



MEDIA STATEMENT

For Immediate Release

RAPID KL CLARIFIES MATTERS ON LALAPORT BUKIT BINTANG CITY CENTRE (BBCC) ENTRANCE

KUALA LUMPUR, 15 February: Rapid KL wishes to provide clarification on the issues raised by a Tik Tok account user that goes by the name Sam Wong. The video, taken at 7.10pm on 13 February and posted on Mr. Wong's Tik Tok account on same date at 10.30pm, showed that three (3) ticket vending machines (TVM) could not be used and the customer service counter was unmanned.

At the moment, the Level 1 entrance to Hang Tuah Station from LaLaport Bukit Bintang City Centre (BBCC), which was used by Mr. Wong, is yet to be opened to the public. While pedestrians are allowed to enter the station from this entrance, its facilities, such as TVM and entrance gates that would lead to the Monorail platform, are currently under testing and yet to be operational.

In order to access the Monorail platform, passengers are advised to use the LRT Ampang entrance located on the ground floor. Directional signages, and customer service assistants and Auxilliary Police would be placed on Level 1 at all times to provide assistance.

The BBCC entrance is expected to commence operations on 28 February 2022.

Rapid KL apologises for the anxiety and inconvenience caused and has reached out directly to Mr. Wong.

For details, kindly contact Prasarana Media Officer, Azhar Ghazali via whatsapp at 019-3837865 or email azharghazali@prasarana.com.my

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