

GUIDELINES FOR THE SERVICES EXPORT FUND (SEF) 2017

Note:

This guideline is only applicable for application submitted from 1 January 2017 and subject to review and changes from time to time.

GUIDELINES FOR THE SERVICES EXPORT FUND (SEF) 2016

WHAT IS SERVICES EXPORT FUND (SEF)?

The Services Export Fund (SEF) is a scheme to provide assistance to Malaysian Service Providers (MSPs), Trade & Industry Associations, Chambers of Commerce and Professional Bodies to undertake activities to expand and venture into the international market.

OBJECTIVE

The objectives of SEF are:

- i. to increase the competitiveness of Malaysian Service Providers (MSPs) overseas;
- ii. to increase accessibility and expand export of MSPs in the global market;
- iii. to expand the scope for export promotion to gain market access and export opportunities for services; and
- iv. to raise the profile of Malaysia at the international level as competent service provider and brand Malaysia as a supplier of services.

ELIGIBILITY CRITERIA

To qualify for the SEF:

A. Malaysian Service Providers (MSPs) must be:

- i. Incorporated under the Companies Act 1965, Malaysia;
OR
Malaysian professionals either sole proprietors or partnership, registered with respective professional authorities in Malaysia;
- ii. Having at least 60% equity owned by Malaysian;
- iii. Company must be in operation for at least one (1) year and not a dormant company;
- iv. Not a Government Linked Majority Owned Company;
- v. Registered with MATRADE under the Malaysia Exporters Registry (MER) at www.matrade.gov.my/ms/online-applications/register-as-matrade-member and
- vi. Exporting Malaysian Services.

B. Trade & Industry Associations, Chambers of Commerce & Professional Bodies (Only for Activity 1 – 4)

- i. Registered with the Registrar of Society (ROS) or Associated Professional Authority.

Note:

- i. *A company that is inactive or dormant is not eligible for SEF. A company is considered dormant if the company is not carrying on any business activity or does not have any significant accounting transaction for one financial year*
- ii. *Government Linked-Companies (GLCs) are defined as companies that have a primary commercial objective and in which the Malaysian Government (federal or state government) has a direct controlling stake and part of the company's equity is owned by the government. Controlling stake also refers to the Government's ability (not just percentage ownership) to appoint BOD members, senior management, major decisions maker (e.g contract awards, strategy, restructuring and financing, acquisitions and divestments etc.) for GLCs either directly or through GLICs in which are not eligible under SEF.*
- iii. *Appointed agents or consultants are not eligible to apply.*

ELIGIBLE SECTOR

All services sectors are eligible to apply except tourism and financial sectors. Among the focus sectors are:

- Oil and Gas
- Aerospace
- Logistics
- Legal
- Accounting
- Franchising
- Business services
- Construction and Related Professional Services
- Maintenance, Repair and Overhaul (MRO)
- Information and communications technology (ICT)
- Electronics Manufacturing Services (EMS)
- Maritime
- Education
- Healthcare

FORM OF ASSISTANCE

The assistance is extended in the form of reimbursable grant and soft loan.

MAXIMUM ASSISTANCE UNDER SEF

Each company is eligible for a maximum of RM5 million in reimbursable grant and soft loan for the duration of the period 2015 – 2020. The maximum amount of grant and soft loan for each activity is according to the maximum limit set for the activity. This is subject to the availability of the fund.

Any applicant that has utilised the maximum amount is not eligible for consideration.

APPLICATION AND CLAIM PROCEDURE FOR GRANT

A. Application for Approval in Principle (Only Activity 5)

- It is compulsory to submit application for approval in principle before undertaking Activity 5. The company must apply within the bid eligibility period or ninety (90) days of receiving the Letter of Intent / Invitation/ Interest (LOI) / Letter of Awareness / Agreement (LOA) from the government of the host country, government of Malaysia or international institution.
- No approval in principle is required for Activity 1 – 4.
- Application must be submitted online to MATRADE at: www.matrade.gov.my/sef/form
- Applicant can either submit standard supporting documents and additional documents in hardcopy OR email the scanned documents to sef@matrade.gov.my
- The hardcopy OR scanned documents must be received by SEF Secretariat within seven (7) working days from the online submission date of the application. The required documents are:
 - i. One (1) set of SEF Online Application Form A and Form B; and
 - ii. One (1) set of Standard Supporting Documents and Additional Documents.

