

Ohio House of Representatives



Representative Mark Hiner
House District 98

Sponsor Testimony: House Bill 563
House Technology & Innovation Committee
November 13th, 2025

Chair Claggett, Vice Chair Workman, Ranking Member Mohamed, and members of the House Technology and Innovation Committee, thank you for taking the time to hear House Bill 563.

This legislation addresses a longstanding and growing issue within Ohio's entertainment and tourism industry: ticket scalping. Many of us remember seeing people standing outside an arena, holding up tickets and hoping to make a quick sale, but as ticketing has moved almost entirely online, those same deceptive practices have followed. Only now, the scams are harder to spot and far more sophisticated.

House Bill 563 targets third-party sellers who disguise themselves as official venues, artists, or ticket platforms. These websites exploit legal loopholes to make their pages look nearly identical to legitimate ones, often using similar logos, names, and designs. They markup ticket prices dramatically, and in some cases, sell tickets they don't even own. The result is bad for everyone. Consumers overpay or arrive at a venue holding a counterfeit ticket, and venues are forced to accommodate frustrated customers at their own expense. I've even spoken with venues that set aside extra seats specifically for those who unknowingly purchased fake tickets. While that's admirable, it still costs them both revenue and trust.

To address this, House Bill 563 prohibits deceptive online practices by ticket resellers. It prevents third-party sites from using words, images, trademarks, or web designs that mirror or significantly resemble those of official sellers. In short, if you're not the venue or the artist, you can't pretend to be. This ensures that consumers know exactly who they're buying from and protects legitimate businesses from online impersonation.



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At the same time, we drew a clear line between fraud and fair resale. Many Ohioans use resale sites legitimately to transfer tickets, recover costs, or purchase from someone else who can't attend. This bill does not restrict that in any way. It simply requires that all resales happen transparently and honestly, without deception or confusion.

Beyond impersonation, House Bill 563 also addresses several other deceptive sales practices that have become common online. It prohibits selling the same ticket more than once, raising the price during checkout, or hiding fees until the final step of purchase. It also requires platforms to clearly disclose if they are not the official seller and to display refund policies upfront. These are basic consumer protections that should already be standard practice, yet too often are not.

Importantly, we are doing this while not prohibiting ticket resale in any way. Ohioans will still be free to buy and sell tickets through major platforms or directly with one another. The difference is that now, they'll be doing so with full transparency, knowing who they're buying from, what they're paying, and that their ticket is valid.

This legislation doesn't just go after small time scammers, it also holds large corporations accountable when they engage in misleading or unfair tactics. Whether it's an independent reseller or a billion-dollar company, everyone should play by the same fair rules.

Ultimately, House Bill 563 is about restoring trust and fairness in the ticket marketplace. When Ohioans buy a ticket online, they should have confidence that the site is legitimate, the price is the real price, and the experience they paid for is exactly what they'll get.

Thank you again for your attention to this bill, I'm happy to answer any questions from the committee.

A handwritten signature in black ink that reads "Mark A. Hiner".

State Representative Mark Hiner
District 98 | Coshocton, Holmes, Knox