Frequently Asked Questions (FAQs)

KATSEYE: THE WILDWORLD TOUR in SINGAPORE

No.	Question	Answer
1	There is an announcement that **KATSEYE: THE WILDWORLD TOUR** concert will be held in Singapore & UOB Cards get to purchase tickets ahead of the general sale. Is this true?	Yes, UOB Mastercard Cardmembers get an opportunity to purchase tickets ahead of the General Sale.
2	When and where will the concert be held?	**KATSEYE: THE WILDWORLD TOUR in SINGAPORE** will be held at Singapore Indoor Stadium, on 10 Feb 2027, Wednesday.
3	Will UOB be offering Presale tickets?	UOB Mastercard Cardmembers will have priority access to purchase the **KATSEYE: THE WILDWORLD TOUR in SINGAPORE** tickets during the UOB Mastercard Cards Presale from 11 November 2026, Wednesday, 12:00PM (SGT) onwards, conducted before the General Sale. The following eligible UOB World Elite Mastercard Cards will be able to purchase Presale tickets during the UOB World Elite Mastercard Cards Presale on 11 November 2026, Wednesday, 12:00PM to 2:00PM (SGT), or whilst stocks last: • Singapore : UOB Lady's Solitaire Metal Card, UOB Regal Business Metal Card • Indonesia : UOB Zenith Card • Malaysia : UOB Zenith Card • Thailand : UOB Zenith Card, UOB KrisFlyer World Elite Card, UOB Royal Orchid Plus Preferred Card All UOB Mastercard Cardmembers who hold the following eligible UOB Mastercard Cards will have the opportunity to purchase tickets during the UOB Mastercard Cards Presale (All UOB Mastercard Debit / Credit Cards) from 11 November 2026, Wednesday,

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		4:00PM to 12 November 2026, Thursday, 12:00PM (SGT), or whilst stocks last: • UOB Mastercard Credit Cards issued in Singapore, Malaysia, Thailand, Vietnam or Indonesia • UOB Mastercard Debit Cards issued in Singapore, Malaysia, Thailand or Vietnam
4	Will there be any discount on the tickets if payment is made with an eligible UOB Mastercard Card?	There will be no discount on ticket purchases. made with an eligible UOB World Elite Mastercard Card or an eligible UOB Mastercard Card. UOB Cardmembers who hold an eligible UOB World Elite Mastercard Card or an eligible UOB Mastercard Card will have priority access to tickets during the UOB World Elite Mastercard Cards Presale and UOB Mastercard Cards Presale (All UOB Mastercard 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 World Elite Mastercard Cards Presale and UOB Mastercard Cards Presale (All UOB Mastercard Debit / Credit Cards), payment must be made with an eligible UOB World Elite Mastercard Card during the UOB World Elite Mastercard Cards Presale or an eligible UOB Mastercard Card during the UOB Mastercard Cards Presale (All UOB Mastercard 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 Mastercard 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 Mastercard Card?	To apply for a UOB Mastercard Card, visit www.uob.com.sg/creditcards

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9	I have applied for an eligible UOB Mastercard Card to get access to purchase tickets during the UOB Mastercard Presale. Will my card be arriving before the UOB Mastercard 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 four (4) 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 Mastercard 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 Mastercard Presale tickets are sold out. How else can I purchase the concert tickets?	Tickets will be available for purchase during the following: • Weverse Artist Presale on 10 November 2026, Tuesday, 12:00PM to 11:59PM (SGT) • KATSEYE World Artist & Live Nation Presale on 12 November 2026, Thursday, 2:00PM to 11:59PM (SGT) • General Sale on 13 November 2026, Friday, 10:00AM 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