STANDARD SUPPORTING DOCUMENTS

List of Standard Supporting Document
<p><u>Service Providers</u></p> <ul style="list-style-type: none">• Certificate of Incorporation Form 9 or Form 13• Latest Form of Annual Return of Company Having a Share Capital (full set)• Latest Financial Audited Account (full set)
<p style="text-align: center;">OR</p>
<p><u>Professional Services (Partnership / Sole Proprietor)</u></p> <ul style="list-style-type: none">• Registration Letter / License/ Certificate issued by Professional Services Body• Latest Financial Audited Account (full set) / Management Account / Income Statement / Company Account
<p style="text-align: center;">OR</p>
<p><u>Chambers of Commerce, Trade and Industry Associations & Professional Bodies</u></p> <ul style="list-style-type: none">• Registration certification issued by the Registrar of Society / Associated Professional Body / Certificate of Incorporation of Public Company (Form 8)
<p style="text-align: center;">AND</p>
<p><u>Other Documents</u></p> <ul style="list-style-type: none">• Company brochure/ company profile/ other relevant documents.• List of past projects / jobs undertaken (including overseas projects).• Latest EPF Statement / latest salary slips / appointment letters of contract staff(s) for staffs who will undertake the project.• Declaration letter by Malaysian entity (Format is as per Appendix A)• Outcome Report (Format is as per Appendix B. Applicable only for Claim Submission)

B. Claim Submission

- Claims submission must be made by completing the SEF Online Claim Form through online at www.matrade.gov.my/sef/form after undertaking the activity.
- Applicant can either submit standard supporting documents and additional documents in hardcopy OR email the scanned documents to sef@matrade.gov.my
- The reimbursement of claims will be based on actual proof of eligible expenses. Applicant must submit either the hardcopy of original receipts / bank statements / credit card statements / telegraphic transfers and invoice(s) OR email the scanned original proof of payment document in colour to sef@matrade.gov.my
- If applicant is unable to provide original receipts, photocopies must be certified by an External Auditor / External Chartered Accountants / Commissioner of Oaths / issuer of the payment document.
- The hardcopy OR scanned documents must be received by SEF Secretariat within seven (7) working days from the online submission date. The required documents are:
 - i. For Activity 1 – 4, applicant has to submit:
 - a) One (1) set of SEF Online Form B; and
 - b) One (1) set of Standard Supporting and Additional Documents.
 - ii. For Activity 1 – 5, applicant has to submit one (1) set of SEF Online Claim Form C.
- Deadline for claim submission are as follows:

Activity 1- 2	:	Within 40 days from the last date of the event.
Activity 3	:	Claims can be made twice and the last claim must be within 40 days after 12 months of the establishment of the office or termination of the office contract, whichever is earlier.
Activity 4	:	Within 40 days from the date of shipment.
Activity 5	:	Based on progress of the feasibility study together with progressive report. The last claim must be within 40 days after completion of the study together with final report.

- For foreign currency, please quote using the Accountant General (AG) exchange rate based on the date of payment. AG rate can be downloaded at <http://portal.anm.gov.my/main.php?Content=sections&SectionID=18>. For exchange rate where RM = 100 unit, the rate must be divided by 100, for example: AED 92.6900/100 = 0.926900.
- All claim documents must be under the applicant's name. Claim documents other than the applicant is not eligible.
- Documents not in the English language must be accompanied by English translation.
- In the event of false claims and documents, applicants shall be blacklisted and shall be required to reimburse all grants received from MATRADE.

APPLICATION PROCEDURE FOR SOFT LOAN

- Application for **SEF SOFT LOAN** must be submitted directly to Malaysian Industrial Development Finance Berhad (MIDF) at www.midf.com.my. All application and processing of SEF Soft Loan is subject to MIDF terms and conditions.

ELIGIBLE ACTIVITY

The disbursement of SEF to MSPs is through the provision of grants and soft loans.

A. GRANT

ACTIVITY 1

DESCRIPTION	REQUIRED DOCUMENTS	FORM
50% reimbursable grant for eligible expenses incurred up to a maximum of RM50,000 per company.		
<p>(a) Promoting Malaysian expertise in services at international events overseas as speaker in conferences, forums and participating in services industry related competitions.</p> <p>Eligible expenses are:</p> <ul style="list-style-type: none">• Economy class airfare for one (1) person. Cost does not include items such as visa fees, excess baggage, insurance premium, agent collection fee and surcharge.• One (1) standard hotel room not exceeding RM1,000 per night. Payment will cover for the duration of the event or a maximum of five (5) nights, whichever is lower. Cost does not include items such as taxes and breakfast.	<ul style="list-style-type: none">• <u>Standard Supporting Documents</u> (refer to page 6 & 7)• Event programme (Format is as per Appendix C)• Invitation letter from the organizer as a speaker/ participant in competition• Confirmation letter from the organizer as a speaker/ participant in competition <p>Note: <u>Outcome report (Appendix B)</u> for the activity undertaken as indicated under the Standard Supporting Documents is compulsory. Claim application <u>will not</u> be considered without this document.</p>	SEF FORM B SEF FORM C1 (a)

