

Frequently Asked Questions (FAQs)

<Today ... is the Day Andy Lau Concert Tour 2024 – Singapore>

No.	Question	Answer				
1	There is an announcement that <Today ... is the Day Andy Lau Concert Tour 2024 – Singapore> will be held in Singapore & UOB is one of the sponsors. Is this true?	Yes, UOB is the Official Bank Partner .				
2	When and where will the concert be held?	<Today ... is the Day Andy Lau Concert Tour 2024 – Singapore> will be held at Singapore Indoor Stadium, on 10, 11, 12, 13 October 2024 (Thursday to Sunday), 8PM (SGT).				
3	As the Official Bank Partner, will UOB be offering Presale tickets?	UOB Cardmembers will have priority access to purchase the <Today ... is the Day Andy Lau Concert Tour 2024 – Singapore> tickets during the UOB Presale on 13 August 2024, 1PM (SGT) onwards conducted before the general public ticket sale.				
4	Will this UOB Presale be open to all UOB Cards?	<p>The UOB Presale tickets are applicable for the following UOB Visa & Mastercard</p> <p>Credit & Debit Cards (“eligible UOB Cards”):</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); • Citi-branded Credit Cards issued in Thailand or Vietnam; • Citi-branded Debit Cards issued in Thailand or Vietnam 				
5	When will the tickets go on sale, and how are they priced?	<p>UOB Cardmembers with the following eligible UOB Cards will have priority access during the UOB Presale for Premium Cards on 13 August 2024, Tuesday, 10AM till 12PM (SGT), or whilst stocks last.</p> <ul style="list-style-type: none"> o Singapore: Reserve, Visa Infinite Metal, Regal Business Metal o Malaysia: Visa Infinite Metal, Zenith o Thailand: Reserve o Indonesia: Zenith <p>All UOB Cardmembers who hold an eligible UOB Card will have priority access during the UOB Presale on 13 August 2024, Tuesday, 1PM till 11PM (SGT), or whilst stocks last.</p> <p>Here are the 5 categories of tickets and ticket prices:</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Prices + Booking fee</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>S\$398 + S\$5</td> </tr> </tbody> </table>	Category	Prices + Booking fee	1	S\$398 + S\$5
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No.	Question	Answer								
		<table border="1"> <tr> <td>2</td> <td>S\$338+ S\$5</td> </tr> <tr> <td>3</td> <td>S\$288+ S\$5</td> </tr> <tr> <td>4</td> <td>S\$218 + S\$5</td> </tr> <tr> <td>5</td> <td>S\$168+ S\$5</td> </tr> </table> <p>Limited tickets available.</p> <p>Please visit go.uob.com/AndyLau for more updates and further information.</p>	2	S\$338+ S\$5	3	S\$288+ S\$5	4	S\$218 + S\$5	5	S\$168+ S\$5
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6	Will there be any discount on the tickets if payment is made with an eligible UOB Card?	There will be no discount on ticket purchases made with an eligible UOB Card. UOB Cardmembers who hold an eligible UOB Card will have priority access to tickets during Presale prior to the general public sale.								
7	Will I be able to purchase the tickets with any other credit or debit cards?	To purchase tickets during the UOB Presale, payment must be made with an eligible UOB Card.								
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>Once you have successfully made payment for the tickets, a confirmation email will be sent by Ticketmaster to your email account registered with Ticketmaster. 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>Your e-tickets can be retrieved from your registered Ticketmaster account.</p> <p>For further ticket-related information, pls refer to Ticketmaster website at https://ticketmaster.sg/activity/detail/24sg_todayandylau or contact at +65 3158 8588.</p>								
10	How do I apply for an eligible UOB Card?	To apply for a UOB Card, visit www.uob.com.sg/cards								
11	I have applied for an eligible UOB Card to get access to purchase tickets during the UOB Presale. Will my card be arriving before the UOB Presale?	We are unable to guarantee card delivery status.								
12	How many tickets can I purchase per transaction during the UOB Presale?	There is no limit to the number of transactions you can make per Ticketmaster account, but you can only purchase a maximum of four (4) tickets per Ticketmaster account, subject to ticket availability.								

No.	Question	Answer
13	I was making payment for my tickets and received the OTP. However, the transaction was not successful. Will my UOB Card be 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 registered with Ticketmaster.
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 Ticketmaster's customer service at +65 3158 8588, or refer to the Ticketmaster website at https://ticketmaster.sg/activity/detail/24sg_todayandylau
15	The UOB Presale tickets are sold out. How else can I purchase the concert tickets?	Tickets will be available for purchase during the general sale on 14 August 2024, Wednesday 10AM (SGT) onwards.
16	I have issues trying to purchase tickets on the Ticketmaster website. What do I do?	For any queries related to ticketing, please refer to the Ticketmaster website at https://ticketmaster.sg/activity/detail/24sg_todayandylau