

Frequently Asked Questions (FAQs)

Ed Sheeran: + – = ÷ × Tour in Malaysia

No.	Question	Answer
1	There is an announcement that Ed Sheeran will be performing in Malaysia & UOB is Presenting Sponsor. Is this true?	<p>Yes, Ed Sheeran has announced the dates to + – = ÷ × Tour. He will be performing in Singapore, Malaysia, Indonesia, and Thailand.</p> <p>UOB is the Regional Presenting Sponsor of the tour in Singapore, Malaysia, Thailand and Indonesia.</p>
2	Where can I find out more information about Ed Sheeran: + – = ÷ × Tour in Malaysia?	For more details & information, visit https://www.golive-asia.com/event-detail/69/
3	Where will it be held in Malaysia, and when is the concert date?	Ed Sheeran: + – = ÷ × Tour will be held at Bukit Jalil National Stadium, Kuala Lumpur. The concert date is scheduled for February 24, 2024.
4	Will the tour have other stops in Southeast Asia? Where else can I watch it?	<p>Ed Sheeran: + – = ÷ × Tour will also be held in the following countries at these dates and locations:</p> <ul style="list-style-type: none"> ● Thailand - February 10, 2024 Rajamangala Stadium, Bangkok ● Singapore - February 16, 2024 National Stadium, Singapore ● Indonesia - March 2, 2024 GBK Stadium, Jakarta
5	What are the privileges for UOB Cardmembers?	<p>UOB Cardmembers are entitled to:</p> <ul style="list-style-type: none"> ● Malaysia Presale* - October 25, 2023, 10:00AM to October 27, 2023, 09:59AM (Malaysia Time) ● Thailand Presale - November 1, 2023 10:00AM to November 3, 2023, 09:59AM (Thailand Time) ● Singapore Presale - October 27, 2023, 10:00AM to October 29, 2023, 09:59AM (Singapore Time) ● Indonesia Presale - October 30, 2023, 10:00AM to November 1, 2023, 09:59AM (Jakarta Time) <p><i>Limited tickets available. No pre-registration is required.</i></p>

		<p><i>*Customer must create a GoLive Asia account to purchase tickets.</i></p>
6	<p>Am I able to purchase tickets only in my home-country location? Will there be a UOB Cards Presale for other stops in Southeast Asia?</p>	<p>UOB customers can purchase the ticket from any location and are not limited to purchase only in their home country. UOB Cards Presale periods are:</p> <ul style="list-style-type: none"> ● Thailand Presale - November 1, 2023 10:00AM to November 3, 2023, 09:59AM (Thailand Time) ● Singapore Presale - October 27, 2023, 10:00AM to October 29, 2023, 09:59AM (Singapore Time) ● Indonesia Presale - October 30, 2023, 10:00AM to November 1, 2023, 09:59AM (Jakarta Time) <p><i>Limited tickets available. Customer must create an account with the relevant ticketing agent to purchase tickets.</i></p>
7	<p>Is this open to all UOB Cards? Will I be able to use my UOB card issued out of Malaysia to purchase the tickets?</p>	<p>The UOB Cards Presale is applicable for the following UOB Credit & Debit Cards:</p> <ul style="list-style-type: none"> ● UOB Credit Cards issued in Singapore, Malaysia, Thailand, or Indonesia (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); ● Citi-branded Credit Cards issued in Malaysia, Thailand or Vietnam; ● Citi-branded Debit Cards issued in Malaysia, Thailand or Vietnam <p>Your Malaysia-issued UOB card is eligible to buy tickets to the concerts in Singapore, Thailand, and Indonesia. For more details & information, please visit the applicable website:</p> <ul style="list-style-type: none"> ● Singapore - https://ticketmaster.sg/activity/detail/24_edsheeran ● Thailand - https://www.thaiticketmajor.com/concert/MATHEMATICS-TOUR-TO-ASIA-AND-EUROPE-IN-2024.html ● Indonesia - edsheeraninjakarta.com

8	<p>What are the entry requirements for the concert?</p>	<p>To gain access to the concert you are required to produce your email booking confirmation and a valid form of photo ID that matches the name on the confirmation. You might want to ensure your mobile phone or smartphone is fully charged.</p> <p>Accepted forms of Photo ID are – A current driver’s licence (including provisional licence), a current or recently expired passport (provided the picture is a good resemblance of the holder) or valid government ID.</p>
9	<p>I hold a UOB Debit Card issued in Indonesia, will I be able to purchase the tickets on Ticketmaster website?</p>	<p>Unfortunately, UOB Debit Card issued in Indonesia is unable to perform online purchases.</p>
10	<p>I hold a UOB Napas Card issued in Vietnam, will I be able to purchase the tickets on Ticketmaster website?</p>	<p>Unfortunately, UOB Napas Card issued in Vietnam is unable to perform overseas online purchases.</p>
11	<p>Is there any discount on the tickets if payment is made with UOB cards?</p>	<p>There is no discount on tickets made with UOB and/or Citi-branded Credit/Debit Cards.</p>
12	<p>Can I purchase the tickets with any other credit or debit cards?</p>	<p>To be entitled for the UOB Cards Presale, payment must be made with UOB and Citi-branded Credit / Debit Cards.</p>
13	<p>Can UOB reserve tickets for me?</p>	<p>UOB does not hold any additional tickets for sale and cannot reserve tickets for individuals.</p>
14	<p>Where can I purchase tickets to Ed Sheeran: + – = ÷ × Tour in Malaysia?</p>	<p>Please visit https://www.golive-asia.com/event-detail/69/ for more information.</p>