DESCRIPTION	REQUIRED DOCUMENTS	FORM
<p>Note:</p> <p>(i) Export promotional activities must not be subsidised or sponsored by third parties (e.g Ministries or Government agencies / Trade and Industry Associations / Chambers of Commerce / Professional Bodies and Others)</p> <p>(ii) The activity must be related to the promotion of export for the industry or professional services. It does not apply to seminars, workshops or training for the purpose of acquiring skills, upgrading knowledge or human capital development.</p>	<p><u>Airfare</u></p> <ul style="list-style-type: none"> • Copy of Invoice • Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer • Copy of Flight Itinerary/ Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into & exit from the foreign country <p><u>Accommodation</u></p> <ul style="list-style-type: none"> • Copy Invoice(s)/ Guest Folio • Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer 	
<p>(b) Travelling expenses for tender bidding.</p> <p>Eligible expenses are:</p> <ul style="list-style-type: none"> • Economy class airfare for one (1) person. Cost does not include items such as visa fees, excess baggage, insurance premium, agent collection fee and surcharge. • One (1) standard hotel room not exceeding RM1,000 per night. Payment will cover for the duration of the event or a maximum of five (5) nights, whichever is lower. Cost does not include items such as taxes and breakfast. 	<ul style="list-style-type: none"> • <u>Standard Supporting Documents</u> (refer to page 6 & 7) • Invitation letter for tender bidding / Tender notice • Copy of acknowledgement to prove submission of tender document. • Copy of cover page, table of content, first page and last page of the tender document submitted <p>Note: <u>Outcome report (Appendix B)</u> for the activity undertaken as indicated under the Standard Supporting Documents are compulsory. Claim application <u>will not</u> be considered without this document.</p>	<p>SEF FORM B</p> <p>SEF FORM C1 (b))</p>

DESCRIPTION	REQUIRED DOCUMENTS	FORM
	<p><u>Airfare</u></p> <ul style="list-style-type: none"> • Copy of Invoice • Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer • Copy of Flight Itinerary/ Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into & exit from the foreign country <p><u>Accommodation</u></p> <ul style="list-style-type: none"> • Copy Invoice(s)/ Guest Folio • Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer 	
<p>(c) Procuring commercial intelligence / market reports for assessing business opportunity or projects overseas.</p> <p>Purchase of market & surveys reports relevant to the services industry e.g. geotechnical, hydrological, ground surveys and other related information</p>	<ul style="list-style-type: none"> • <u>Standard Supporting Documents</u> (refer to page 6 & 7) • Copy of quotation • Copy of Invoice • Original Receipt/ Bank Statement / Credit Card Statement/ Telegraphic Transfer • Copy of front page, table of content, first page and last page of the commercial intelligence/ market report 	<p>SEF FORM B</p> <p>SEF FORM C1 (c)</p>

DESCRIPTION	REQUIRED DOCUMENTS	FORM
	<p>Note: <u>Outcome report (Appendix B)</u> for the activity undertaken as indicated under the Standard Supporting Documents is compulsory. Claim application <u>will not</u> be considered without this document.</p>	

ACTIVITY 2

DESCRIPTION	REQUIRED DOCUMENTS	FORM
50% reimbursable grant for eligible expenses incurred up to a maximum of RM50,000 per company.		
<p>(a) Rendering services for projects undertaken overseas.</p> <p>Travelling cost to execute project secured overseas.</p> <p>Eligible expenses are:</p> <ul style="list-style-type: none"> Economy class airfare for one (1) person. Cost does not include items such as visa fees, excess baggage, insurance premium, agent collection fee and surcharge. 	<ul style="list-style-type: none"> <u>Standard Supporting Documents</u> (refer to page 6 & 7) Business visit programme (Format is as per Appendix C) Invitation letter/ proof of request from project owner to undertake business visit in rendering services Project contract secured overseas 	<p>SEF FORM B</p> <p>SEF FORM C2 (a)</p>

