



Frequently Asked Questions (FAQs)

“AUT NIHILO” Sun Yanzi in Concert - Singapore

孙燕姿 “就在日落后” 巡回演唱会 - 新加坡

No.	Question	Answer
1	There is an announcement that “AUT NIHILO” Sun Yanzi in Concert - 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?	“AUT NIHILO” Sun Yanzi in Concert - Singapore will be held at Singapore Indoor Stadium, on 5, 6, 12 & 13 April 2025 (Saturday & Sunday), 8PM (SGT).
3	As the Official Bank Partner, will UOB be offering Presale tickets?	<p>UOB Cardmembers will have priority access to purchase the “AUT NIHILO” Sun Yanzi in Concert - Singapore tickets during the UOB Presale on 5 November 2024, 10AM (SGT) 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 5 November 2024, Tuesday, 10AM till 12PM (SGT), 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 Cardmembers who hold the following eligible UOB Cards will have the opportunity to purchase Presale tickets during the UOB Presale (All UOB Cards) on 5 November 2024, Tuesday, 1PM till 11.59PM (SGT), 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)



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		<ul style="list-style-type: none"> ○ Citi-branded Credit Cards & Debit Cards issued in Vietnam; <p>Cardmembers holding Citi-branded Credit Cards issued in Thailand will also be entitled to participate in the UOB Presale (All UOB Cards) and the said cards will constitute an eligible UOB Card for the purposes of the UOB Presale.</p>														
5	When will the tickets go on sale, and how are they priced? What is the ticket pricing?	<p>Here are the 6 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\$328 + S\$5</td> </tr> <tr> <td>2</td> <td>S\$268 + S\$5</td> </tr> <tr> <td>3</td> <td>S\$228 + S\$5</td> </tr> <tr> <td>4</td> <td>S\$188 + S\$5</td> </tr> <tr> <td>5</td> <td>S\$148 + S\$5</td> </tr> <tr> <td>6 (Restricted View)</td> <td>S\$268 + S\$5</td> </tr> </tbody> </table> <p>Limited tickets available.</p> <p>Please visit go.uob.com/StefanieSun for more updates and further information.</p>	Category	Prices + Booking fee	1	S\$328 + S\$5	2	S\$268 + S\$5	3	S\$228 + S\$5	4	S\$188 + S\$5	5	S\$148 + S\$5	6 (Restricted View)	S\$268 + S\$5
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6 (Restricted View)	S\$268 + S\$5															
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 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.														
7	Will I be able to purchase the tickets with any other credit or debit cards?	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 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?	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.														

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		<p>If you have opted for Print-At-Home or Mobile Ticket, your e-tickets can be retrieved from your registered Ticketmaster account.</p> <p>If you have opted for your tickets to be couriered to you or for Venue Collection, only a transaction record will be reflected in your Ticketmaster account.</p> <p>For further ticket-related information, please refer to Ticketmaster website at https://ticketmaster.sg/activity/detail/25sg_stefaniesun or contact at +65 800 321 1678.</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?	Each transaction is capped to a maximum of Eight (8) tickets, subject to ticket availability.
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	What to do if 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 +65 800 321 1678, or refer to the Ticketmaster website at https://ticketmaster.sg/activity/detail/25sg_stefaniesun
15	The UOB Presale tickets are sold out. How else can I purchase the concert tickets?	Tickets for the concerts that will be held on 12 and 13 April 2025 will be available for purchase during the Public Sale on 6 November 2024, Wednesday 10AM (SGT) onwards.



No.	Question	Answer
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/25sg_stefaniesun

