

Frequently Asked Questions (FAQs)

Redemption with UNI\$ for Taylor Swift | The Eras Tour in Singapore

No.	Question	Answer
1	Is this open to all UOB Cards?	The redemption with UNI\$ for Taylor Swift The Eras Tour in Singapore is only applicable for UOB Credit Cards issued in Singapore only.
2	Which are the VIP categories I can choose from?	There are 2 VIP Categories you can redeem for: <ul style="list-style-type: none"> • 2 x VIP 1 tickets with UNI\$ 99,840 • 2 x VIP 2 tickets with UNI\$ 59,840
3	How do I make a redemption with my UNI\$ for the tickets?	You can either send an SMS to 77862 with your Singapore mobile number registered in the Bank's records in the following format during 9 to 15 February 2024: <i>REDEEM<space>last 4 characters of NRIC/Passport No.<space>VIP Category of your choice</i> (E.g. REDEEM 234A VIP1) or you can submit the Authorisation form for UNI\$ redemption on https://go.uob.com/redemption .
4	Can I redeem for more than 2 tickets?	You are only eligible to redeem 2 tickets. Only your first submission will be processed.
5	In what instances will my SMS request be rejected?	There are a few instances where your request will be rejected: <ol style="list-style-type: none"> SMS(es) after your first SMS in the valid format SMS not in the valid format When you have insufficient UNI\$ available at point of redemption
6	Do I get to choose which concert date?	The concert date and seats will be assigned to you upon successful redemption.
7	Since the seats are randomly assigned, will they be far apart from each other?	Assigned seats for the 2 tickets will be side-by-side each other.
8	What if I do not have enough UNI\$ for redemption?	You can apply for UOB Payment Facility at a preferential rate of 1.7% admin fee on https://go.uob.com/redemption .
9	How long will it take if I need to apply for the UOB Payment Facility?	It will take between 4 – 6 working days for your application to be approved and the UNI\$ to be credited to your account.
10	How do I know my concert date/seats? When and how will I get my VIP package?	Tickets with concert details and VIP package collection details will be sent to your UOB registered email address 2 weeks before the concert date.
11	Can I still submit my request to use my UNI\$ to redeem for the tickets after 15 February 2024?	Acceptance of request for ticket redemption will end on 15 February 2024 23:59 hour. Request(s) submitted after that will not be considered.



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Taylor Swift | The Eras Tour in Singapore

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1	There is an announcement that Taylor Swift will be performing in Singapore & UOB is one of the sponsors. Is this true?	Yes, Taylor Swift has announced additional dates to Taylor Swift The Eras Tour . She will be performing in Singapore & it is the ONLY stop in Southeast Asia. UOB is one of the sponsors and is the Official Bank & Presale Partner .
2	How come I don't see any communication from UOB?	UOB will be announcing our partnership through various communication channels. Pls visit go.uob.com/TSTheErasTour for more details & information.
3	Where will it be held, and when are the concert dates?	Taylor Swift The Eras Tour will be held at the National Stadium, Singapore. The concert dates are scheduled for March 2, 3, 4 & 7, 8, 9, 2024 (3 shows were recently added)
4	What are the privileges for UOB Cardmembers?	UOB Cardmembers are entitled to: <ul style="list-style-type: none"> • UOB Presale* from 12PM July 5 to 9AM July 7, 2023 (SGT) • UOB Reserved Tickets On-sale, starting 12PM July 7, 2023 (SGT). <p><i>*Limited tickets available. No pre-registration required.</i></p>
5	Is this open to all UOB Cards?	The UOB Presale & UOB Reserved Tickets On-sale are applicable for the following UOB Credit & Debit Cards: <ul style="list-style-type: none"> • UOB Credit Cards issued in Singapore, Malaysia, Thailand, Indonesia or Vietnam (including TMRW Credit Cards issued in Thailand or Indonesia); • UOB Debit Cards issued in Singapore, Malaysia or Thailand (including TMRW Debit Cards issued in Thailand); • Citi-branded Credit Cards issued in Malaysia, Thailand or Vietnam; • Citi-branded Debit Cards issued in Malaysia, Thailand or Vietnam
6	Will I be able to use my UOB card issued out of Singapore to purchase the tickets?	The UOB Presale & UOB Reserved Tickets On-sale are applicable for all UOB Cards: <ul style="list-style-type: none"> • UOB Credit Cards issued in Singapore, Malaysia, Thailand, Indonesia or Vietnam (including TMRW Credit Cards issued in Thailand or Indonesia); • UOB Debit Cards issued in Singapore, Malaysia or Thailand (including TMRW Debit Cards issued in Thailand); • Citi-branded Credit Cards issued in Malaysia, Thailand or Vietnam; • Citi-branded Debit Cards issued in Malaysia, Thailand or Vietnam