DESCRIPTION	REQUIRED DOCUMENTS	FORM
<ul style="list-style-type: none"> One (1) standard hotel room not exceeding RM1,000 per night. Payment will cover for the duration of the event or a maximum of five (5) nights, whichever is lower. Cost does not include items such as taxes and breakfast. 	<p>Note: <u>Outcome report (Appendix B)</u> for the activity undertaken as indicated under the Standard Supporting Documents is compulsory. Claim application <u>will not</u> be considered without this document.</p> <p><u>Airfare</u></p> <ul style="list-style-type: none"> Copy of Invoice Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer Copy of Flight Itinerary/ Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into & exit from the foreign country <p><u>Accommodation</u></p> <ul style="list-style-type: none"> Copy of Invoice / Guest Folio Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer 	
<p>(b)Presentation to potential clients for assessing business and projects overseas.</p> <p>Eligible expenses are:</p> <ul style="list-style-type: none"> Economy class airfare for one (1) person. Cost does not include items such as visa fees, excess baggage, insurance premium, agent collection fee and surcharge. 	<ul style="list-style-type: none"> <u>Standard Supporting Documents</u> (refer to page 6 & 7) Business visit programme (Format is as per Appendix C) Invitation letter/ proof of request from potential clients to undertake business visit 	<p>SEF FORM B</p> <p>SEF FORM C2 (b)</p>

DESCRIPTION	REQUIRED DOCUMENTS	FORM
<ul style="list-style-type: none"> One (1) standard hotel room not exceeding RM1,000 per night. Payment will cover for the duration of the event or a maximum of five (5) nights, whichever is lower. Cost does not include items such as taxes and breakfast. 	<p>Note: <u>Outcome report (Appendix B)</u> for the activity undertaken as indicated under the Standard Supporting Documents is compulsory. Claim application <u>will not</u> be considered without this document.</p> <p><u>Airfare</u></p> <ul style="list-style-type: none"> Copy of Invoice Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer Copy of Flight Itinerary/ Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into & exit from the foreign country <p><u>Accommodation</u></p> <ul style="list-style-type: none"> Copy of Invoice / Guest Folio Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer 	
<p>(c)Preparation of prototype, system customisation / localisation to meet projects requirements overseas.</p> <p>Cost of preparing prototype or system customisation / localisation to present to potential clients overseas.</p>	<ul style="list-style-type: none"> <u>Standard Supporting Documents</u> (refer to page 6 & 7) Copy of Quotation Copy of proof of request from clients to prepare prototype, system customisation / localisation 	<p>SEF FORM B</p> <p>SEF FORM C2 (c)</p>

DESCRIPTION	REQUIRED DOCUMENTS	FORM
<p>Eligible expenses are:</p> <ul style="list-style-type: none"> • Related expenses in preparing prototype, system customisation / localisation. 	<ul style="list-style-type: none"> • Copy of Invoice • Original Receipt/ Bank Statement/ Credit Card statement/telegraphic transfer • Photo of the prototype, details content of customisation / localisation <p>Note: <u>Outcome report (Appendix B)</u> for the activity undertaken as indicated under the Standard Supporting Documents is compulsory. Claim application <u>will not</u> be considered without this document.</p>	

ACTIVITY 3

DESCRIPTION	REQUIRED DOCUMENTS	FORM
<p>50% reimbursable grant for eligible expenses incurred in the initial twelve (12) months for the setting up of office overseas, up to a maximum of RM150,000 per company (whichever is earlier).</p>		
<p>Initial Cost of Setting up Office Overseas for the purpose of:</p> <p>i. undertaking activities for promotion of Malaysian services;</p>	<ul style="list-style-type: none"> • <u>Standard Supporting Documents</u> (refer to page 6 & 7) 	<p>SEF FORM B</p> <p>SEF FORM C3</p>

DESCRIPTION	REQUIRED DOCUMENTS	FORM
<p>ii. seeking opportunity for outsourcing and subcontracting business; iii. to undertake research on the market; and iv. to undertake and monitor implementation of projects and contracts.</p> <p>Eligible expenses are:</p> <ul style="list-style-type: none"> • Rental of office. • Maintenance fees / service charge (exclude deposits and taxes). • Utilities: Electricity and water. <p>Type of Office:</p> <ul style="list-style-type: none"> • Subsidiary office; • Branch Office; • Representative office; • Shared office. <p>Note:</p> <p>i. Claimable expenses are for the initial twelve (12) months set up of overseas office. ii. The office set up must be at the commercial area</p>	<ul style="list-style-type: none"> • Copy of Tenancy Agreement/ Office Lease Agreement OR Confirmation letter from overseas client / JV partners on office agreement for shared office if the company is not under the name of the applicant. • Copy of Official Documents/ Local Authority confirming registration/ setting up office overseas OR Copy of Contract of ongoing project/ project to be implemented. • Copy of Official Receipt for Deposit payment • Copy of Invoice (s) for office rental, maintenance fees and utilities. • Original receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer for office rental, maintenance fees and utilities. <p>Note: <u>Outcome report (Appendix B)</u> for the activity undertaken as indicated under the Standard Supporting Documents is compulsory. Claim application <u>will not</u> be considered without this document.</p>	

