

Terms & Conditions SME Digitalisation Initiative

1. The Small and Medium Enterprise (SME) Digitalisation Initiative ("the Initiative") is offered to small and medium enterprises under the Budget 2020 to obtain digitalisation services from service providers registered with the Malaysia Digital Economy Corporation (MDEC) ("Service Providers"). The initiative is also available to Cooperative sector (Koperasi) as announced under Initiative #9 Pekeraka Program in March 2021.
2. The amount allocated by the Ministry of Finance of Malaysia through BSN as the payer Bank for each eligible SME/Coop ("Applicant") to carry out the digitalisation process and other services listed in this Initiative, is 50% of the total amount invoiced by the Service Provider or up to RM5,000.00 (Ringgit Malaysia: Five Thousand Only), whichever is lower.
3. Digital areas for this initiative are limited to the seven (7) services as stated below:-
 - i. **Electronic Point of Sale System (e-POS)**
The use of software such as Point-Of-Sale is designed to help the businesses run more effectively.
 - ii. **Human Resource Payroll System / Customer Relationship Management (CRM)**
A system that simplifies and manages a company's payroll process and procedures and any matters relating to human resources.
 - iii. **Digital Marketing / Sales**
Digital marketing services that offer marketing of products or services on the internet, via applications, display advertising and any other digital mediums.
 - iv. **Procurement**
Service that offers business-to-business, business-to-consumer or business-to-government purchase and sale of supplies, work and services through the internet as well as other information and networking systems.
 - v. **Enterprise Resource Planning ("ERP")/Accounting & Taxation**
Database service that supports processes and operations including manufacturing, marketing, financial and human resources.
 - vi. **Remote Working**
Adoption of digital solutions that enable businesses to carry on business functions offsite. This often involves the use of digital hardware and software to enable remote communication and data exchange.
 - vii. **E-Commerce**
Adoption of digital technologies by transforming buying and selling of products over the Internet and the services that support such activity, including marketing, development of online sales platforms, delivery services and more.

4. SME Digitalisation Initiative eligibility requirements

- i. Applicant must fulfilled the following criteria;
 - a. Available to SME and Cooperative ("Coop") registered under the relevant laws of Malaysia

- b. The SME is at least 60% owned by Malaysian;
- c. The SME/Coop has been in operation for at least six (6) months; and
- d. The SME/Coop has minimum average annual sales turnover of RM50,000

5. The Mechanism of the Initiative

- i. The Applicant must contact and appoint one or more panel of the Service Provider to perform any of the digitalization services available (maximum of 3 digital services).
- ii. The Applicant is to complete and submit the application form together with the required supporting documents to the Service Provider.

The required supporting documents are as follows: -

- a) Completed SME Digitalisation Initiative Application Form.
 - b) 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.
 - c) 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.
 - d) Latest audited financial statements or latest financial management account statement or the SME/Coop bank statement for the latest two (2) months;
 - e) Quotation/invoice for the selected digitalisation services from the Service Provider listed by MDEC; and
 - f) Any other information and documents as and when required by the Bank.
- iii. The Service Provider is to submit the application form together with the supporting documents to the Bank.
 - iv. If any of the information provided in clause 5(ii) is found to be inaccurate and / or false, the Bank reserves the right to request additional documents from the Applicant and /or reject the application.
 - v. Once the grant application is approved, the Applicant is responsible to pay the difference of the total invoice after deducting the subsidized amount granted from the Initiative for each digitalisation service to the Service Provider.
 - vi. Once the Bank receives the proof of payment, the Bank will 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.
 - vii. The allocation of RM 5,000.00 (Ringgit Malaysia: Five Thousand) is subject to any directives issued by the Ministry of Finance from time to time.
 - viii. The Applicant is to ensure that training modules and other digitalisation services that have been agreed by the Service Provider are properly implemented.

- ix. The Applicant must submit the Proof of Activation if requested by the Bank at any time.
- x. The Applicant is to ensure that the process of implementing the digitalisation services funded by this program is limited to the services as mentioned in Clause 3 above.
- xi. In participating in this Initiative, the importance of safeguarding the good name of the Applicants, the Bank and the Ministry of Finance should be emphasized. Applicants are strictly prohibited from engaging in illegal business activities that could tarnish the image of Applicants, the Bank and the Ministry of Finance.
- xii. If the Applicant fails to comply with Clause 5 above, the Bank will take the necessary and appropriate action against the Applicant and the name of the Applicant will be blacklisted from any future initiative organized by the Bank or any other government agency.

6. General Terms and Conditions

- i. By participating in this Initiative, the Applicant agrees to be bound by the Terms and Conditions herein and any other terms and conditions set herein from time to time.
- ii. The Applicant agrees and permits the company's and/or personal details and information including but not limited to personal data or information collected, processed and used by the Bank for the purposes of this Initiative and other purposes related to the Bank's services or notification.
- iii. The Bank shall not be responsible and/or liable for any loss, (including but not limited to loss of income, profits, reputation goodwill, direct or indirect, incidental, consequential, exemplary, punitive or special damages of any party including third parties) howsoever arising whether in contract, negligence or otherwise, in relation with the Initiative.
- iv. The Bank shall not be responsible and/or liable nor shall it accept any form of liability in whatsoever nature and howsoever arising or suffered by the qualified Applicants resulting directly or indirectly from participation in this Initiative or otherwise. The Bank shall not be liable for any default of its obligation under this Initiative due to force majeure which includes but not limited to natural disasters, wars, riots, blockages, industrial actions, fires, floods, droughts, storms, pandemics, epidemics or any outside events reasonable control of the Bank.
- v. The Bank reserves its right at its absolute discretion to amend, vary, delete or add to any of these Terms and Conditions, in whole or in part at any time, subject to any changes in Government policy by giving early notification of at least twenty-one (21) calendar days prior to such amendments, changes, cancellations or additions by means of any communication method the Bank deems appropriate.
- vi. The eligible Applicant is to access the Bank's website at www.bsn.com.my on a regular basis to ensure that the eligible Applicant is kept up to date with any

changes or amendments made to the Terms and Conditions.

- vii. Any amendments, changes, cancellations or additions to these Terms and Conditions shall be binding on the eligible Applicant and shall be deemed to have been brought to the attention and knowledge of all eligible Applicants through the Bank's display or by notice posted by the Bank or advertising on the Bank's social media sites or any other way the Bank deems fit.
- viii. In the event of any discrepancies between the Terms and Conditions of this Initiative and the advertising, promotion, publicity, and other materials relating to or in connection with this Initiative, these Terms and Conditions shall prevail. Any matter regarding the Initiative not expressly set out in these Terms and Conditions will be determined at the sole discretion of the Bank.

7. Personal Data

Eligible Applicant have the right at any time to:

- a) Withdraw the permission given to use Personal Data;
- b) Request any amendments/updates be made to the Personal Data; and
- c) Inquire about the use of Personal Data by contacting the Bank

Last update on 12 April 2021