



MEDIA STATEMENT

For immediate release

PRASARANA CONTINUES TO OFFER SUPPORT AND ASSISTANCE TO PASSENGERS

KUALA LUMPUR 1 JUNE 2021: Prasarana Malaysia Berhad (Prasarana) reiterates that it continues to offer support and assistance to all passengers involved in the recent LRT collision incident. In the incident that took place at 8:33pm on 24 May 2021, an empty train collided with another train that carried 213 passengers.

“The well-being of our passengers continues to be our utmost priority. Prasarana has, from the time it came to know of the incident, taken immediate steps to attempt to contact either the passengers involved or their family members,” said its Acting President and Group Chief Executive Officer, Datin Hj. Norlia Noah in a statement released earlier today.

Norlia shared that Prasarana has started issuing the goodwill payments that was announced at its press conference on 25 May 2021. This is a one-off special financial assistance that is extended on a goodwill basis to all 213 passengers involved and issued as soon as details of the passenger is obtained and verified. A total of 31 passengers to-date have come forward to receive the assistance.

With reference to media reports on 31 May 2021, Prasarana confirmed that it has only today received the legal notice of demand from solicitors acting for Mr. Wong Chee Foong.

“The legal notice has been handed to Prasarana’s appointed legal advisor for due consideration and immediate action,” assured Norlia.

“We understand that Mr. Wong Chee Foong is currently still undergoing treatment in the intensive care unit, Hospital Kuala Lumpur. The goodwill payment due to him will be extended as soon as it is practicable to do so. We give our assurance that medical expenses for his surgery and other treatment at Hospital Kuala Lumpur will be fully borne by Prasarana and we pray for Mr. Wong’s speedy recovery,” added Norlia.

In addition to the goodwill payment extended to its passengers, the company has also provided on a goodwill basis financial assistance to cover medical expenses and follow-up treatment for all passengers involved in the incident.

Prasarana has also set up counselling services managed by Board of Counsellors, Ministry of Women, Family and Community Development and the Social Welfare Department (JKM) Wilayah Persekutuan for the passengers involved in the incident as well as for their families and loved ones. Appointments for this service can be done through the Crisis Hotline and would be provided for as long as it is needed.

Prasarana urges passengers to contact the Crisis Hotline at **014 737 1330** and email: recovery2021@prasarana.com.my which have been created to facilitate direct communication about the goodwill payments, medical reimbursements, claims, documentation, and access to counselling services.

To-date, 136 out of 213 passengers have been identified, with 16 of them being foreign nationals from Bangladesh, Iran, Phillipines, Indonesia and the Middle East. Out of the 64 passengers admitted to Hospital Kuala Lumpur on 24 May 2021, **61 have been discharged**. Three passengers are still being treated in Hospital Kuala Lumpur.

Prasarana reassures the public that it will be transparent in its conduct and will continue to give full co-operation to the investigations conducted by the Special Taskforce created by the Ministry of Transport and Polis Diraja Malaysia. It will also continue to work closely with the Ministry of Finance, Ministry of Transport and the Land Public Transport Authority (APAD).

*** ENDS***

Issued by Prasarana Malaysia Berhad.

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