No.	Question	Answer
7	I hold a UOB Debit Card issued in Indonesia, will I be able to purchase the tickets on Ticketmaster website?	Unfortunately, UOB Debit Card issued in Indonesia is unable to perform online purchases.
8	I hold a UOB Napas Card issued in Vietnam, will I be able to purchase the tickets on Ticketmaster website?	Unfortunately, UOB Napas Card issued in Vietnam is unable to perform overseas online purchases.
9	Is there any discount on the tickets if payment made with UOB cards?	There is no discount on tickets made with UOB cards.
10	Can I purchase the tickets with any other credit or debit cards?	To be entitled for the UOB Presale and/or UOB Reserved Tickets On-sale, payment must be made with UOB Credit / Debit Cards.
11	What does UOB Reserved Tickets On-sale means?	A portion of concert tickets have been reserved for UOB Cardmembers and will be available for purchase starting 12PM July 7, 2023 (SGT) . Limited tickets available. Stay tuned for more information at go.uob.com/TSTheErasTour
12	Can UOB reserve tickets for me?	UOB does not hold any additional tickets for sale and cannot reserve tickets for individuals.
13	The announcement mentioned about "Fan Registration". Does that mean I need to register to purchase the tickets?	As a UOB cardmember, you are not required to pre-register to be entitled for UOB Presale and/or UOB Reserved Tickets On-sale. However, the public is required to register for access to the General On-sale. Registration for General On-sale will open Friday, 12PM June 23 (SGT) and ends Wednesday, 12PM June 28, 2023 (SGT).
14	Where can I purchase the tickets to Taylor Swift The Eras Tour in Singapore?	Please visit go.uob.com/TSTheErasTour for more information.
15	I have made payment with my UOB Card for the concert tickets. When will I receive my tickets?	Once you have successfully made payment for the tickets, you will receive an email confirmation on your registered email account with Ticketmaster. Print-at-home e-tickets will be issued to your Ticketmaster account 2 weeks before the event date. For further details, pls refer to Ticketmaster at https://ticketmaster.sg/activity/detail/24_taylorswift
16	I was making payment for my tickets, and received OTP. However, the transaction was not successful. Was my UOB card charged?	If this happens, we suggest you try to make the payment again for your Ticketmaster booking. Upon a successful transaction, you will receive an email confirmation on your registered email account with Ticketmaster.

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17	I have applied for a UOB card to get access to purchase tickets during Presale. Will my card be arriving by 5 July?	We are unable to guarantee card delivery status.
18	How many tickets can I purchase per transaction?	Each transaction is limited to four (4) tickets per Ticketmaster account for the UOB Presale and UOB Reserved Tickets On-sale. For further details, pls refer to Ticketmaster at https://ticketmaster.sg/activity/detail/24_taylorswift
19	What are the tickets priced at?	Please visit the below link for details: https://ticketmaster.sg/activity/detail/24_taylorswift for more information.
20	Where can I find out the details about UOB Cardmembers' benefits for Taylor Swift The Eras Tour in Singapore?	Please visit go.uob.com/TSTheErasTour
21	Presale tickets are sold out. How else can I purchase the concert tickets?	Tickets will be available for purchase during the UOB Reserved Tickets On-sale which will begin at 12PM July 7, 2023 (SGT). Additionally, registered fans who have received a unique access code for the General On-sale can also purchase tickets through the instructions provided in their email from Ticketmaster, during the General On-sale period.
22	I have issues trying to purchase tickets on the Ticketmaster website.	Any queries related to ticketing, please refer to the Ticketmaster website at https://ticketmaster.sg/activity/detail/24_taylorswift
23	I want to change my tickets for a different date / seats. How do I go about it?	Any queries related to ticketing, please refer to the Ticketmaster website at https://ticketmaster.sg/activity/detail/24_taylorswift

