



## Frequently Asked Questions (FAQs)

### Ed Sheeran: + – = ÷ × Tour in Singapore

No.	Question	Answer
1	There is an announcement that Ed Sheeran will be performing in Singapore and UOB is a Sponsor. Is this true?	Yes, Ed Sheeran has announced the dates to + – = ÷ × Tour.  UOB is the regional Presenting Sponsor of the Ed Sheeran: + – = ÷ × Tour in Singapore, Thailand, Malaysia and Indonesia.
2	Where can I find out more information about Ed Sheeran: + – = ÷ × Tour in Singapore?	For more details & information, visit <a href="https://ticketmaster.sg/activity/detail/24_edsheeran">https://ticketmaster.sg/activity/detail/24_edsheeran</a>
3	Where will it be held in Singapore, and when is the concert date?	Ed Sheeran: + – = ÷ × Tour will be held at National Stadium, Singapore. The concert date is scheduled for February 16, 2024.
4	Will the tour have other stops in Southeast Asia? Where else can I watch it?	Ed Sheeran: + – = ÷ × Tour will also be held in the following countries at these dates and locations: <ul style="list-style-type: none"><li>● Thailand - February 10, 2024   Rajamangala Stadium, Bangkok</li><li>● Malaysia - February 24, 2024   Bukit Jalil Stadium, Kuala Lumpur</li><li>● Indonesia - March 2, 2024   GBK Stadium, Jakarta</li></ul>



5	What are the privileges for UOB Cardmembers?	<p>UOB Cardmembers are entitled to purchase tickets during the UOB Presale for Southeast Asia. UOB Presale periods are:</p> <ul style="list-style-type: none"> <li>● Singapore Presale - October 27, 2023, 10:00AM to October 29, 2023, 09:59AM (Singapore Time)</li> <li>● Thailand Presale - November 1, 2023 10:00AM to November 3, 2023, 09:59AM (Thailand Time)</li> <li>● Malaysia Presale - October 25, 2023, 10:00AM to October 27, 2023, 09:59AM (Malaysia Time)</li> <li>● Indonesia Presale - October 30, 2023, 10:00AM to November 1, 2023, 09:59AM (Jakarta Time)</li> </ul> <p>Limited tickets are available for presale; and presale is subject to terms and conditions of the ticketing agent for the relevant country.</p> <p>Please refer to the <b>UOB Cardmembers Privileges Terms and Conditions - Ed Sheeran: + - = ÷ × Tour</b> for the relevant country for the terms and conditions.</p>
6	Am I able to purchase tickets only in my home-country location?	UOB Cardmembers can purchase the ticket from any location and are not limited to purchase only in their home country.



7	<p>Is this open to all UOB Cards? Will I be able to use my UOB card issued out of Singapore to purchase the tickets for a show in another country?</p>	<p>The UOB Presale is applicable for the following UOB Credit and Debit Cards (“<b>Eligible Cards</b>”):</p> <ul style="list-style-type: none"> <li>• UOB Credit Cards issued in Singapore, Malaysia, Thailand, or Indonesia (including TMRW Credit Cards issued in Thailand or Indonesia);</li> <li>• UOB Debit Cards issued in Singapore, Malaysia or Thailand (including TMRW Debit Cards issued in Thailand);</li> <li>• Citi-branded Credit Cards issued in Malaysia, Thailand or Vietnam;</li> <li>• Citi-branded Debit Cards issued in Malaysia, Thailand or Vietnam</li> </ul> <p>Your UOB card issued in Singapore is eligible for the UOB Presale in Malaysia, Thailand and Indonesia. For more show, details and information, please visit the applicable website:</p> <ul style="list-style-type: none"> <li>• Malaysia - <a href="https://www.golive-asia.com/event-detail/69/">https://www.golive-asia.com/event-detail/69/</a></li> <li>• Thailand - <a href="https://www.thaiticketmajor.com/concert/MA-THEMATICS-TOUR-TO-ASIA-AND-EUROPE-IN-2024.html">https://www.thaiticketmajor.com/concert/MA-THEMATICS-TOUR-TO-ASIA-AND-EUROPE-IN-2024.html</a></li> <li>• Indonesia - <a href="https://edsheeraninjakarta.com">edsheeraninjakarta.com</a></li> </ul>
8	<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 Cards issued in Indonesia cannot be used for online purchases.</p>



9	I hold a UOB Napas Card issued in Vietnam, will I be able to purchase the tickets on Ticketmaster website?	Unfortunately, UOB Napas Cards issued in Vietnam cannot be used for overseas online purchases.
10	Is there any discount on the tickets if payment is made with an Eligible Card?	There is no discount on tickets made with an Eligible Card.  UOB Cardmembers who hold an Eligible Card are entitled to a presale prior to the general public sale.
11	Can I purchase the tickets with any other credit or debit cards?	To be entitled for the UOB Presale, payment must be made with an Eligible Card.
12	Can UOB reserve tickets for me?	No, UOB does not do ticket reservations.
13	Where can I purchase tickets to Ed Sheeran: + – = ÷ × Tour in Singapore?	Please visit <a href="https://ticketmaster.sg/activity/detail/24_edsheeran">https://ticketmaster.sg/activity/detail/24_edsheeran</a> for more information.
15	I have made payment with my Eligible Card for the concert tickets. When will I receive my tickets?	Once you have successfully made payment for the tickets, you will receive an email confirmation on your registered email account with Ticketmaster.  Print-at-home e-tickets will be issued to your Ticketmaster account 2 weeks before the concert date. For further details, pls refer to Ticketmaster at <a href="https://ticketmaster.sg/activity/detail/24_edsheeran">https://ticketmaster.sg/activity/detail/24_edsheeran</a>
16	I was making payment for my tickets, and received OTP. However, the transaction was not	If this happens, we suggest you try to make the payment again for your Ticketmaster booking. Upon a successful transaction, you will receive an



