

As at 15 March 2021

FREQUENTLY ASKED QUESTIONS (FAQS) ON THE SMEs GO DIGITAL PROGRAMME: NEW PRE-APPROVED DIGITAL SOLUTIONS FOR THE REAL ESTATE AGENCY INDUSTRY

Overview

1. What is the SMEs Go Digital programme for the real estate agency industry?

The SMEs Go Digital programme for the real estate agency industry aims to help estate agents (EAs), especially the small and medium-sized EAs, use digital technologies and build stronger digital capabilities to raise productivity.

There are two types of pre-approved digital solutions available, namely, solutions which are specific to the real estate agency industry (known as sector-specific solutions), and generic solutions that cut across industries (e.g. in the areas of customer management and financial management). Eligible EAs will be able to adopt both types of digital solutions with funding support from the Productivity Solutions Grant (PSG) administered by Enterprise Singapore (ESG).

2. How much funding support can EAs receive from the PSG?

As announced by Mr Heng Swee Keat, Deputy Prime Minister and Minister for Finance, at Supplementary Budget 2020 on 26 March 2020 and Budget 2021 on 16 February 2021, the Government has enhanced the PSG to encourage companies to continue their digitalisation and productivity upgrading efforts. From 1 April 2020 to 31 March 2022, eligible EAs may receive up to 80% funding support for qualifying costs. The funding support will revert to 70% after 31 March 2022.

3. What does the funding support from the PSG cover?

The funding support covers qualifying/supportable costs such as the purchase/lease/hire cost of the IT solution package or equipment. The funding support does not cover other related costs such as administrative fees and charges (e.g. for delivery and installation), and recurring charges such as maintenance costs or annual subscription fees.

4. Does my EA have to pay for the IT solution or equipment upfront?

Yes. EAs which purchase/lease/hire any IT solution package or equipment under the SMEs Go Digital programme will have to make payment upfront. Eligible EAs will be reimbursed up to 80% of the qualifying/supportable costs, usually within two months of the claim application.

5. Can my EA claim funding support from the PSG for maintenance costs or annual subscription fees for the IT solution or equipment?

No. The funding support from the PSG does not cover recurring charges such as maintenance costs or annual subscription fees.

Eligibility

6. Is my EA eligible to apply for the PSG?

EAs that meet the following eligibility criteria can apply for the PSG:

- a. Registered/incorporated and operating in Singapore.
- b. Have at least 30% local shareholding.
- c. Company's Group annual sales turnover must not be more than S\$100 million, or Company's Group employment size must not be more than 200 employees. (Note: This employee criterion does not refer to your real estate salespersons who are associates of your company.)
- d. Purchase/lease/subscription of the IT solution/equipment/consultancy service must be used in Singapore.
- e. Must not have:
 - i. Made any payment to a supplier, vendor or third party in relation to the purchase/lease/subscription of the IT solution/equipment/consultancy service.
 - ii. Signed any contract with a supplier, vendor or third party in relation to the purchase/lease/subscription of the IT solution/equipment/consultancy service.

7. Are real estate salespersons (RESs) regarded as employees of an EA under the eligibility criterion on Company's Group employment size?

RESs are not considered employees of an EA, unless they are working under a full-time employment contract with the EA.

8. Is there a grant cap for the PSG?

Each EA is subject to an annual grant cap of \$30,000 for digital solutions supported by ESG, starting on 1 April and ending on 31 March the following year. EAs which have fully utilised their grant caps will not be eligible for further support within the validity period of the grant cap. EAs can apply for the PSG for new digital solutions in the next period when the grant caps are refreshed. EAs are encouraged to plan the use of the PSG for their adoption of digital solutions.

9. My EA has received funding support from the PSG for COVID-19 continuity measures. Will it still be eligible for funding support from the PSG under the SMEs Go Digital programme?

Yes, the two are separate funding support schemes. Under the SMEs Go Digital programme, EAs are eligible for funding support from the PSG as long as they have not fully utilised their annual grant cap of \$30,000 within the validity period, which starts on 1 April and ends on 31 March the following year.

For more FAQs on the PSG, including on eligibility, application, PSG equipment and IT solutions, Business Grants Portal and CorpPass, change requests, acceptance of Letter of Offer, claims, and withdrawal of grants, please visit [ESG's webpage](#).

Application

10. How can EAs apply for the PSG?

To apply for the PSG, EAs will have to:

- a. Visit [GoBusiness](#) to access the list of pre-approved digital solutions for the real estate agency industry and identify relevant digital solutions that best suit your business needs.
- b. Get a quotation from the pre-approved vendor.
- c. Submit an application on the [Business Grants Portal \(BGP\)](#). EAs will need to have a CorpPass account to transact on the BGP.

EAs may click [here](#) for a step-by-step guide, covering:

- a. Application submission.
- b. Acceptance of Letter of Offer.
- c. Claims submission.

For more FAQs on the PSG, including on eligibility, application, PSG equipment and IT solutions, BGP and CorpPass, change requests, acceptance of Letter of Offer, claims, and withdrawal of grants, please visit [ESG's webpage](#).

Pre-approved Digital Solutions

11. If I have a query regarding the features of the pre-approved digital solutions, who should I approach?

You can approach the vendor of the pre-approved digital solution directly. Vendors' contact information can be found on the webpages of the individual digital solutions on [GoBusiness](#).

12. Will there be more sector-specific digital solutions for the real estate agency industry?

CEA is working with IMDA and ESG to roll out more sector-specific digital solutions for the real estate agency industry. We plan to announce the roll-out of these sector-specific digital solutions in 1H2021 when the vendors are ready with their digital solutions. For the latest list of pre-approved digital solutions for the real estate agency industry, please visit [GoBusiness](#).

13. Can I suggest what digital solutions my EA (and RESs) need? Who should I contact?

If you have any suggestion on the types of digital solutions to introduce for the real estate agency industry, please send your suggestion to CEA by filling in this [form](#).

If you require assistance with the BGP, please contact the BGP Helpdesk at +65 6708 7288 (Monday to Friday, 8.30am – 5.30pm, excluding public holidays) or bgp_helpdesk@enterprisesg.gov.sg.

If you require assistance with CorpPass, please contact the CorpPass Helpdesk at +65 6643 0577 (Monday to Friday, 8.00am – 8.00pm and Saturday, 8.00am – 2.00pm, excluding public holidays) or support@corppass.gov.sg.

If you require any other assistance, you may contact:

- ESG at +65 6898 1800 (Monday to Friday, 8.30am – 5.30pm, excluding public holidays) or enquiry@enterprisesg.gov.sg
- CEA at 1800 643 2555 (Monday to Friday, 8.30am – 5.00pm, excluding public holidays) or send us your queries at <https://www.cea.gov.sg/feedback>.