

## Frequently Asked Questions (FAQs)

### 2024 ZEROBASEONE THE FIRST TOUR [TIMELESS WORLD] IN SINGAPORE

No.	Question	Answer
1	There is an announcement that <b>2024 ZEROBASEONE THE FIRST TOUR [TIMELESS WORLD]</b> will be held in Singapore & UOB is one of the sponsors. Is this true?	Yes, UOB is the <b>Official Bank Partner</b> .
2	When and where will the concert be held?	<b>2024 ZEROBASEONE THE FIRST TOUR [TIMELESS WORLD] IN SINGAPORE</b> will be held at Singapore Indoor Stadium, on 28 September 2024 (Saturday).
3	As the Official Bank Partner, will UOB be offering Presale tickets?	UOB Cardmembers will have priority access to purchase the <b>2024 ZEROBASEONE THE FIRST TOUR [TIMELESS WORLD] IN SINGAPORE</b> tickets during the UOB Presale on 7 August 2024, 12PM till 11:59PM SGT, or whilst stocks last, before the general public ticket sale.
4	Will this UOB Presale be open to all UOB Cards?	The UOB Presale tickets are applicable for the following Visa, Mastercard & American Express Credit & Debit Cards ("Eligible Cards"): <ol style="list-style-type: none"><li>UOB Credit Cards issued in Singapore, Malaysia, Thailand, Indonesia or Vietnam (including TMRW Credit Cards issued in Thailand or Indonesia);</li><li>UOB Debit Cards issued in Singapore, Malaysia or Thailand (including TMRW Debit Cards issued in Thailand);</li><li>Citi-branded Credit Cards issued in Thailand or Vietnam;</li><li>Citi-branded Debit Cards issued in Thailand or Vietnam</li></ol>

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5	When would the tickets go on sale, and how are they priced?	<p>All UOB Cardmembers who hold an Eligible Card will have priority access during the UOB Presale 7 August 2024, 12PM till 11:59PM, or whilst stocks last.</p> <p>Here are the tickets prices for following categories:</p> <table border="1" data-bbox="703 464 1295 1010"> <thead> <tr> <th>Category</th> <th>Ticket Prices</th> </tr> </thead> <tbody> <tr> <td>VIP (Standing)</td> <td>S\$348</td> </tr> <tr> <td>VIP (Seated)</td> <td>S\$348</td> </tr> <tr> <td>CAT 1 (Standing)</td> <td>S\$288</td> </tr> <tr> <td>CAT 2</td> <td>S\$288</td> </tr> <tr> <td>CAT 3</td> <td>S\$258</td> </tr> <tr> <td>CAT 4</td> <td>S\$208</td> </tr> <tr> <td>CAT 5</td> <td>S\$188</td> </tr> <tr> <td>CAT 6 (RV*)</td> <td>S\$258</td> </tr> <tr> <td>Cat 7 (RV*)</td> <td>S\$188</td> </tr> </tbody> </table> <p><i>*RV = restricted view</i></p> <p>Limited tickets available. Please note that ticket price excludes ticket fee and booking charges.</p> <p>Ticket Pricing excludes Booking Fee. Booking Fee is as follows:</p> <ul style="list-style-type: none"> <li>• S\$10 booking fee per ticket for tickets S\$301 and above</li> <li>• S\$6 booking fee per ticket for tickets between S\$101 and S\$300</li> <li>• S\$5 booking fee per ticket for tickets priced between S\$1 and S\$100</li> </ul> <p>Please visit <a href="https://ticketmaster.sg/activity/detail/24sg_zerobaseone">ticketmaster.sg/activity/detail/24sg_zerobaseone</a> for more updates and further information.</p>	Category	Ticket Prices	VIP (Standing)	S\$348	VIP (Seated)	S\$348	CAT 1 (Standing)	S\$288	CAT 2	S\$288	CAT 3	S\$258	CAT 4	S\$208	CAT 5	S\$188	CAT 6 (RV*)	S\$258	Cat 7 (RV*)	S\$188
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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 Card. UOB Cardmembers who hold an Eligible Card will have access to tickets at a Presale prior to the general public sale.																				

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7	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 Card.
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?	<p>Once you have successfully made payment for the tickets you will receive an email confirmation on your registered email account with Ticketmaster.</p> <p>A confirmation email with your e-tickets attached will be sent to your registered email with Ticketmaster upon successful transaction.</p> <p>For further ticket-related information, pls refer to Ticketmaster at <a href="http://www.ticketmaster.sg">www.ticketmaster.sg</a>.</p>
10	How do I apply for an eligible UOB Card?	To apply for a UOB Card, visit <a href="http://www.uob.com.sg/cards">www.uob.com.sg/cards</a>
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 for the UOB Presale?	You can purchase a maximum of 6 (six) tickets per transaction, 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 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	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 <a href="https://ticketmaster.sg/activity/detail/24sg_zerobaseone">https://ticketmaster.sg/activity/detail/24sg_zerobaseone</a> .

No.	Question	Answer
15	The UOB Presale tickets are sold out. How else can I purchase the concert tickets?	Tickets will be available for purchase during the general public sale on the following date: 8 August 2024 (Thursday), 12PM SGT onwards.
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 <a href="https://ticketmaster.sg/activity/detail/24sg_zerobaseone">https://ticketmaster.sg/activity/detail/24sg_zerobaseone</a> .