

Sun Life Presents: SANDY LAM RESONANCE : Reconstructed Hong Kong Exclusive (the "Concert") BEA Credit Card Priority Booking Terms and Conditions (the "T&Cs"):

1. The priority booking service (the "Service") only applies to cardholders ("Cardholders") of a valid BEA Credit Card ("Eligible Cards"). The JCB PLATINUM Card is excluded. Cardholders are required to settle payment in full with Eligible Cards in order to enjoy the Offer.
2. Priority booking service will be available from 10 am on 16 March 2026 to 11:59 pm on 17 March 2026 while stocks last.
3. A maximum of 6 tickets are allowed to purchase per HK Ticketing registered account. Ticket (s) are sold on a first-come, first-served basis, while stocks last. Seats will be assigned on a first-come, first-served basis. Hong Kong Ticketing (International) Limited ("HK Ticketing") reserves the right to assign separate seats (including to assign seats in odd-numbered combinations).
4. HK Ticketing will charge a HK\$100 (originally listed as HK\$120 and has now been reduced to HK\$100) customer service fee ("Customer Service Fee") per ticket.
5. All successful reservations will be confirmed by email from HK Ticketing.
6. Regardless of age, each ticket admits one person only. A valid ticket must be provided for admission.
7. Ticket(s) will be mailed to Cardholders' designated address by courier; HK Ticketing will charge a HK\$40 local / HK\$45 Macau courier charge per transaction ("Courier Fee"). All relevant ticketing fees or services fees paid during the booking transaction – including but not limited to the Courier Fee, Customer Service Fee and the handling / administration fee (if applicable) – are non-refundable under any circumstance.
8. If ticket (s) are not delivered on or before 9 May 2026, please contact HK Ticketing for assistance by email: online@hkticketing.com or by phone: (852) 31 288 288 (Monday to Sunday 10am-8pm).
9. The Organiser reserve the right to cancel or postpone the Concert, and to release or reduce seating capacity in response to special circumstances (including extreme weathers and force majeure events). In the event of Concert cancellation, postponement or seats being reduced, the Organiser shall arrange follow up actions according the transaction record (including Concert postponement or refund of the ticket (s)).
10. In the event of Concert cancellation, postponement or seats being reduced, the Organiser reserve the right to refund amounts paid for ticket (s) or reschedule the Concert. The Organiser will decide and announce the relevant arrangements for postponement or refund of ticket fees. For the avoidance of doubt, there shall only be a refund in respect of the value of the ticket (s) purchased which shall not include any Courier Fee charged (if the ticket (s) are delivered to the Cardholders or any customer service fee charged).
11. Cardholders are required to register online at hkt.hkticketing.com to enjoy the priority booking service.
12. Tickets for the Concert will only be delivered via courier (no pick up in person). Please provide a valid address and telephone number for courier service during the transaction. The ticket purchaser must



ensure that the delivery address and information provided are accurate. The Organiser and HK Ticketing will not be held responsible for undelivered ticket (s) due to incorrect or incomplete delivery address and/or information.

13. All charges, including the total amount for the ticket (s) purchased, HK Ticketing Customer Service Fee, and Courier Fee (if applicable) (collectively called the "Fees"), will be charged to the Cardholders' Eligible Card's account instantly after ticket (s) have been ordered. If the Fees cannot be debited successfully, the booking will be cancelled automatically and HK Ticketing will give appropriate notice.
14. Ticket(s) cannot be cancelled, refunded, altered or resold once purchased. If the ticket is lost, defaced or stolen, the Organiser and HK Ticketing will not reissue or replace it and will bear no responsibility.
15. For any refund arising from the postponement or cancellation of the Concert by the Organiser, the Organiser reserve the right to require the presentation of an original valid ticket (with ticket stub intact) for the Concert, and to refuse any refund application not supported by the presentation of an original valid ticket (with ticket stub intact).
16. Ticket booking, delivery, and reissuance are subject to the terms and conditions of HK Ticketing.
17. The Concert is organised by Sony Music Entertainment Hong Kong Limited, , Live Nation (HK) Limited and CMC Live (the "Organiser"), while the Service is provided by HK Ticketing. The Bank of East Asia, Limited ("BEA") makes no representation or guarantee as to the quality and availability of the Service provided by HK Ticketing and the Concert organised by the Organiser or the information provided by HK Ticketing and the Organiser. BEA shall not be liable for any matters arising from or in connection with the Service, the Concert, or the information provided by HK Ticketing and the Organiser. Any enquiry or complaint regarding the Service, the Concert, or any relevant information should be directed to HK Ticketing or the Organiser.
18. The dates of the Concert will be determined by the Organiser at its sole discretion. The Organiser reserves the right to change the performance date or cancel the Concert without prior written notice. In case of dispute(s) arising therefrom between the Organiser and the Cardholders, the Organiser reserves the right for the final decision at its own discretion. The Organiser will make decisions and announcements regarding arrangements in case of cancellation or postponement of the Concert. If HK Ticketing arranges a refund, the refund shall be made to the Cardholders who purchased the tickets. Refund relating to the priority booking service provided hereunder shall be arranged by HK Ticketing. The Organiser and BEA shall not in any event be responsible for any obligations and liabilities in relation to such refund.
19. Cardholders' personal data may be collected by HK Ticketing, and the use of such personal data shall be subject to the personal information collection statement of HK Ticketing. The Organiser and BEA are not involved in any part of such data collection and usage. Please contact HK Ticketing for relevant details.
20. No person other than the Cardholders or BEA will have any right under the Contracts (Rights of Third Parties) Ordinance (Cap. 623 of the Laws of Hong Kong) to enforce or enjoy the benefit of any of the provisions of these T&Cs.
21. BEA, HK Ticketing, and the Organiser reserve the sole right to vary or cancel the Service and/or amend or alter these T&Cs at any time with appropriate notice. In the event of any dispute, the decision of BEA, HK Ticketing, and the Organiser shall be final and conclusive.



22. Please read all of the T&Cs contained herein carefully. It is the ticket purchaser's responsibility to read and understand the T&Cs and any accompanying risks, obligations and responsibilities. By purchasing/using the ticket and /or entering the Venue for the Concert, the ticket purchaser consents to be bound by the T&Cs.
23. These T&Cs shall be governed by and construed in accordance with the law of Hong Kong. Each party submits to the non-exclusive jurisdiction of the courts of Hong Kong, and these T&Cs may be enforced in the courts of any jurisdiction having competence.
24. If there is any inconsistency or ambiguity between the English and Chinese versions of these T&Cs, the English version shall apply and prevail.

To borrow or not to borrow? Borrow only if you can repay!