your Visa Electron debit card to make an Internet purchase, you will be redirected to an authentication process with your bank, similar to what is typically used for Internet Banking. This validation may include the download of a security software, token, password or SMS message. If you don't have an Internet Banking account already set up, you are encouraged to set one up before purchasing tickets. For more information about the process of buying with Visa Electron in the internet, please contact your bank.

2. How can I purchase tickets for the 2014 FIFA World Cup™ with a debit card?

You can use your Visa Electron debit card to purchase tickets for the 2014 FIFA World Cup™. Before moving forward, please confirm with your bank if your debit card is valid for online purchases.

Check below how it works:

Tickets order

During the tickets orders process, you will inform your card number and can choose to pay with debit card

Debit

Banks' website

After confirming your card numbers, the system identifies your bank and redirects you to its website.

Authentication

At your bank's website, you will be identified by the same process you are used at internet banking, with a token, password, SMS or others.

FIFA website

Payment Process for General Public Ticket Requests submitted for 2014 FIFA World Cup™



After your authentication with the bank, you will be redirected back to FIFA's website to confirm the purchase order.

Purchase order approved!

3. What methods of payment are accepted in the Last Minute Sales Phase?

In the Last Minute Sales Phase, it is possible to make payment for the purchase of the Tickets by means of the following payment methods:

- VISA payment card
- Other accepted payment cards
- Cash (over-the-counter transactions only)

During Last Minute Sales, Boleto will not be offered as a payment method.

4. When do I have to pay my Tickets?

If your Ticket Application is successful and if you have chosen to collect your tickets and pay with Visa or any other accepted payment card, FIFA will automatically process payment immediately based upon the payment information you provided with your application for Tickets, without requiring you to reconfirm your purchase or do anything further.

For the Random Selection Draw sales period, this will be before 4 November 2013 in Sales Phase (1) and before 25 February 2014 in Sales Phase (2), respectively. For the First Come First Served sales period, this will be at the time of your Ticket purchase.

For those choosing to pay by Boleto, the Boleto will be issued if and then at the time as your application is successful. The Boleto must be fully paid before the expiration date. In case the Boleto is not fully paid by then, FIFA will immediately cancel the Tickets allocated to the application. In case of partial payments, FIFA will refund the payment received from the Ticket Applicant for the cancelled Ticket Application, whereas such refund shall be limited to the amounts received by FIFA. No interests and further costs or expenses (for example, travel or accommodation costs) shall be compensated by FIFA to the Ticket Applicant as part of, or in addition to, any refund for any reason. Only the Ticket Applicant named in the Ticket Application Form will be entitled to any refund. The payment will be made within 10 days after

cancellation, provided that FIFA has received all necessary bank account details from the Ticket Applicant to be able to process the payment.

5. What happens if the Boleto is not paid by the maturity date?

In case the Boleto is not fully paid in a timely manner pursuant to the maturity term indicated in the Boleto, FIFA will cancel all Tickets allocated to the Ticket Applicant and terminate the purchase for cause and with immediate effect.

Payment Process for General Public Ticket Requests submitted for 2014 FIFA World Cup™



In case of lack of payment or untimely payment, FIFA will notify the Ticket Applicant of the termination and cancellation of Tickets. Such termination/cancellation does not entitle the Ticket Applicant to any form of compensation or any further claim and FIFA will be free to reallocate the cancelled Tickets.

6. Can I use a relative's or friend's payment card to pay for my Tickets?

No, payment with your personal Visa or other accepted payment card is a material obligation under the Ticket Sales Agreement and you must be the named payment card holder. If you provide payment card information from a payment card of a third party within your application, your application will be rejected. If FIFA detects the use of a payment card owned by a third party after a Ticket Confirmation has been provided, FIFA may cancel any Tickets reflected in the relevant Ticket Confirmation. In such case, the Ticket Applicant will be required to pay either an amount of 30% or, in case the termination takes place within 48 hours prior to the Match, an amount of 100% of the aggregate price of all cancelled Tickets. FIFA reserves any additional rights.

7. What and where is the Payment Card Security Code?

The Card Security Code is the last three digits of the number printed on the signature panel located on the back of your card. The code is a security feature that allows FIFA and your Payment Card issuer to identify you as the cardholder and provide you with additional security against fraud.

8. What if I have insufficient funds on my payment card account?

If you have insufficient funds on your payment card account at the time when Tickets are confirmed to you and therefore your payment is not processed successfully, your application will be cancelled. In order to make sure you have the opportunity to have a successful application, please make sure you have sufficient credit or funds on your payment card to satisfy the transaction amount.

9. I have attempted to pay online, however my payment has been unsuccessful. What should I do?

If you are trying to pay online but are receiving an unsuccessful message it could be because your issuing bank is blocking the transaction. Please contact your bank to authorize payment and try to submit the request again. If the situation continues then please contact the FIFA Ticketing Centre including as much information as possible including a screenshot with any

specific error message shown, the internet browser you are using, and how many times you have attempted the transaction. If your payment is unsuccessful, no Tickets can be allocated to you.

Please note that FIFA is not responsible for any SMS sent to you by your payment card issuer informing you of the purchase of tickets or the approval of any expenditure on your payment card. Such communication, not issued by FIFA, does not entitle you to receive tickets nor does it represent the purchase confirmation.

10. What do I do if my payment card is lost or stolen?

Payment Process for General Public Ticket Requests submitted for 2014 FIFA World Cup™



We recommend that you report your card lost or stolen to your card provider and to your local police.

Also, you must advise the FIFA Ticketing Centre (FTC) immediately via the "Contact" link in our website that your payment card is lost or stolen in order that we can make a note of your circumstances on your application file. If the incident takes place before your Ticket Application is processed during a Random Selection Draw Sales period, please change your personal details in your Ticket account to reflect new payment card details. If the card is lost or stolen following a successful Ticket purchase, please bring your Ticket Confirmation and a photo ID to the FIFA Venue Ticketing Centre when you go to collect your Tickets and a Help Desk representative will assist you in printing your Tickets.

11. How secure is the transfer of my payment card and personal information when making a request online?

To guarantee the security of your payment card and personal information for your Ticket request, we use HTTPS/SSL standard protocols to securely transfer sensitive data over the internet.