ACTIVITY 4

DESCRIPTION	REQUIRED DOCUMENTS	FORM
50% reimbursable grant for eligible expenses incurred up to a maximum of RM1 million per company.		
<p>Logistic cost for sending Malaysian products / equipment for project abroad implemented by Malaysian services companies (port to port).</p> <p>For this activity, the following criteria will apply:</p> <ul style="list-style-type: none"> i. The projects abroad must be awarded to Malaysian services companies; and iii. The products / equipment must be made in Malaysia. <p>Examples of projects undertaken overseas are infrastructure development, housing, hospital design & built, IT solution & integration and oil & gas fabrication works.</p> <p><i>Note:</i></p> <ul style="list-style-type: none"> i. Cost does not include items such as import duties, insurance, bank guarantee and surcharge. ii. Companies are not eligible for the grant if any of the cost of the eligible expenses is already sponsored or borne by the project owner. 	<ul style="list-style-type: none"> • <u>Standard Supporting Documents</u> (refer to page 6 & 7) • Supply Contract / Appointment letter from Malaysian project owner overseas to supply product / equipment • Purchase order from Malaysian project owner overseas for sending of Malaysian product / equipment • Copy of Quotation from Logistic Provider • Copy of Invoice • Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer • Copy of Bill of Lading • Copy of Packing List <p><i>Note:</i> <u>Outcome report (Appendix B)</u> for the activity undertaken as indicated under the Standard Supporting Documents is compulsory. Claim application <u>will not</u> be considered without this document.</p>	<p>SEF FORM B</p> <p>SEF FORM C4</p>

ACTIVITY 5

DESCRIPTION	REQUIRED DOCUMENTS	FORM
50% reimbursable grant for eligible expenses incurred up to a maximum of RM3 million per company.		
<p>Conduct feasibility study for specific international project overseas.</p> <p>The feasibility study can be for new projects, for expansion and rehabilitation of existing projects.</p> <p>The applicant can engage consultant(s) to assist in undertaking the feasibility study.</p> <p>The proposed feasibility study should:</p> <ol style="list-style-type: none"> i. fulfill its objectives and has a good chance to secure the implementation of the project; ii. include the timeline for the study to be completed; iii. include buy-in and other sources of funding from private and public sector organisation(s) to realise the project ; iv. include local content requirements (if any); v. identify a positive impact on other 	<p><u>APPROVAL IN PRINCIPLE</u></p> <ul style="list-style-type: none"> • <u>Standard Supporting Documents</u> (refer to page 6 & 7) with additional requirements as follows: <p>Latest Financial Audited Account (full set) <u>with profit after tax not less than 10% of the value of the grant applied.</u> If the applicant is <u>not able to meet this condition</u>, the following documents can be accepted as evidence of financial capabilities to undertake the study:</p> <ol style="list-style-type: none"> 1. <u>For a company/ Sole proprietors, professionals and partnerships</u> that are registered with respective professional authorities in Malaysia: <ol style="list-style-type: none"> a) Company/ Firm latest six (6) months bank statements with the average balance amount not less than 10% of the value of the grant applied; or b) Director(s)/ Individual partner(s) latest six (6) months bank statements with the average balance amount not less than 10% of the value of the grant applied and letter 	<p><u>Approval in Principle</u> (compulsory)</p> <p>SEF FORM A5 (a) SEF FORM A5 (b) SEF FORM A5 (c) SEF FORM A5 (d) SEF FORM A5 (e) SEF FORM A5 (f) SEF FORM A5 (g) SEF FORM A5 (h) SEF FORM B</p> <p><u>Claim</u></p> <p>SEF FORM C5 (a) SEF FORM C5 (b) SEF FORM C5 (c) SEF FORM C5 (d) SEF FORM C5 (e) SEF FORM C5 (f) SEF FORM C5 (g) SEF FORM C5 (h) SEF FORM C5 (i) SEF FORM C5 (j)</p>

