

aespa's Concert Quality&Setlist Feedback

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TO SM ENTERTAINMENT & ONE PRODUCTION

On behalf of MYs, the fan community of aespa, we would like to respectfully share our feedback regarding the *SYNK: COMPLaeXITY* tour.

1. Setlist Consistency

Concerts in certain regions have featured reduced production scale and the removal of songs from the setlist, falling below the standard seen in South Korea. This is not a new concern — it has been raised by fans over the past two years without resolution. A notable example is "Drama," which despite surpassing 500 million streams as aespa's most-streamed song, was omitted from the Brazil setlist. This caused disappointment locally and concern among fans elsewhere that they may face the same treatment.

2. Production Quality and Ticketing

Some fans have observed that the stage and screens on this tour appear notably smaller than those used in Korea and Taiwan, affecting the overall experience for a stadium-scale show. We would also like to raise concern over the Send-Off benefit, priced at nearly double the regular ticket, yet offering under five minutes of interaction with the members. We hope the value provided can be reviewed to better match its cost.

3. Merchandise Availability

The merchandise lineup available on this tour is notably smaller than what was offered in Korea, and we were especially disappointed that the official light stick was not available for purchase. We hope future stops can offer a lineup that better reflects the full aespa experience.

4. Recommendations

- Implement a systematic process to collect and review fan feedback after every concert.
- Factor in each region's most popular songs when planning setlists.
- Maintain consistent production standards and performance quality across all regions worldwide.
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As aespa continues to grow globally, we hope the experience offered to fans overseas can be brought closer in line with that in Korea. Thank you for considering this feedback, and we hope to see it reflected in future performances.

Sincerely,
MYs

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