15	I have made payment with my UOB / Citi-branded Card for the concert tickets. When will I receive my tickets?	<p>Once you have successfully made payment for the tickets, you will receive an email confirmation on your registered email account with GoLive Asia.</p> <p>Print-at-home e-tickets will be issued to your GoLive Asia account 10 days before the concert date. For further details, please refer to GoLive Asia at https://www.golive-asia.com/event-detail/69/</p>
16	I was making payment for my tickets, and received OTP. However, the transaction was not successful. Was my UOB card charged?	If this happens, we suggest you try to make the payment again for your GoLive Asia booking. Upon a successful transaction, you will receive an email confirmation on your registered email account with GoLive Asia.
17	I can't find my confirmation email?	In the first instance please check your junk or spam folder. If that doesn't work contact the customer services of the ticket agent you believe you booked through. If you are unsure which company you bought from this is usually displayed on your credit card statement or bank statement.
18	How do I apply for a UOB card that is applicable for the UOB Cards Presale?	To apply for a UOB Card, visit https://www.uob.com.my/personal/cards/all-cards.page
19	I have applied for a UOB card to get access to purchase tickets during the UOB Cards Presale. Will my card be arriving before the UOB Cards Presale starts?	We are unable to guarantee card delivery status or schedule.
20	How many tickets can I purchase per transaction?	<p>Only a maximum of six (6) tickets is allowed per card.</p> <p>This restriction is in place in order to give as many people as possible a fair chance to buy tickets.</p> <p>The whole party must arrive at the same time as the lead booker who is the person who made the ticket purchase, in order to enter the Concert.</p>

		For further details, please visit https://www.golive-asia.com/event-detail/69/
21	Can I buy tickets as a gift and/or on behalf of others?	The matching ID of the name of the lead booker, who is the person who made the ticket purchase, will be an entry requirement. The other tickets bought by the lead booker can be used for other people as long as they ALL arrive and enter together with the lead booker. If you want to buy as gifts then you'll also have to attend the concert together with your recipients of the gift.
22	What are the ticket prices?	Please visit the below link for details: https://www.golive-asia.com/event-detail/69/
23	Where can I find out the details about UOB Cardmembers' benefits for Ed Sheeran: + – = ÷ × Tour in Malaysia?	Please visit go.uob.com/ESTheMathematicsTourMY
24	Presale tickets are sold out. How else can I purchase the concert tickets?	Tickets will be available for purchase during the General On-sale on the following dates: <ul style="list-style-type: none"> ● Malaysia - October 27, 2023, 12:00PM (Malaysia Time) ● Singapore - October 31, 2023, 11:00AM (Singapore Time) ● Indonesia - November 2, 2023, 10:00AM (Indonesia Time) ● Thailand - November 3, 2023, 12:00PM (Thailand Time)
25	I have issues trying to purchase tickets on the GoLive Asia website. What should I do?	Any queries related to ticketing, please refer to the GoLive Asia website at https://www.golive-asia.com/event-detail/69/
26	I want to change my tickets for a different date / seats. How do I go about it?	Any queries related to ticketing, please refer to the GoLive Asia website at https://www.golive-asia.com/event-detail/69/

27	I can't go any more and need to sell my ticket. What do I do?	<p>The reselling of any Ed Sheeran ticket is strictly forbidden other than through the official face value resale platform of your original point of purchase platform.</p> <p>Any Ed Sheeran ticket offered for resale elsewhere, either on or offline (including Viagogo or any other unauthorised source including all secondary ticket retail websites), will result in the entire original booking being cancelled. The original purchaser and their party will be refused admission and any other purchases they hold will also be cancelled.</p>
28	What are the age restrictions?	<p>All venue age restrictions are clearly displayed at the sales pages on the ticket agent websites.</p> <p>No admission for infant in arms and children aged below 3 years.</p> <p>In the unlikely event you are looking to purchase tickets on behalf of individuals who is not the lead booker, we recommend that you attend the show together with the group as you are the lead booker.</p>
29	I can't get in with my tickets, it failed to scan and I've been turned away?	<p>Don't worry, we can try and help you. In the first instance head to the Ticket Resolution counter where someone will be able to help you work out what's gone wrong. Remember DO NOT buy a ticket from someone you don't know either in person on the street OR from an unauthorised secondary ticket website.</p>
30	Can I use digital card to make the purchase? Why is there such a rule?	<p>We apologise that you will not be able to use the digitalised eCard as you will need the CVV number on the physical card to make an online purchase. This is consistent across all Ed Sheeran shows, to prevent scalping as well as unauthorized re-selling of tickets</p>