

Frequently Asked Questions (FAQs)
Aaron Kwok Iconic World Tour 2025 Live in Jakarta

No.	Question	Answer
1	There is an announcement that Aaron Kwok Iconic World Tour 2025 Live in Jakarta & UOB is one of the sponsors. Is this true?	Yes, UOB is the Official Sponsor .
2	When and where will the concert be held?	Aaron Kwok Iconic World Tour 2025 Live in Jakarta will be held at Indonesia Arena, in 11 January 2025 (Saturday), 7PM (Jakarta Time).
3	As the Official Bank Partner, will UOB will be offering Pre-sale tickets?	<p>UOB Cardmembers will have priority access to purchase the Aaron Kwok Iconic World Tour 2025 Live in Jakarta tickets during the UOB Presale on 26 November 2024, from 10 AM until 11.59 PM (Jakarta Time) onwards conducted before the Public Sale.</p> <p>UOB Cardmembers with the following eligible UOB Premium Cards will be able to purchase Presale tickets during the UOB Presale (Priority Timeslot) on 26 November 2024, Tuesday, 10AM till 12PM (Jakarta Time), or whilst stocks last:</p> <ul style="list-style-type: none"> • Singapore: Reserve Card, Visa Infinite Metal Card, Regal Business Metal Card • Malaysia: Visa Infinite Metal Card, Zenith Card • Thailand: Reserve Card • Indonesia: Zenith Card <p>All UOB Card members who hold the following eligible UOB Cards will have the opportunity to purchase Presale tickets during the UOB Presale (All UOB Cards) on 26 November 2024, Tuesday, 1PM till 11.59PM (Jakarta Time), or whilst stocks last:</p>



		<ul style="list-style-type: none"> • UOB Credit Cards issued in Singapore, Malaysia, Thailand, Indonesia or Vietnam (including TMRW Credit Cards issued in Thailand or Indonesia); • UOB Debit Cards issued in Singapore, Malaysia or Thailand (including TMRW Debit Cards issued in Thailand) 																		
4	When will the tickets go on sale, and how are they priced?	<p>Here are the 5 categories of tickets and ticket prices:</p> <table border="1"> <tr> <td>VIP</td> <td>6,080,000</td> </tr> <tr> <td><i>Category 1</i></td> <td>5,080,000</td> </tr> <tr> <td><i>Category 2</i></td> <td>4,180,000</td> </tr> <tr> <td><i>Category 3</i></td> <td>3,580,000</td> </tr> <tr> <td><i>Category 4</i></td> <td>2,980,000</td> </tr> <tr> <td><i>Category 5</i></td> <td>2,680,000</td> </tr> <tr> <td><i>Category 6 (Restricted View)</i></td> <td>2,380,000</td> </tr> <tr> <td><i>Category 7</i></td> <td>2,180,000</td> </tr> <tr> <td><i>Category 8 (Restricted View)</i></td> <td>1,880,000</td> </tr> </table> <p>Tickets price is not inclusive of tax 10%, ticketing/platform fee 5% and convenience fee 4%.</p> <p>Limited tickets available. Please visit https://aaronkwokinjkt.com for more updates and further information.</p>	VIP	6,080,000	<i>Category 1</i>	5,080,000	<i>Category 2</i>	4,180,000	<i>Category 3</i>	3,580,000	<i>Category 4</i>	2,980,000	<i>Category 5</i>	2,680,000	<i>Category 6 (Restricted View)</i>	2,380,000	<i>Category 7</i>	2,180,000	<i>Category 8 (Restricted View)</i>	1,880,000
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5	What benefit will we get from the VIP ticket category?	<ul style="list-style-type: none"> - Aaron Kwok's Iconic World Tour Signed Poster - Food and Drinks - Special access to assigned seats 																		
6	Will there be any discount on the tickets if payment is made with an eligible UOB Card?	<p>There will be no discount on ticket purchases made with an eligible UOB Premium Card or an eligible UOB Card. UOB Cardmembers who hold an eligible UOB Premium Card or an eligible UOB Card will have priority access to tickets during the UOB Presale (Priority Timeslot) and UOB Presale (All UOB Cards) prior to the Public Sale.</p>																		
7	Will I be able to purchase the tickets with any other credit or debit cards?	<p>To purchase tickets during the UOB Presale (Priority Timeslot) and UOB Presale (All UOB Cards), payment must be made with an eligible UOB Premium Card (during the UOB Presale (Priority Timeslot)) or an eligible</p>																		



		UOB Card (during the UOB Presale (All UOB Cards).
8	Will UOB be able to reserve tickets for me?	No, there will be no ticket reservations.
9	I have made payment with my eligible UOB Card for the concert tickets. When will I receive my tickets?	<p>Upon successful payment, you will receive a confirmation email from ADDtix sent to your registered email account within 24 hours. E-tickets containing the Seating Number will be sent 7 (seven) days prior to the event via registered email.</p> <p>Please allow time for the email delivery. Kindly check your junk or spam email folder for the confirmation email if the confirmation email does not appear in your inbox.</p> <p>E-tickets must be exchanged into wristbands to enter the event venue, by fulfilling the following requirements:</p> <ul style="list-style-type: none"> - E-ticket, can be shown from mobile phone or printed. - Valid and original identity card (KTP/SIM/Passport/Student Card). The name on the ID card must match the name on the e-ticket. <p>Ticket holders are subject to the terms and conditions and policies posted on the https://aaronkwokinjkt.com website (including but not limited to the entry policy, exchange and refund policy, and restrictions/resale prohibitions).</p>
10	How do I apply for an eligible UOB Card?	To apply for a UOB Card, visit www.uob.co.id/apply
11	<p>I have applied for an eligible UOB Card to get access to purchase tickets during the UOB Pre-Sale.</p> <p>Will my card be arriving before the UOB Pre-Sale?</p>	We are unable to guarantee card delivery status.



12	How many tickets can I purchase per transaction for UOB Pre-Sale?	Each email can only be used to purchase a maximum of 8 (eight) tickets, but subject to ticket availability.
13	I was making payment for my tickets, and received OTP. However, the transaction was not successful. Was my UOB Card charged?	If the transaction is not successful, your UOB Card will not be charged. Only when you have successfully made payment for the tickets will you receive a confirmation email sent to your email account from ADDtix.
14	I can't find my ticket purchase confirmation email?	Please check your junk or spam email folder. If you are still unable to locate your confirmation email, please contact ADDtix's customer service at +6281318794988, or email info@addtix.id
15	Pre-sale tickets are sold out. How else can I purchase the tickets?	Tickets will be available for purchase during the general sale on 28 November 2024, Thursday 10AM (Jakarta Time) onwards.
16	I have issues trying to purchase tickets on the website. What do I do?	Any queries related to ticketing, please refer to the website at https://aaronkwokinjkt.com