

Frequently Asked Questions

Q1: Can I make my online SISTIC purchase within PayLah! app?

A1: No. All SISTIC purchases must be made outside of PayLah! App on SISTIC.com or SISTIC Mobile App, i.e. SISTIC tickets cannot be purchased directly on PayLah! App.

Q2: Can I use enjoy the promotion via offline SISTIC channels using PayLah!?

A2: No. Only online SISTIC transactions made on SISTIC.com or SISTIC Mobile App with PayLah! is applicable for the promotion.

Q3: Is the promotion given as discount off the SISTIC purchase order?

A3: No. The promotion is offered as a cashback. It is not a discount off the SISTIC purchase order and will not be reflected on your SISTIC receipt.

Q4: How will I receive the cashback?

A4: The cashback will be credited instantly into your PayLah! Wallet Account, upon successful redemption. You can check the cashback transaction under “History” tab on your PayLah! App.

Q5: I am unable to see a PayLah! payment option on SISTIC website/page?

A5: Not all SISTIC shows/events accept payment via PayLah!.

SISTIC provides show organizers with a ticketing service. SISTIC respects the decision of show organizers on which payment options they wish to provide their ticket buyers. We apologise for any inconvenience caused should PayLah! not be a payment option for the show/event of your choice.

Q6: Am I still able to enjoy other discounts/promotions offered directly by SISTIC?

A6: Yes. You may still enjoy discounts/promotions offered directly by SISTIC, as long as payment is made using PayLah! and the transaction made has met the promotion requirements.

Q7: Am I still able to enjoy other discounts/promotions offered directly by SISTIC?

A7: This promotion is limited to the first 2,000 redemptions and a maximum of one (“1”) redemption per PayLah! user.

Kindly click into the in-app banner of this SISTIC promotion on your PayLah! App to view the number of redemptions available for this promotion.