

FREQUENTLY ASKED QUESTIONS (FAQ) ON THE SME DIGITALISATION INITIATIVE

<p>1</p>	<p><u>What is SME Digitalisation Initiative?</u></p> <p>SME Digitalisation Initiative is a new grant initiative provided by the Ministry of Finance Malaysia to assist Small and Medium Enterprises (“SME”) to adopt digitalisation in their business operations.</p> <p>As announced in Malaysia’s 2020 Budget presentation, the Government will provide a 50% matching grant of up to RM5,000.00 per SME over a period of 5 years for the subscription of digital services that will enhance their productivity and competitiveness.</p>
<p>2</p>	<p><u>What are the grant details for the SME Digitalisation Initiative?</u></p> <p>i) Grant This matching grant is limited to one (1) application per SME only, however, SMEs are allowed to apply up to three (3) digital services with one (1) or more service providers that is endorsed by MDEC (“Service Provider”).</p> <p>ii) Availability This grant facility is provided by the Government for a period of five (5) years beginning from 17th February 2020 or upon reaching 100,000 applications, whichever comes first.</p> <p>iii) Fees No fees imposed.</p>
<p>3</p>	<p><u>What are the Digitalisation services available under the SME Digitalisation Initiative?</u></p> <p>There are seven (7) types of digitalisation services available as follows:-</p> <p>i) Electronic Point of Sale System (e-POS) ii) Human Resource Payroll System/Customer Relationship Management (CRM) iii) Digital Marketing / Sales iv) Procurement v) Enterprise Resource Planning (ERP)/Accounting and Taxation. vi) Remote Working vii) E-Commerce</p>
<p>4</p>	<p><u>Who is eligible to apply for the SME Digitalisation Initiative?</u></p> <p>SMEs that fulfil the following criteria below are eligible and encouraged to apply:-</p> <p>i) The SME must be at least 60% owned by Malaysian; ii) The SME must be registered under the relevant laws of Malaysia and classified as SME; iii) The SME have been in operation for at least one (1) year;</p>

	<ul style="list-style-type: none"> iv) For the SMEs which has been in operation for one (1) year, the SME is required to have an annual minimum sales turnover of RM100,000.00 for the first year; and v) For the SMEs which has been in operation for two (2) years or more, the SME is required to have a minimum sales turnover of RM50,000.00 for the preceding two (2) consecutive years.
5	<p><u>What are the documents required for my application?</u></p> <p>Applications are to be attached with the following supporting documents:</p> <ul style="list-style-type: none"> i) Completed SME Digitalisation Initiative Application Form; ii) A copy of the Identification Card or Passport of Director (s) / Partner (s) / Proprietor(s) of the SME, whichever is applicable; iii) A copy of the SME's business registration licenses (SSM or any similar forms under the Companies Act 2016); iv) Latest audited financial statements or latest financial management account statement or the SME's bank statement for the last two (2) months; v) Quotation/invoice for the selected digitalisation services from the Service Provider listed by MDEC; vi) Any other information and documents as and when required by the Bank.
6	<p><u>How to apply for the SME Digitalisation Initiative?</u></p> <ul style="list-style-type: none"> i) The SME must contact and appoint one or more panel of Service Providers listed by MDEC to perform any of the digitalisation services available (maximum of 3 digital services). ii) The SME is to complete and submit the application form along with required documents to the Service Provider. iii) The Service Provider is to submit the application form together with the supporting documents to the Bank. iv) Once the SME's application is approved, subject to the total invoice amount, the SME is responsible to pay the difference of the total invoice after deducting the subsidised amount granted from the Initiative for each digitalisation service to the Service Provider. v) The Bank will then make a direct 50% payment of the total invoice amount or up to RM5,000.00 to the Service Provider in one lump sum payment or in stages based on the Bank's discretion.

7	<p><u>How can I get more information regarding the SME Digitalisation Initiative?</u></p> <p>For more information, please contact the numbers below:-</p> <p>BSN (Bank Simpanan Nasional) 1-300-88-1900</p> <p>SME Bank (Small Medium Enterprise Development Bank Malaysia Berhad) 03 – 2603 7700</p>
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Provided below is the list of contact persons for status updates regarding your application.

No	STATE	CONTACT PERSON	TELEPHONE NO.	EXT.
1	SELANGOR	Nur Hidayah Abdul Kadir Fariza Elina Ghazali	03-5543 3000 / 03-5543 (DID)	72206 20654
2	K.LUMPUR	Mohd Haidar Hadri Ma'min Nor Baizura Ahmad	03-2028 3222/ 2028 (No. DID)	71714 17309
3	KEDAH	Mohd Suhaimi Abd.Ghaffar Norismail Mohamed	04-7740 444 / 04-7740 (No. DID)	73062 30460
4	PENANG	Abdul Hakim M.Zainuddin Nooraisidah Noordin	04-222 6400 / 04-222 (No. DID)	73107 36595
5	PERAK	Nuraida Mohd Suhi Nabaila Mohd Radoan	05-2452222 / 05-245 Samb. DID	73207 32328
6	N.SEMBILAN	Iza Shafinaz Mohamed Noordin Abdul Talib	06-768 6500 / 06-768 Samb. DID	74208 46526
7	MELAKA	Norhassida Johari Azan Zainudin	06-289 5800 / 06-289 (No. DID)	74103 45844
8	JOHOR	Radzuwan Ibrahim Khalid Ibrahim	07-208 3555/ 07-208 (No. DID)	74007 43649
9	PAHANG	Nordin Abdul Talip Mohamad Faizul Amir	09-565 0565 / 09-565 (No. DID)	75007 50533
10	TERENGGANU	Azmi Mohd Noh Qhatrun Naada Khalir	09-6200 400/ 09-6200 (No. DID)	75207 52507
11	KELANTAN	Nurulaisah Mohamed Wan Rohana Wan Hussin	09 – 745 7070/ 09-745 (No. DID)	75109 57229
12	SABAH	Jowita @ Norhayati Mujin Maccandy Loasi	088-355 600/ 355 DID	76610 61789
13	SARAWAK	Jamilah Abdul Kadir Ted Welter AK Lana	082-227 800 / 082-227 (No. DID)	76008 60406