



Frequently Asked Questions (FAQs)

Westlife: Westlife - A Gala Evening

No.	Question	Answer
1	There is an announcement that Westlife: A Gala Evening will be held in Singapore & UOB is one of the sponsors. Is this true?	Yes, UOB is the Official Bank Partner .
2	When and where will the concert be held?	Westlife: A Gala Evening will be held at Arena @ EXPO, on 3 February 2026 (Tuesday), 8PM (SGT)
3	As the Official Bank Partner, will UOB be offering Presale tickets?	<p>UOB Cardmembers will have priority access to purchase the Westlife: A Gala Evening in Singapore tickets during the UOB Presale from 17 December 2025, Wednesday, 10AM (SGT) onwards, conducted before the General Sale.</p> <p>UOB Cardmembers with the following eligible UOB Premium Cards will be able to purchase Presale tickets during the UOB Presale (Priority Timeslot) on 17 December 2025, Wednesday, 10AM till 1PM (SGT), or whilst stocks last:</p> <ul style="list-style-type: none">○ Singapore : UOB Reserve Card, UOB Visa Infinite Metal Card, UOB Regal Business Metal Card○ Indonesia : UOB Zenith Card○ Malaysia : UOB Visa Infinite Metal Card, UOB Zenith Card○ Thailand : UOB Reserve Card <p>All UOB Cardmembers who hold the following eligible UOB Cards will have the opportunity to purchase tickets during the UOB Presale (All UOB Cards) from 17 December 2025, Wednesday, 2PM (SGT) to 18 December 2025, Thursday, 11.59PM (SGT), or whilst stocks last:</p> <ul style="list-style-type: none">○ UOB Credit Cards issued in Singapore, Malaysia, Thailand, or Indonesia (including TMRW Credit Cards issued in Thailand or Indonesia)



No.	Question	Answer														
		<ul style="list-style-type: none">○ UOB Debit Cards issued in Singapore, Malaysia 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 Question No. 16														
4	What is the ticket pricing?	<p>Here are the 6 categories of tickets and ticket prices:</p> <table><tr><th>Category</th><th>Prices + Booking fee</th></tr><tr><td>1</td><td>S\$398 + S\$6</td></tr><tr><td>2</td><td>S\$358 + S\$6</td></tr><tr><td>3</td><td>S\$328 + S\$6</td></tr><tr><td>4</td><td>S\$268 + S\$6</td></tr><tr><td>5</td><td>S\$218 + S\$6</td></tr><tr><td>Restricted view</td><td>S\$218 + S\$6</td></tr></table> <p>Limited tickets available.</p> <p>Please visit https://www.sistic.com.sg/events/westlife0226 for more updates and further information.</p>	Category	Prices + Booking fee	1	S\$398 + S\$6	2	S\$358 + S\$6	3	S\$328 + S\$6	4	S\$268 + S\$6	5	S\$218 + S\$6	Restricted view	S\$218 + S\$6
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Restricted view	S\$218 + S\$6															
5	Will there be any discount on the tickets if payment is made with an eligible UOB Card?	<p>There will be no discount on ticket purchases made with an eligible UOB Premium Card or an eligible UOB Card.</p> <p>UOB Cardmembers who hold an eligible UOB Premium Card or an eligible UOB Card will have priority access to tickets during the UOB Presale (Priority Timeslot) and UOB Presale (All UOB Cards) respectively, prior to the General Sale.</p>														
6	Will I be able to purchase the tickets with any other credit or debit cards?	<p>To purchase tickets during the UOB Presale (Priority Timeslot) and UOB Presale (All UOB Cards), payment must be made with an eligible UOB Premium Card (during the UOB Presale (Priority Timeslot)) or an eligible UOB Card (during the UOB Presale (All UOB Cards)).</p>														
7	Will UOB be able to reserve tickets for me?	<p>No, there will be no ticket reservations.</p>														
8	I have made payment with my eligible UOB Card for the concert tickets. When will I receive my tickets?	<p>A confirmation email with your E-Tickets attached will be sent to your registered email with SISTIC upon successful transaction. For further ticket related information, please</p>														

No.	Question	Answer
		refer to SISTIC at https://www.sistic.com.sg/faq/frequently-asked-questions .
9	How do I apply for an eligible UOB Card?	To apply for a UOB Card, visit www.uob.com.sg/creditcards
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 twelve (12) tickets per SISTIC account with no limit on the number of transactions per SISTIC account, 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 SISTIC within 24 hours.
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 SISTIC's customer service, or refer to SISTIC website at https://www.sistic.com.sg/faq/frequently-asked-questions .
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 19 December 2025, Thursday, 11AM (SGT) onwards.
15	I have issues trying to purchase tickets on the SISTIC website. What do I do?	For any queries related to ticketing, please refer to the SISTIC website at https://www.sistic.com.sg/faq/frequently-asked-questions .
16	What are the eligible UOB Credit Cards & Debit Cards issued in Vietnam to participate in this Privileges?	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: <ul style="list-style-type: none"> 529766

No.	Question	Answer
		<ul style="list-style-type: none">• 559929• 437374• 533948• 534763• 531922• 544640• 462312• 545909• 544811

