

Frequently Asked Questions (FAQs)

Maroon 5 Asia 2027 Tour in Singapore

No.	Question	Answer
1	There is an announcement that Maroon 5 Asia 2027 Tour concert will be held in Singapore & 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?	Maroon 5 Asia 2027 Tour , in Singapore will be held at Singapore National Stadium, on 12 Feb 2027, Friday.
3	Will UOB be offering Presale tickets?	UOB Visa Cardmembers will have priority access to purchase the Maroon 5 Asia 2027 Tour in Singapore tickets during the UOB Visa Cards Presale from 12 August 2026, Wednesday, 10AM (SGT) onwards, conducted before the General Sale. 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 12 August 2026, Wednesday, 10AM till 3PM (SGT), or whilst stocks last: ○ Singapore : UOB Reserve Card, UOB Visa Infinite Metal Card, UOB Visa Infinite Card, UOB Privilege Banking Card ○ Indonesia : UOB Zenith Card ○ Malaysia : UOB Visa Infinite Metal Card, UOB Privilege Banking Visa Card, UOB Visa Infinite Card ○ Thailand : UOB Reserve Card, UOB Infinite Card, UOB Zenith Card, UOB Royal Orchid Plus Preferred Card



No.	Question	Answer
		All UOB Visa Cardmembers who hold the following eligible UOB Visa Cards will have the opportunity to purchase tickets during the UOB Visa Cards Presale (All UOB Visa Debit / Credit Cards) from 12 August 2026, Wednesday, 5PM to 13 August 2026, Thursday, 10AM (SGT), or whilst stocks last: ○ UOB Visa Credit Cards issued in Singapore, Malaysia, Thailand, Vietnam or Indonesia ○ UOB Visa Debit Cards issued in Singapore, Malaysia, Vietnam or Thailand
4	Will there be any discount on the tickets if payment is made with an eligible UOB Visa Card?	There will be no discount on ticket purchases. made with an eligible UOB Reserve and Visa Infinite Card or an eligible UOB Visa Card. 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 Cards Presale (All UOB Visa Debit / Credit Cards) respectively, prior to the General Sale.
5	Will I be able to purchase the tickets with any other credit or debit cards?	To purchase tickets during the UOB Reserve and Visa Infinite Cards Presale and UOB Visa Cards Presale (All UOB Visa Debit / Credit Cards), payment must be made with an eligible UOB Reserve and Visa Infinite Card during the UOB Reserve and Visa Infinite Cards Presale or an eligible UOB Visa Card during the UOB Visa Cards Presale (All UOB Visa Debit / Credit Cards).
6	Will UOB be able to reserve tickets for me?	No, there will be no ticket reservations.
7	I have made payment with my eligible UOB Visa Card for the concert tickets. When will I receive my tickets?	Tickets for this tour will be mobile-only. You can access your tickets via mobile web browser at Ticketmaster.sg Learn all you need to know about Mobile Tickets.
8	How do I apply for an eligible UOB Visa Card?	To apply for a UOB Visa Card, visit www.uob.com.sg/creditcards



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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 Ticketmaster within 72 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 Ticketmaster's customer service, or refer to Ticketmaster website at https://help.ticketmaster.sg/hc/en-us .
13	The UOB Presale tickets are sold out. How else can I purchase the concert tickets?	Tickets will be available for purchase during the following: • Live Nation Presale: 13 August 2026, Thursday, 12PM (SGT) onwards • General Sale on 14 August 2026, Friday, 10PM (SGT) onwards.
14	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://help.ticketmaster.sg/hc/en-us