

Rude security guard at LRT station

QUESTION

28/06/2010

THE MALAY MAIL

RUSDI of Ampang, Kuala Lumpur claims he was treated rudely by a security guard at the LRT station at KLCC earlier this month.

"In late May, I purchased a RapidKL Pass for the month of June. On June 8, I was stopped at the KLCC LRT by a security guard and it was only then did I realise that instead of a LRT pass, what I had with me was a RapidKL bus monthly pass which was incorrectly issued when I purchased it," he says, adding that he lost RM100 for getting the incorrect pass.

"When I told the security guard about the mix up, he sarcastically told me 'it is not his problem'. I felt greatly aggrieved. Why couldn't the security guard be polite?"

FEEDBACK

01/07/2010

THE MALAY MAIL

Ebi Azly Abdullah, general manager of group communications, Syarikat Prasarana Negara Berhad which operates the LRT says: "We would appreciate if RUSDI could contact our group communications department, at 03-7650 7788 ext 1632 (Cik Haliza), for a replacement of his RapidKL Pass."

Ebi adds that Prasarana has reminded their counter and frontline staff to be more customer-centric and to be extra careful when issuing the passes paid for by customers.

When contacted, RUSDI expresses his thanks to Prasarana for taking pro-active action on both his complaints.