

Frequently Asked Questions (FAQs)

Ed Sheeran: +--=÷ × Tour in Thailand

No.	Question	Answer
1	There is an announcement that Ed Sheeran will be performing in Thailand & UOB is Presenting Sponsor. Is this true?	Yes, Ed Sheeran has announced the dates to +--=÷ ×Tour. UOB is the Regional Presenting Sponsor of the tour in Singapore, Malaysia, Thailand and Indonesia.
2	Where can I find out more information about Ed Sheeran: +--=÷ × Tour in Thailand?	For more details & information, visit https://www.thaiticketmajor.com/concertMATHEMATICS-TOUR-TO-ASIA-AND-EUROPE-IN-2024.html
3	Where will it be held in Thailand, and when is the concert date?	Ed Sheeran: +--=÷ × Tour will be held at Rajamangala Stadium, Bangkok. The concert date is scheduled for February 10, 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"> ● Singapore - February 16, 2024 National Stadium, Singapore ● Malaysia - February 24, 2024 Bukit Jalil Stadium, Kuala Lumpur ● 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"> • Thailand Presale - November 1, 2023 10:00AM to November 3, 2023, 09:59AM (Thailand Time) <p><i>* Open to queue up Thailand Presales - November 1, 2023 09:00AM (Thailand Time)</i></p> <p><i>* Limited tickets available. No pre-registration is required. Customer must create a Thai Ticket Major account to purchase tickets.</i></p>
6	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>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"> • Malaysia Presale - October 25, 2023, 10:00AM to October 27, 2023, 09:59AM (Malaysia 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 / Citi-branded card issued out of Thailand to purchase the tickets?</p>	<p>The UOB Cards Presale is applicable for the following UOB Credit & Debit Cards (“Eligible Card”):</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 Thailand*; <p>Your Thailand-issued UOB card is eligible to buy tickets to the concerts in Malaysia, Indonesia, and Singapore. For more show details & information, please visit the applicable website:</p> <ul style="list-style-type: none"> □ Singapore - https://ticketmaster.sg/activity/detail/24_edsheeran ● Malaysia - https://www.golive-asia.com/event-detail/69/ ● Indonesia - edsheeraninjakarta.com <p>* With effect from 1 November 2022 Citigroup Inc. has transferred ownership of its consumer banking business in Thailand to United Overseas Bank (Thai) PCL (registration number 0107535000176) and/or its related group entities (“UOB”). UOB is the issuer of “Citi” branded consumer banking products</p>
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		<p>in Thailand and Citibank, N.A., Bangkok Branch is providing certain services in respect of those products.</p> <p>The trademarks “Citi”, “Citibank”, “Citigroup”, the Arc design and all similar trademarks and derivations thereof are used temporarily under licence by United Overseas Bank (Thai) PCL and related group entities</p>
8	I hold a UOB Debit Card issued in Indonesia, will I be able to purchase the tickets on Ticketmaster website?	Unfortunately, UOB Debit Card issued in Indonesia is unable to perform online purchases.
9	I hold a UOB Napas Card issued in Vietnam, will I be able to purchase the tickets on Ticketmaster website?	Unfortunately, UOB Napas Card issued in Vietnam is unable to perform overseas online purchases.
10	Is there any discount on the tickets if payment is made with UOB cards?	There is no discount on tickets made with UOB and/or Citi-branded Credit Cards.
11	Can I purchase the tickets with any other credit or debit cards?	To be entitled for the UOB Cards Presale, payment for tickets must be made with an Eligible Card in a single transaction.
12	Can UOB reserve tickets for me?	UOB does not hold any additional tickets for sale and cannot reserve tickets for individuals.

