



Frequently Asked Questions (FAQs)

Laufey: A Matter of Time Tour in Kuala Lumpur

No.	Question	Answer
1	There is an announcement that "Laufey: A Matter of Time Tour in Kuala Lumpur" Concert will be held in Kuala Lumpur & 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 Kuala Lumpur will be held at Axiata Arena, Bukit Jalil, on 2 June 2026 (Tuesday), 8PM (MYT).
3	Will UOB be offering Presale tickets?	UOB Visa Cardmembers will have priority access to purchase the Laufey: A Matter of Time Tour in Malaysia tickets during the UOB Visa Presale from 9 March 2026, Monday, 10AM (MYT) 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 9 March 2026, Monday, 10AM till 4PM (MYT), or whilst stocks last: 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, UOB Visa Infinite Card Thailand : UOB Reserve Card, UOB Infinite Card, UOB Zenith Visa Card, UOB Royal Orchid Plus Preferred Card 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 Cards) from 9 March 2026, Monday, 6PM (MYT) to 10 March 2026, Tuesday, 10AM (MYT), or whilst stocks last: ○ 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



No.	Question	Answer
4	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 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 Presale Card (All UOB Visa 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 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).
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 GoLive Asia
8	How do I apply for an eligible UOB Visa Card?	To apply for a UOB Visa Card, visit uob.com.my/creditcards
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 Visa Infinite Card or eligible UOB Visa Card will not be charged. Once you have successfully made payment, you will receive the confirmation email sent to your email address registered with GoLive Asia 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 please contact GoLive Asia's customer service, or refer to GoLive Asia website at https://www.golive-asia.com
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 11 March 2026, Wednesday, 10AM (MYT) onwards.
14	I have issues trying to purchase tickets on the	For any queries related to ticketing, please refer to the GoLive Asia website at www.golive-asia.com

No.	Question	Answer
	Ticketmaster website. What do I do?	
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: • 437374