

19.11.2019

PRESS STATEMENT

by Dato' Ir. Jaseni Maidinsa,
Chief Executive Officer,
PBA Holdings Bhd (PBAHB) and
Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP).

VIDEO OF CONFRONTATION AT PBAPP COUNTER IS “NOT REAL”

- **All persons in the video are PBAPP personnel who were acting.**
- **It was a role-playing scenario enacted for a customer care training session.**

PENANG, Tuesday, 19.11.2019: The video of a confrontation at a PBAPP customer care counter that went viral yesterday is “not real”. It was part of a training session on for PBAPP personnel.

On Sunday, 17.11.2019, a training session was held for 31 personnel at the PBAPP Rifle Range operations centre. At 1.45pm, after the customer care section was closed to the public, an “angry customer” scenario was staged at the counter area to show the trainees how to handle a difficult customer.

The “angry customer” is a role-playing PBAPP employee. Please note that there were no other customers at the counter.

The customer care consultant and auxiliary policeman shown in the video are also PBAPP employees who were also role-playing.

No one was hurt.

PBAPP personnel who were present shot videos of the role-playing scenario. One of these videos was subsequently uploaded and distributed on social networking platforms, without a proper explanation.

The video went viral because the public thought there had been a “fight in PBAPP”. As a result, PBAPP has received many enquiries from the public and the mass media on this matter.



As such, PBAPP would like to officially clarify that this is not a PBAPP video. PBAPP did not release the video, nor did we authorise its release to the public. PBAPP will conduct an internal investigation on this matter and take action as necessary.

We would like to assure all customers that we monitor and manage security at PBAPP customer care centres carefully. Auxiliary police personnel are present and on duty during opening hours.

Thank You.

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