



Frequently Asked Questions (FAQ)

Jay Chou “Carnival II” World Tour 2027 In Malaysia

No	Question	Answer
1	There is an announcement that Jay Chou “Carnival II” World Tour 2027 will be held in Malaysia and that UOB is one of the sponsors. Is this true?	Yes, this is true. UOB is the Main Sponsor of Jay Chou “Carnival II” World Tour 2027 in Malaysia.
2	When and where will the concert be held?	Jay Chou “Carnival II” World Tour 2027 in Malaysia will be held at TM National Stadium, Bukit Jalil, on 23 January 2027, starting at 7.30pm.
3	As the Main Sponsor, will UOB be offering Presale tickets?	Yes. UOB Cardmembers will be able to purchase tickets for Jay Chou “Carnival II” World Tour 2027 in Malaysia ahead of others during the UOB Presale. The UOB Presale will take place on 3 June 2026, from 10:00am to 2:00pm (MYT), which is four (4) hours before general sales, while tickets last. <u>UOB Presale Eligibility</u>

		All UOB Cardmembers holding the following eligible UOB cards may participate in the UOB Presale, subject to ticket availability: ○ UOB Credit Cards issued in Malaysia, Singapore, Thailand, Indonesia or Vietnam (including TMRW Credit Cards issued in Thailand or Indonesia). ○ UOB Debit Cards issued in Malaysia, Singapore or Thailand (including TMRW Debit Cards issued in Thailand). ○ UOB Credit Cards & Debit Cards issued in Vietnam with the first 6-digit Bank Identification Number ("BIN") specified in UOB Presale Terms and Conditions.																
4	What is the ticket pricing?	Below are the ticket categories and prices for Jay Chou "Carnival II" World Tour 2027 in Malaysia: <table><tr><th>Category</th><th>Ticket Price</th></tr><tr><td>CAT 1</td><td>RM1138</td></tr><tr><td>CAT 2</td><td>RM988</td></tr><tr><td>CAT 3</td><td>RM838</td></tr><tr><td>CAT 4</td><td>RM688</td></tr><tr><td>CAT 5</td><td>RM588</td></tr><tr><td>CAT 6</td><td>RM488</td></tr><tr><td>CAT 7</td><td>RM388</td></tr></table>	Category	Ticket Price	CAT 1	RM1138	CAT 2	RM988	CAT 3	RM838	CAT 4	RM688	CAT 5	RM588	CAT 6	RM488	CAT 7	RM388
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		<i>Ticket prices listed exclude ticketing fees and 8% SST. Tickets are limited and available on a first-come, first-served basis.</i> For the latest updates and further information, please visit go.uob.com/myevents.
5	Will there be any discount on tickets if payment is made with an eligible UOB card?	No. There will be no discount on ticket purchases made using an eligible UOB card.
6	Will I be able to purchase tickets using other banks' credit or debit cards during the UOB Presale?	No. Only eligible UOB credit and debit cards will be accepted during the UOB Presale.
7	What are the steps to purchase the concert ticket during UOB Presale?	To purchase the concert ticket during UOB Presale, please follow the steps below: 1. Visit the official ticketing website: a) https://my.bookmyshow.com/ and search for "JAY CHOU CARNIVAL II WORLD TOUR 2027 IN MALAYSIA", or b) https://my.bookmyshow.com/e/JC27WTMY 2. Look for "UOB Presale Privilege" details and click "HERE"

		3. Select, ticket quantity and preferred seat sections. Note: The seat(s) will be auto-assigned. 4. Review your booking details and click "Proceed to Payment". 5. Complete the payment using the UOB Card. 6. Once payment is successful, you will receive a booking confirmation via email.
8	Will UOB be able to reserve tickets for me?	No. Ticket reservation is not allowed.
9	I have made payment with my eligible UOB card for the concert tickets. When will I receive my tickets?	Upon successful payment, a confirmation email will be sent by BookMyShow, to the email address used at the time of payment. Concert e-tickets will be issued by BookMyShow two (2) weeks prior to the concert date and sent to the same email address used for purchase. For further information regarding your concert tickets, please visit https://my.bookmyshow.com/
10	How do I apply for an eligible UOB card?	To apply for an eligible UOB card, please visit www.uob.com.my/creditcards .
11	I have applied for an eligible UOB card to	We are unable to guarantee the delivery timeline of newly applied UOB cards. Card

	access ticket purchases during the UOB Presale. Will my card arrive before the UOB Presale?	delivery is subject to processing and fulfilment timelines.
12	How many tickets can I purchase during the UOB Presale?	You may purchase a maximum of SIX (6) tickets per transaction during the UOB Presale, subject to ticket availability.
13	I attempted to make payment for my tickets and received the OTP. However, the transaction was unsuccessful. Will my UOB card be charged?	No. If the transaction is unsuccessful, your eligible UOB card will not be charged.
14	What do I do if I can't find or didn't receive my ticket purchase confirmation email?	You may check your junk or spam folder. If you are still unable to locate the confirmation email, please contact ticketing agency customer service, or refer to https://my.bookmyshow.com/
15	If I cannot get tickets during the UOB Presale, how else can I purchase the concert tickets?	If you miss out on the UOB Presale, tickets will still be available during the General Sales, which begin on 3 June 2026 at 3:00 PM (MYT). Tickets are sold on a first-come, first-served basis, while stocks last.
16	I have issues trying to purchase the concert ticket on	For any ticketing-related issues or enquiries, please visit https://my.bookmyshow.com/ and

	https://my.bookmyshow.com/ . What can I do?	reach out to its customer support team for assistance.
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