FREQUENTLY ASKED QUESTIONS (FAQS) ON THE SMEs GO DIGITAL PROGRAMME: 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 that 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 accounting management, customer relationship management, and human resource 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?**

    Eligible EAs may receive up to 50% funding support for qualifying costs from 1 April 2023.

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 50% of the qualifying/supportable costs, usually within two months of the claim application.

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

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) considered 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.

![Council for Estate Agencies logo]

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.

Application

9. 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. Claim submission.

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

Pre-approved Digital Solutions

10. 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.

11. 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 submit your enquiry/feedback at [go.gov.sg/bgphelpdesk](#).

If you require assistance with CorpPass, please contact the CorpPass Helpdesk at +65 6335 3530 (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 submit your enquiry/feedback at [go.gov.sg/askenterprisesg](#).*
- *CEA at 1800 643 2555 (Monday to Friday, 8.30am – 5.00pm, excluding public holidays) or submit your enquiry/feedback at [www.cea.gov.sg/feedback](#).*