DESCRIPTION	REQUIRED DOCUMENTS	FORM
<p>developmental aspects including job creation, skills development, linkages with small, medium and micro enterprises</p> <p>The SEF Fund Approval Committee will take into account the following additional factors when considering application.</p> <ol style="list-style-type: none"> i. risk assessment of the country in which the project is located; ii. the need to utilise to the fullest extent Malaysian expertise and technology; iii. viability of the project to be undertaken; iv. downstream benefits and commercial linkages; and v. enhancement of Malaysia's image as a supplier of quality products and services. <p>Successful applicant for SEF Grant is required to sign a Letter of Acceptance with MATRADE. This document confirms:</p> <ol style="list-style-type: none"> i. acceptance and full compliance with the conditions attached to the grant; 	<p>of undertaking to provide personal financing to the company to undertake the activities; or</p> <p>c) Credit line or loan facilities with local or foreign bank with value of not less than 20% of the value of grant applied.</p> <p><u>Additional documents:</u></p> <ul style="list-style-type: none"> • Project Brief (Format is as per Appendix D) • Letter of Intent / Invitation/ Interest (LOI)/ Letter of Awareness/ Agreement (LOA) or support by the host country, Malaysia government or international institution. • Qualification, experience and number of employees involve for the study e.g. professional, sub professional & support. • Latest EPF Statement, latest salary slips and appointment letters of contract staff(s) for staffs who will undertake the project. <p><u>CLAIM SUBMISSION</u></p> <ul style="list-style-type: none"> • Progress and outcome report for the activity undertaken is compulsory. Claim application will not be considered without this document. 	

DESCRIPTION	REQUIRED DOCUMENTS	FORM
<p>ii. MATRADE has the right to cancel the approval of the grant and seek reimbursement of the grant disbursed, in the event of a breach of the conditions attached to the grant;</p> <p>iii. the grant beneficiary should complete the study process;</p> <p>iv. applicant is required to provide MATRADE with progress report and outcome on the projects after obtaining the grant;</p> <p>v. to conduct forum, seminar and workshop for the purpose of information sharing within six (6) months after the feasibility study completed (if necessary); and</p> <p>vi. MATRADE has the right to use the report, deliverable and outcome of the feasibility study for any promotional activities undertaken by MATRADE.</p> <p>vii. Other request / requirement by MATRADE</p> <p>The activities and expenses covered under the grant are:</p>	<ul style="list-style-type: none"> • Copy of final report submit to the government of the host country or international institution (submit during final claim) • Copy of tender submission (if applicable). • Plan of action after submission of study report to host country to secure implementation of project (submit during final claim). • Regular update on securing the implementation of the project. <p><u>Staff Cost</u></p> <ul style="list-style-type: none"> • Time sheet claim • Summary of time sheet • Total Staff Cost • Latest EPF Statement • Latest salary slip for all staffs involve • Appointment letter of contract staff(s) <p><u>Airfare</u></p> <ul style="list-style-type: none"> • Copy of Invoice(s) • Original Receipt / Bank Statement/ Credit Card Statement/ Telegraphic Transfer • Copy of Flight Itinerary/ Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into & exit from the foreign country 	

DESCRIPTION	REQUIRED DOCUMENTS	FORM
<p><i>Note:</i> Applicant can claim for expenses incurred for their staff i.e. staff cost, airfare, hotel accommodation and overseas ground transport. If consultant(s) is engaged, these expenses should be part of the consultancy fees.</p> <p>(a) <u>Staff Costs</u></p> <p>The fees and cost of professional, sub-professional and administrative support staff listed in EPF statement and contract staff (hired with appointment letter) directly involved in the study.</p> <p>All approved cost must be in accordance with the man hours contributed to the project and calculated against the latest salary stated in the salary slip.</p> <p>(b) <u>Travel and accommodation expenses related to briefings, technical visits and consultative meetings</u></p> <p>Expenses covered (<i>only cover from Malaysia to project site vice versa</i>):</p> <p>i. Economy class airfare. Cost does not include items such as visa fees, excess baggage, insurance premium, agent collection fee and surcharge.</p>	<p><u>Hotel Accommodation</u></p> <ul style="list-style-type: none"> • Copy Invoice / Guest Folio • Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer <p><u>Overseas Ground Transport</u></p> <ul style="list-style-type: none"> • Copy of Invoice except for taxi • Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer <p><u>Technical Surveys, Studies & Reports</u></p> <ul style="list-style-type: none"> • Copy of Invoice • Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer <p><u>Technical Design/Drawing & Printing</u></p> <ul style="list-style-type: none"> • Copy of Invoice • Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer • Copy of Technical Design/ Drawings (A3 size) <p><u>Translation, Printing & Binding of Final Report</u></p> <ul style="list-style-type: none"> • Copy of Invoice • Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer • Copy of front page, table of content, first page and last page of the survey/ Study/ Report • Summary of total claimable expenses (Summary of 	

