

Frequently Asked Questions (FAQs)

ASMeiR MAX World Tour 2024 in Singapore

No.	Question	Answer
1	There is an announcement that ASMeiR MAX World Tour 2024 will be held in Singapore & UOB is one of the sponsors. Is this true?	Yes, UOB is one of the sponsors and is the Official Bank Partner .
2	Where can I get more information on the concert?	Please visit go.uob.com/A-mei for further information and updates.
3	When and where will the concert be held?	ASMeiR MAX World Tour 2024 will be held at Singapore Indoor Stadium, on: <ul style="list-style-type: none"> • 27 July 2024 (Saturday), 8:00PM • 28 July 2024 (Sunday), 8:00PM (new show added)
4	As the Official Bank Partner, will UOB be offering presale tickets?	UOB Cardmembers will have priority access to purchase the ASMeiR MAX World Tour 2024 tickets at a UOB Presale conducted before the general public ticket sale.
5	Will this UOB Presale be open to all UOB Cards?	The UOB Presale tickets are applicable for the following UOB Credit & Debit Cards (“eligible UOB Cards”): <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 Malaysia, Thailand or Vietnam; • Citi-branded Debit Cards issued in Malaysia, Thailand or Vietnam
6	When would the tickets go on sale, and how are they priced?	UOB Credit and Debit Cardmembers will have priority access during UOB Presale on: <ul style="list-style-type: none"> • 13 May, 11:00AM till 14 May 2024, 11:00PM for the 27 July 2024, Saturday concert • 21 May, 11:00AM till 22 May 2024, 11:00PM for the 28 July 2024, Saturday concert Here are the 5 category tickets prices: <ol style="list-style-type: none"> 1. S\$328 2. S\$268 3. S\$228 4. S\$188 5. S\$148 <p>Limited tickets available.</p>



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		<p>Please note that ticket price excludes ticket fee and booking charges.</p> <p>Please visit go.uob.com/A-mej for more updates and further information.</p>
7	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 access to tickets at a presale prior to the general public sale.
8	Will I be able to purchase the tickets with any other credit or debit cards?	To be able to purchase tickets at the UOB Presale, payment must be made with an eligible UOB Card.
9	Will UOB be able to reserve tickets for me?	No, there will be no ticket reservations.
10	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, an order confirmation will be sent to your email account registered with SISTIC.</p> <p>A confirmation email with your e-tickets attached will be sent to your registered email with SISTIC upon successful transaction. For further ticket related information, please refer to SISTIC at https://www.sistic.com.sg/events/asmeirmax0724.</p> <p>For further ticket related information, pls refer to SISTIC at https://www.sistic.com.sg/events/asmeirmax0724.</p>
11	How do I apply for an eligible UOB Card?	To apply for a UOB Card, visit www.uob.com.sg/cards
12	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.
13	How many tickets can I purchase per transaction for the UOB Presale?	You can purchase a maximum of eight (8) tickets per transaction, with no limit on the number of transactions per SISTIC account. This restriction is in place in order to give as many customers as possible a fair chance to buy tickets.
14	I was making payment for my tickets and received the OTP. However, the transaction was not successful. Will my UOB Card be charged?	<p>Only when you have successfully made payment for the tickets will you receive an email confirmation on your registered email with SISTIC.</p> <p>You may also contact the Contact Centre check if the transaction has gone through.</p>
15	I can't find my ticket purchase confirmation email?	Please check your junk or spam folder. If you are still unable to locate your confirmation email, please contact SISTIC's customer

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		service, or refer to SISTIC website at https://www.sistic.com.sg/events/asmeirmax0724 .
16	The UOB Presale tickets are sold out. How else can I purchase the concert tickets?	<p>Tickets will be available for purchase during the general public sale on the following date:</p> <ul style="list-style-type: none"> • 15 May 2024, 11:00AM for the 27 July 2024, Saturday concert • 23 May 2024, 11:00AM for the 28 July 2024, Sunday concert
17	I have issues trying to purchase tickets on the SISTIC website. What do I do?	For any queries related to ticketing, please refer to the SISTIC website at https://www.sistic.com.sg/events/asmeirmax0724 .