	successful. Was my UOB card charged?	email confirmation on your registered email account with Ticketmaster.
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 Ticketmaster.
18	How do I apply for an Eligible Card?	To apply for a UOB Card, visit <a href="http://www.uob.com.sg/cards">www.uob.com.sg/cards</a>
19	I have applied for an Eligible Card to get access to purchase tickets during the UOB Presale. Will my card be arriving before the UOB Presale starts?	We will take approximately 5 working days to process new card application. However, we are unable to commit on the turnaround time for delivery of cards.
20	How many tickets can I purchase per transaction for the Singapore UOB Presale?	<p>Maximum of six (6) tickets per transaction, with no limit on the number of transactions per Ticketmaster account.</p> <p>This restriction is in place in order to give as many people as possible a fair chance to buy tickets.</p> <p>For further details, please visit <a href="https://ticketmaster.sg/activity/detail/24_edsheeran">https://ticketmaster.sg/activity/detail/24_edsheeran</a></p>



21	Can I buy tickets as a gift?	<p>According to the ticketing terms, the matching ID of the surname of the lead Booker will be an entry requirement, the other tickets bought by that person can be used for other people as long as they ALL arrive with the lead Booker. If you want to buy tickets as gifts then you'll also have to attend to get your recipients into the show.</p> <p>For further details, please visit <a href="https://ticketmaster.sg/activity/detail/24_edsheeran">https://ticketmaster.sg/activity/detail/24_edsheeran</a></p>
22	What are the ticket prices?	<p>Please visit the below link for details: <a href="https://ticketmaster.sg/activity/detail/24_edsheeran">https://ticketmaster.sg/activity/detail/24_edsheeran</a></p>
23	Where can I find out the details about UOB Cardmembers' benefits for Ed Sheeran   + - = ÷ x Tour in Singapore?	<p>Please visit <a href="http://go.uob.com/ESTheMathematicsTour">go.uob.com/ESTheMathematicsTour</a></p>
24	Presale tickets are sold out. How else can I purchase the concert tickets?	<p>Tickets will be available for purchase during the General On-sale on the following dates:</p> <ul style="list-style-type: none"> <li>● Malaysia - October 27, 2023, 12:00PM (Malaysia Time)</li> <li>● Singapore - October 31, 2023, 11:00AM (Singapore Time)</li> <li>● Indonesia - November 2, 2023, 10:00AM (Indonesia Time)</li> <li>● Thailand - November 3, 2023, 12:00PM (Thailand Time)</li> </ul>
25	I have issues trying to purchase tickets on the Ticketmaster	<p>Any queries related to ticketing, please refer to the Ticketmaster website at <a href="https://ticketmaster.sg/activity/detail/24_edsheeran">https://ticketmaster.sg/activity/detail/24_edsheeran</a></p>



	website. What should I do?	
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 Ticketmaster website at <a href="https://ticketmaster.sg/activity/detail/24_edsheeran">https://ticketmaster.sg/activity/detail/24_edsheeran</a>
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> <p>For further details and queries related to ticketing, please refer to the Ticketmaster website at <a href="https://ticketmaster.sg/activity/detail/24_edsheeran">https://ticketmaster.sg/activity/detail/24_edsheeran</a></p>
28	What are the entry requirements for the concert? What if I have problems entering?	<p>According to the ticketing terms of Ticketmaster, to gain access to the concert, you may be required to produce your email booking confirmation and an acceptable form of photo ID that matches the name on the confirmation.</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 the government backed digital portal Singpass <a href="https://www.singpass.gov.sg/main/">https://www.singpass.gov.sg/main/</a></p>



		<p>For more information on, and queries and issues related to, the entry requirements and ticketing terms, please refer to the Ticketmaster website at <a href="https://ticketmaster.sg/activity/detail/24_edsheeran">https://ticketmaster.sg/activity/detail/24_edsheeran</a></p>
29	<p>Can I use digital card to make the purchase? Why is there such a rule?</p>	<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> <p>For more information on this and queries related to ticketing, please refer to the Ticketmaster website at <a href="https://ticketmaster.sg/activity/detail/24_edsheeran">https://ticketmaster.sg/activity/detail/24_edsheeran</a></p>
30	<p>I hold a KrisFlyer UOB Credit or Debit Card, am I entitled to any privileges during the KrisFlyer Reserve Sale on 31 Oct 2023 at 9:59am?</p>	<p>KrisFlyer UOB Credit or Debit Cardholders* who are subscribed to KrisFlyer and Singapore Airlines Promotions will be automatically registered to receive the unique access code for an opportunity to purchase tickets during the KrisFlyer Reserve Sale. There is no additional requirement to register interest through Kris+.</p> <p>*You must be a principal cardholder of the KrisFlyer UOB Credit Card or KrisFlyer UOB Debit Card issued by UOB in Singapore before 23 October 2023, and subscribed to KrisFlyer and Singapore Airlines Promotions before 26 October 2023.</p> <p>For more details, visit <a href="https://www.singaporeair.com/en_UK/sg/ppsclub-krisflyer/edsheeran2024/">https://www.singaporeair.com/en_UK/sg/ppsclub-krisflyer/edsheeran2024/</a></p>