DESCRIPTION	REQUIRED DOCUMENTS	FORM
<p>ii. Standard hotel room not exceeding RM1,000 per night. Cost does not include items such as taxes and breakfast</p> <p>iii. Costs of overseas ground transportation for the study at the project site.</p> <p>(c) <u>Approved costs related to technical survey, studies and reports.</u></p> <p>Costs associated with technical survey, studies and reports in the targeted market which is relevant to the study. These include:</p> <p>i. Surveys relevant to the study include geotechnical, hydrological and ground surveys.</p> <p>ii. Purchase of market reports and related information.</p> <p>iii. Related expenses on research and local studies.</p> <p>(d) <u>Approved costs related to technical design / drawing and printing</u></p> <p>Example of expenses incurred are:</p> <p>i. Schematic designs.</p> <p>ii. Computer-aided animation.</p>	<p>all the above expenses)</p> <p><i>Note:</i></p> <p>i. Bank Statement is also required for payment made by cheque</p> <p>ii. Applicant can claim for expenses incurred for their staff i.e. staff cost, airfare, hotel accommodation and overseas ground transport. If consultant(s) is engaged, these expenses should be part of the consultancy fees.</p>	

DESCRIPTION	REQUIRED DOCUMENTS	FORM
iii. Detail Design. iv. Technical drawing. (e) <u>Translation, printing and binding of final report.</u> Eligible expenses are: i. Translation costs. ii. Printing and Binding costs.		

B. SOFT LOAN (Soft Loan Scheme for Services Exports – SLSSE)

ACTIVITY	DESCRIPTION	AMOUNT
Activity 6	<p>Costs incurred in preparation and submission of project proposals for overseas projects.</p> <p>Financing to assist MSPs in proposing and planning for overseas’s project negotiations. Example of eligible activities are:</p> <ul style="list-style-type: none"> • Preparation of master plan; • architectural designs; • preparation of blueprint; • engineering designs for projects; • project management; and • IC and software design. 	<ul style="list-style-type: none"> • Soft loan up to a maximum of RM2 million per company. • Margin of financing up to 90% of eligible expenses • 2% interest rate on yearly rest. • Repayment period up to 5 years including 6 months grace period.

ACTIVITY	DESCRIPTION	AMOUNT
Activity 7	<p>Expenses related to raising bank guarantee or performance bond to execute overseas project.</p> <p>Examples of eligible expenses are interest rate, legal fees, documentation fees and bank insurance, excluding the principal value of the said bank guarantee of performance bond.</p>	<ul style="list-style-type: none"> • Soft loan up to a maximum of RM5 million per company. • Margin of financing up to 90% of eligible expenses • 2% interest rate on yearly rest. • Repayment period up to 5 years including 6 months grace period.
Activity 8	<p>Collateral in issuance of bank guarantee or performance bond.</p> <p>Financing to assist MSPs in undertaking/ implementing overseas project.</p>	<ul style="list-style-type: none"> • Soft loan up to a maximum of RM5 million per company. • Margin of financing up to 90% of eligible expenses • 2% interest rate on yearly rest. • Repayment period up to 5 years including 6 months grace period.

<p>Activity 9</p>	<p>Remaining 50% on eligible expenses for setting up office overseas for the initial twelve (12) month.</p> <p>Company which has been approved 50% grant on eligible expenses for setting up office overseas for the initial twelve (12) months under SEF grant is eligible for the remaining 50% under soft loan.</p>	<ul style="list-style-type: none"> • Soft loan up to a maximum of RM150,000 per company. • Margin of financing up to 90% of eligible expenses • 2% interest rate on yearly rest. • Repayment period up to 5 years including 6 months grace period.
<p>Activity 10</p>	<p>Mobilisation costs</p> <p>Eligible expenses:</p> <ul style="list-style-type: none"> • Labour; • Equipment rental (if any); or/ and • Transportation of equipment. 	<ul style="list-style-type: none"> • Soft loan up to a maximum of RM5 million per company. • Margin of financing up to 90% of eligible expenses • 2% interest rate on yearly rest. • Repayment period up to 12 months (1 year) including 3 months grace period.

For more information, please contact:

**Malaysia External Trade
Development Corporation
(MATRADE)**

Services Export Unit
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50480 Kuala Lumpur

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Fax: 03-6203 7252

E-mail: sef@matrade.gov.my

Website: www.matrade.gov.my

Operating Hours

Monday – Thursday : 8.30 am - 5.00 pm

Friday : 8.30 am - 12.15 pm

2.45 pm - 5.00 pm

**Malaysian Industrial
Development Finance Berhad
(MIDF)**

Group Secretarial & Legal Division
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82, Jalan Raja Chulan
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Operating Hours

Monday – Friday : 8.45 am - 5.45 pm

APPENDIX

SAMPLE DECLARATION LETTER
(to be type on Applicant Letterhead)

(Applicant)

SEF DECLARATION THAT SERVICES OFFERED ORIGINATED FROM MALAYSIA

To SEF Secretariat:

Our company hereby declares and certifies that the following services listed below are services originated from Malaysia.

