



Frequently Asked Questions (FAQs)

Sally Yeh & George Lam "WE ARE ONE" Concert in Kuala Lumpur

No.	Question	Answer
1	There is an announcement that Sally Yeh & George Lam "WE ARE ONE" Concert held in Malaysia & UOB is one of the sponsors. Is this true?	Yes, UOB is the Official Bank Partner of this concert.
2	When and where will the concert be held?	Sally Yeh & George Lam "WE ARE ONE" Concert in Kuala Lumpur will be held at Axiata Arena KL, on 14 March 2026 (Saturday), 8PM (MYT)
3	As the UOB is the Official Bank Partner Sponsor, will UOB be offering Presale tickets?	UOB Cardmembers will have priority access to purchase the Sally Yeh & George Lam "WE ARE ONE" Concert in Kuala Lumpur tickets during the UOB Presale from 8 January 2026, Thursday, 12:00PM (MYT) onwards, conducted before the General Sale. <u>Phase 1: UOB Priority Presale</u> UOB Cardmembers with the following eligible UOB Premium Cards will be able to purchase Presale tickets during the UOB Priority Presale on 8 January 2026, Thursday, 12:00PM (MYT) to 11:59PM (MYT), or whilst stocks last: ○ Malaysia : UOB Visa Infinite Metal Card, UOB Zenith Card, and UOB Privilege Banking Visa Infinite Card ○ Singapore : UOB Reserve Card, UOB Visa Infinite Metal Card, and UOB Regal Business Metal Card ○ Indonesia : UOB Zenith Card ○ Thailand : UOB Reserve Card <u>Phase 2: UOB Presale</u> All UOB Cardmembers who hold the following eligible UOB Cards will have the opportunity to purchase tickets during the UOB Presale from 9 January 2026, Friday, 12:00PM (MYT) to 11:59PM (MYT), or whilst stocks last:

No.	Question	Answer																
		- o UOB Credit Cards issued in Malaysia, Singapore, Thailand, Indonesia or Vietnam (including TMRW Credit Cards issued in Thailand or Indonesia) - o UOB Debit Cards issued in Malaysia, Singapore or Thailand (including TMRW Debit Cards issued in Thailand) - o UOB Credit Cards & Debit Cards issued in Vietnam with the first 6-digit Bank Identification Number ("BIN") specified in Question No. 16																
4	What is the ticket pricing?	Here are the 7 categories of tickets and ticket prices: <table><tr><th>Category</th><th>Prices (exclude booking fee)</th></tr><tr><td>VVIP</td><td>RM 1,068</td></tr><tr><td>VIP</td><td>RM 968</td></tr><tr><td>CAT 1</td><td>RM 868</td></tr><tr><td>CAT 2</td><td>RM 668</td></tr><tr><td>CAT 3</td><td>RM 568</td></tr><tr><td>CAT 4</td><td>RM 468</td></tr><tr><td>CAT 5</td><td>RM 338</td></tr></table> Limited tickets available. Please visit Ticket2U website at https://www.ticket2u.com.my for more updates and further information.	Category	Prices (exclude booking fee)	VVIP	RM 1,068	VIP	RM 968	CAT 1	RM 868	CAT 2	RM 668	CAT 3	RM 568	CAT 4	RM 468	CAT 5	RM 338
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CAT 5	RM 338																	
5	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 Premium Card or an eligible UOB Card. UOB Cardmembers who hold an eligible UOB Premium Card or an eligible UOB Card will have priority access to tickets during the UOB Priority Presale and UOB Presale prior to the General Sale.																
6	Will I be able to purchase the tickets with any other credit or debit cards?	To purchase tickets during the UOB Priority Presale and UOB Presale, payment must be made with an eligible UOB Premium Card for the UOB Priority Presale and an eligible UOB Card for the UOB Presale.																
7	Will UOB be able to reserve tickets for me?	No, there will be no ticket reservations.																
8	I have made payment with my eligible UOB Card for the concert tickets. When will I receive my tickets?	A confirmation email with QR code will be sent to your registered email with Ticket2U upon successful transaction. For further ticket related information, please refer to Ticket2U website at https://www.ticket2u.com.my.																

No.	Question	Answer
9	How do I apply for an eligible UOB Card?	To apply for a UOB Card, visit our website at www.uob.com.my
10	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.
11	How many tickets can I purchase during the UOB Presale?	You are allowed to purchase a maximum of FOUR (4) tickets per transaction per Ticket2U ID, subject to ticket availability.
12	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 eligible UOB Premium Card or 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 Ticket2U.
13	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 Ticket2U's customer service, or refer to Ticket2U website at https://www.ticket2u.com.my .
14	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 12 January 2026, Monday, 12:00PM (MYT) onwards.
15	I have issues trying to purchase tickets on the Ticket2U website. What do I do?	For any queries related to ticketing, please refer to the Ticket2U website at https://www.ticket2u.com.my
16	What are the eligible UOB Credit Cards & Debit Cards issued in Vietnam to participate in this UOB Presale?	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 UOB Presale Terms and Conditions, are eligible to participate in this UOB Presale: • 529766 • 559929 • 437374 • 533948 • 534763 • 531922

No.	Question	Answer
		• 544640 • 462312 • 545909 • 544811