



Frequently Asked Questions (FAQs)

Laufey: A Matter of Time Tour in Bangkok

No.	Question	Answer
1	There is an announcement that "Laufey: A Matter of Time Tour in Bangkok" Concert will be held in Bangkok & UOB Cards get to purchase tickets ahead of the general sale. Is this true?	Yes, UOB Visa Cardmembers get an opportunity to purchase tickets ahead of the General Sale.
2	When and where will the concert be held?	Laufey: A Matter of Time Tour in Bangkok will be held at Impact Arena, on 31 May 2026 (Sunday), 7PM (BKT).
3	Will UOB be offering Presale tickets?	<p>UOB Visa Cardmembers will have priority access to purchase the Laufey: A Matter of Time Tour in Bangkok tickets during the UOB Visa Cards Presale from 11 March 2026, Wednesday, 10AM (BKT) onwards, conducted before the General Sale.</p> <p>The following eligible UOB Reserve and Visa Infinite Cards will be able to purchase Presale tickets during the UOB Reserve and Visa Infinite Cards Presale on 11 March 2026, Wednesday, 10AM till 4PM (BKT), or whilst stocks last:</p> <ul style="list-style-type: none"> ○ Singapore : UOB Reserve Card, UOB Visa Infinite Metal Card, UOB Visa Infinite Card, UOB Privilege Banking Card ○ Indonesia : UOB Zenith Visa Card ○ Malaysia : UOB Visa Infinite Metal Card, UOB Privilege Banking Visa Infinite Card and UOB Visa Infinite Card ○ Thailand : UOB Reserve Card, UOB Infinite Card, UOB Zenith Visa Card, UOB Royal Orchid Plus Preferred Card <p>All UOB Visa Cardmembers who hold the following eligible UOB Visa Cards will have the opportunity to</p>



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		<p>purchase tickets during the UOB Visa Cards Presale (All UOB Visa Cards) from 11 March 2026, Wednesday, 6PM (BKT) to 12 March 2026, Thursday, 10AM (BKT), or whilst stocks last:</p> <ul style="list-style-type: none"> ○ UOB Visa Credit Cards issued in Singapore, Malaysia, Thailand, or Indonesia ○ UOB Visa Debit Cards issued in Singapore or Thailand ○ UOB Visa Credit Cards & Debit Cards issued in Vietnam with the first 6-digit Bank Identification Number (“BIN”) specified in Question No. 15
4	<p>Will there be any discount on the tickets if payment is made with an eligible UOB Card?</p>	<p>There will be no discount on ticket purchases made with an eligible UOB Reserve and Visa Infinite Card or an eligible UOB Visa Card.</p> <p>UOB Cardmembers who hold an eligible UOB Reserve and Visa Infinite Card or an eligible UOB Visa Card will have priority access to tickets during the UOB Reserve and Visa Infinite Card Presale and UOB Visa Presale Card (All UOB Visa Cards) respectively, prior to the General Sale.</p>
5	<p>Will I be able to purchase the tickets with any other credit or debit cards?</p>	<p>To purchase tickets during the UOB Reserve and Visa Infinite Card Presale and UOB Visa Card Presale (All UOB Visa Cards), payment must be made with an eligible UOB Reserve and Visa Infinite Card during the UOB Reserve and Visa Infinite Card Presale or an eligible UOB Visa Card during the UOB Visa Card Presale (All UOB Visa Cards).</p>
6	<p>Will UOB be able to reserve tickets for me?</p>	<p>No, there will be no ticket reservations.</p>
7	<p>I have made payment with my eligible UOB Visa Card for the concert tickets. When will I receive my tickets?</p>	<p>UOB Cardmembers can collect their concert tickets either by postal delivery or self-collection at Thai Ticket Major outlets. Postal delivery is available for an additional THB 60 per order and can be selected during checkout before payment. Alternatively, customers may choose to pick up their tickets from Thai Ticket Major outlets, and the last collection date will be communicated in the order confirmation email after the purchase is completed</p>
8	<p>How do I apply for an eligible UOB Visa Card?</p>	<p>To apply for a UOB Visa Card, visit https://www.uob.co.th/personal/credit-cards.page</p>



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9	I have applied for an eligible UOB Visa Card to get access to purchase tickets during the UOB Visa Presale. Will my card be arriving before the UOB Visa Presale?	We are unable to guarantee card delivery status.
10	How many tickets can I purchase during the UOB Presale?	You are allowed to purchase a maximum of six (6) tickets per transaction, subject to ticket availability.
11	I was making payment for my tickets and received the OTP. However, the transaction was not successful. Will my UOB Visa Card be charged?	If the transaction is not successful, your eligible UOB Card will not be charged. Once you have successfully made payment, you will receive the confirmation email sent to your email address registered with Thai Ticket Major within 24 hours.
12	What to do if 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 Thai Ticket Major's customer service, or refer to Thai Ticket Major website at thaiticketmajor.com/help.php
13	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 13 March 2026, Thursday, 10AM (BKT) onwards.
14	I have issues trying to purchase tickets on the Thai Ticket Major website. What do I do?	For any queries related to ticketing, please refer to the Thai Ticket Major website at thaiticketmajor.com/help.php
15	What are the eligible UOB Visa Credit Cards & Debit Cards issued in Vietnam to participate in this Privilege?	The UOB Credit Cards & Debit Cards which are issued in Vietnam with the following first 6-digit Bank Identification Number ("BIN"), also specified in Appendix A of the privilege's Terms and Conditions, are eligible to participate in this Privilege: <ul style="list-style-type: none"> • 437374