

## **FREQUENTLY ASKED QUESTIONS (FAQ) ON THE SME DIGITALISATION INITIATIVE**

<p><b>1</b></p>	<p><b><u>What is SME Digitalisation Initiative?</u></b></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 Budget 2020 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>Following the Pemerkasa announcement in March 2021, under Initiative #9, Cooperative (“<i>Koperas</i>”) sector has been encouraged to apply for the grant to receive the similar benefits afforded to SMEs.</p>
<p><b>2</b></p>	<p><b><u>What are the grant details for the SME Digitalisation Initiative?</u></b></p> <ul style="list-style-type: none"> <li>i. Grant This matching grant is limited to one (1) application per Applicant only, however, Applicants are allowed to apply up to three (3) digital services with one (1) or more service providers that is endorsed by MDEC (“Service Provider”).</li> <li>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.</li> <li>iii. Fees No fees imposed.</li> </ul>
<p><b>3</b></p>	<p><b><u>What are the Digitalisation services available under the SME Digitalisation Initiative?</u></b></p> <p>There are seven (7) types of digitalisation services available as follows:-</p> <ul style="list-style-type: none"> <li>i. Electronic Point of Sale System (e-POS)</li> <li>ii. Human Resource Payroll System/Customer Relationship Management</li> <li>iii. (CRM)</li> <li>iv. Digital Marketing / Sales</li> <li>v. Procurement</li> <li>vi. Enterprise Resource Planning (ERP)/Accounting and Taxation.</li> <li>vii. Remote Working</li> <li>viii. E-Commerce</li> </ul>
<p><b>4</b></p>	<p><b><u>Who is eligible to apply for SME Digitalisation Initiative?</u></b></p> <p>Applicant must possess the following criteria;</p> <ul style="list-style-type: none"> <li>i. Available to SME and Cooperative (“<i>Koperas</i>”) registered under the relevant laws of Malaysia</li> </ul>

	<ul style="list-style-type: none"> <li>ii. The SME is at least 60% owned by Malaysian;</li> <li>iii. The SME/Coop has been in operation for at least six (6) months; and</li> <li>iv. The SME/Coop has minimum average annual sales turnover of RM50,000</li> </ul>
<b>5</b>	<p><b><u>What are the documents required for my application?</u></b></p> <p>Applications are to be attached with the following supporting documents:</p> <ul style="list-style-type: none"> <li>i. Completed SME Digitalisation Initiative Application Form.</li> <li>ii. A copy of the Identification Card or Passport of Director (s) / Partner (s) / Proprietor(s) of the SME / Applicant appointed by the Coop , whichever is applicable.</li> <li>iii. A copy of the SME's business registration licenses (CCM or any similar forms under the Companies Act 2016). For Coop, a copy of SKM registration certificate.</li> <li>iv. Latest audited financial statements or latest financial management account statement or the SME/Coop bank statement for the latest two (2) months;</li> <li>v. Quotation/invoice for the selected digitalisation services from the Service Provider listed by MDEC; and</li> <li>vi. Any other information and documents as and when required by the bank.</li> </ul>
<b>6</b>	<p><b><u>How to apply for SME Digitalisation Initiative?</u></b></p> <ul style="list-style-type: none"> <li>i. The Applicant 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).</li> <li>ii. The Applicant is to complete and submit the application form along with required documents to the Service Provider.</li> <li>iii. The Service Provider is to submit the application form together with the supporting documents to the Bank.</li> <li>iv. Once the application is approved, subject to the total invoice amount, the Applicant 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.</li> <li>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.</li> </ul>
<b>7</b>	<p><b><u>How can I get more information regarding the SME Digitalisation Initiative?</u></b></p> <p>MDEC (Malaysia Digital Economy Corporation Sdn Bhd) 1-800-88-8338</p> <p>BSN (Bank Simpanan Nasional) 1-300-88-1900</p>

**The list of officers to be reached for enquiry related to the status of the grant application**

NO.	STATE	OFFICER IN CHARGE	CONTACT DETAILS	EXT.
1	SELANGOR	Nur Hidayah Abdul Kadir Fariza Elina Ghazali Jumiati Binti Hapaid	03-5543 3000 / 5543 (DID)	<b>72206</b> <b>20654</b> <b>20656</b>
2	K.LUMPUR	Mohd Haidar Hadri Ma'min Nor Shazeni Bin Misni	03-2028 3222/ 2028 (No. DID)	<b>71714</b> <b>17308</b>
3	KEDAH	Mohd Suhaimi Abd.Ghaffar Sharifah Noor Hartilia Binti Syed Hamzah	04-7740 444 / 04-7740 (No. DID)	<b>73062</b> <b>30412</b>
4	PENANG	Abdul Hakim M.Zainuddin Noorasidah Noordin	04-222 6400 / 04-222 (No. DID)	<b>73107</b> <b>36595</b>
5	PERAK	Nuraida Mohd Suhi Nabaila Mohd radoan	05-2452222 / 05-245 Samb. DID	<b>73207</b> <b>32328</b>
6	N.SEMBILAN	Iza Shafinaz Mohamed Ahmad Muzamier Abdullah	06-768 6500 / 06-768 Samb. DID	<b>74208</b> <b>46529</b>
7	MELAKA	Norhassida Johari Azan Zainudin	06-289 5800 / 06-289 (No. DID)	<b>74103</b> <b>45844</b>
8	JOHOR	Radzuwan Ibrahim Khalid Ibrahim	07-208 3555/ 07-208 (No. DID)	<b>74007</b> <b>43649</b>
9	PAHANG	Nordin Abdul Talip Mohamad Faizul Amir	09-565 0565 / 09-565 (No. DID)	<b>75007</b> <b>50533</b>
	TERENGGANU	Azmi Mohd Noh Qhatrun Naada Khalir	09-6200 400/ 09-6200 (No. DID)	<b>75207</b> <b>52507</b>
11	KELANTAN	Nurulaisah Mohamed Siti Nor Azma Binti Rameli	09 – 745 7070/ 09-745 (No. DID)	<b>75109</b> <b>57236</b>
12	SABAH	Jowita @ Norhayati Mujin Maccandy Loasi	088-355 600/ 355 DID	<b>76610</b> <b>61789</b>
13	SARAWAK	Jamilah Abdul Kadir Ted Welter AK Lana	082-227 800 / 082-227 (No. DID)	<b>76008</b> <b>60406</b>

However, if the application is processed beyond 14 working days without any status update, kindly direct notification to [microbiz@bsn.com.my](mailto:microbiz@bsn.com.my). Please include the following information:

Name of applicant:

Name of vendor:

Submission Date:

Submission Location:

Delivery via: Walk in/Postage

Invoice amount:

Last update in April 2021