13	Where can I purchase tickets to Ed Sheeran: + - = ÷ × Tour in Thailand?	Please visit go.uob.com/ESTheMathematicsTourTH for more information.
14	I have made payment with my UOB Card / Citi-branded Card for the concert tickets. Where and when can I get my tickets?	<p>Once you have successfully made payment for the tickets, you will receive an email confirmation on your registered email account with Thai Ticketing Major.</p> <p>Printed tickets may be claimed on these dates:</p> <ul style="list-style-type: none"> ● January 27, 2024 to February 4, 2024 at TTM official counters ● February 9, 2024 from 10AM - 6PM to February 10, 2024 from 10AM - 9PM at Rajamangala Stadium <p>Note: There are no e-tickets to be claimed.</p> <p>To claim printed tickets, customers must present the following:</p> <ol style="list-style-type: none"> 1. Purchasing confirmation email 2. A photo ID (either National ID, driving licence or passport) match to the UOB credit or debit card holder 3. Actual Eligible Card used for the ticket purchase transaction

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		<p>For further details, please refer to Thai Ticketing Major at https://www.thaiticketmajor.com/concert/MATHEMATICS-TOUR-TO-ASIA-AND-EUROPE-IN-2024.html</p>
15	<p>I was making payment for my tickets, and received OTP. However, the transaction was not successful. Was my UOB card charged?</p>	<p>If this happens, we suggest you try to make the payment again for your Thai Ticket Major booking. Upon a successful transaction, you will receive an email confirmation on your registered email account with Thai Ticket Major.</p>
16	<p>I can't find my confirmation email?</p>	<p>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.</p>
17	<p>How do I apply for a UOB card that is applicable for the UOB Cards Presale?</p>	<p>To apply for a UOB Card, visit https://go.uob.com/3M7IKqp</p>
18	<p>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</p>	<p>We are unable to guarantee card delivery status or schedule.</p>

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	UOB Cards Presale starts?	
19	How many tickets can I purchase per transaction?	<p>Maximum of six (6) tickets per transaction, with no limit on the number of transactions per Thai Ticket Major account. Each Thai Ticket Major account can hold an unlimited number of tickets. 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.</p> <p>For further details, please visit https://www.thaiticketmajor.com/concertMATHEMATICS-TOUR-TO-ASIA-AND-EUROPE-IN-2024.html</p>
20	Can I buy tickets as a gift?	<p>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 as gifts then you'll also have to attend to get your recipients into the show.</p>
21	What are the ticket prices?	<p>Please visit the below link for details:</p> <p>https://www.thaiticketmajor.com/concertMATHEMATICS-TOUR-TO-ASIA-AND-EUROPE-IN-2024.html</p>



22	Where can I find out the details about UOB Cardmembers' benefits for Ed Sheeran: + - = ÷ × Tour in Thailand?	Please visit go.uob.com/ESTheMathematicsTourTH
23	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"> ● Malaysia - October 27, 2023, 12:00PM (Malaysia Time) ● Singapore - October 31, 2023, 10:00AM (Singapore Time) ● Indonesia - November 2, 2023, 10:00AM (Indonesia Time) ● Thailand - November 3, 2023, 12:00PM (Thailand Time)
24	I have issues trying to purchase tickets on the Thai Ticket Major website. What should I do?	Any queries related to ticketing, please refer to the Thai Ticket Major website at https://www.thaiticketmajor.com/concertMATHEMATICS-TOUR-TO-ASIA-AND-EUROPE-IN-2024.html
25	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 Thai Ticket Major website at https://www.thaiticketmajor.com/concertMATHEMATICS-TOUR-TO-ASIA-AND-EUROPE-IN-2024.html
26	I can't go any more and need to sell my ticket. What do I do?	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.

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		<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>
27	<p>What are the entry requirements for the concert?</p>	<p>To gain access to the concert you are required to bring your fully charged mobile phone or smartphone. You may be required to produce your email booking confirmation and a valid 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 valid government ID.</p>
28	<p>What are the age restrictions?</p>	<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 do not have</p>

		access to a smartphone we recommend that you attend the show with the group.
29	I can't get in with my tickets, it failed to scan and I've been turned away?	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.
30	Can I use digital card to make the purchase? Why is there such a rule?	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