No	Type / Name of services	Details of services
1.		
2.		
3.		
4.		
5.		

(please add more rows if the space is not sufficient)

2. Our company through the undersigned hereby declares that the above details and statements are true, correct and complete; that all the listed services are originated from Malaysia.

3. Our Company also fully understand that in the event that any information given is found to be incorrect, false, misleading or wrong, the undersigned and/ or the company may be liable to face any penal actions including but not limited to the Penal Code (Act 574) and / or other consequences as may be prescribed by the laws or otherwise warranted.

4. Our Company undertakes and agrees to fully indemnify **MATRADE** in full form and against all consequences, liabilities, actions, suits, proceedings, damages, costs, claims, demands, expenses, and/or losses whatsoever which may be taken or made against **MATRADE** or incurred or become payable by **MATRADE** by reason of or on account of or arising out of **MATRADE's** reliance on the Company's declaration above.

Thank you.

Certified by,

Signature of
Authorised Signatory

Company's official
Rubber stamp

Name of Authorised Signatory
Designation of Authorised Signatory

**SAMPLE DECLARATION LETTER
(ONLY FOR ACTIVITY 4)**

(to be type on Manufacturer Letterhead)

(Manufacturer of Products)

Note: Trading company sending products to Malaysian project overseas should obtain the manufacturer's declaration that the products are Made in Malaysia

SEF DECLARATION THAT PRODUCTS ARE MADE IN MALAYSIA

To SEF Secretariat:

Our company hereby declares and certifies that the following products listed below are made in Malaysia.

No	Type / Name of products	Details of products
1.		
2.		
3.		
4.		
5.		

(please add more rows if the space is not sufficient)

2. Our company through the undersigned hereby declares that the above details and statements are true, correct and complete; that all the listed products are Made in Malaysia.

3. Our Company also fully understand that in the event that any information given is found to be incorrect, false, misleading or wrong, the undersigned and/ or the company may be liable to face any penal actions including but not limited to the Penal Code (Act 574) and / or other consequences as may be prescribed by the laws or otherwise warranted.

4. Our Company undertakes and agrees to fully indemnify **MATRADE** in full form and against all consequences, liabilities, actions, suits, proceedings, damages, costs, claims, demands, expenses, and/or losses whatsoever which may be taken or made against **MATRADE** or incurred or become payable by **MATRADE** by reason of or on account of or arising out of **MATRADE's** reliance on the Company's declaration above.

Thank you.

Certified by,

Signature of Authorised Signatory

Company's official Rubber stamp

Name of Authorised Signatory
Designation of Authorised Signatory

**SAMPLE OUTCOME REPORT FORMAT
(to be submitted together with claim submission)**

Note: Please choose the relevant activity

Activity 1 (a)	Promoting Malaysian expertise in services at international events overseas as speaker in conferences, forums and participating in services industry related competitions
Activity 1 (b)	Travelling expenses for tender bidding
Activity 1 (c)	Procuring commercial intelligence / market reports for assessing business opportunity or projects overseas
Activity 2 (a)	Rendering services for projects undertaken overseas.
Activity 2 (b)	Presentation to potential clients for assessing business and projects overseas
Activity 2 (c)	Preparation of prototype, system customization / localisation to meet projects requirements
Activity 3	Initial Cost of Setting up Office Overseas
Activity 4	Logistic cost of sending Malaysian products / equipment for project abroad implemented by Malaysian services companies

Company Name : _____

Name of Event /Project : _____

Date of Event / Project : _____

Date of SEF Approval : _____

EVENT / PROJECT OUTCOME

A. List of Clients Met

No.	Company Details	Outcome of Meeting / Networking	Sales / JV Collaboration / Projects identified
1.	<ul style="list-style-type: none"> • Company name • Business address • Representative Name (in full) • Representative Designation 	<ul style="list-style-type: none"> • Total of business meeting / Networking during the event / visit • Outcome of Meeting / Networking 	<ul style="list-style-type: none"> • Actual sales • Potential sales • JV collaboration • Project identified • Areas of potential business sectors

B. Photos captured during the event / visit

C. General Comments by Company

D. Challenges Faced by Company

**PROGRAMME FOR
(EVENT NAME)
(VENUE & DATE)**

Date	Programme
Date (Day 1) (Time) hrs : (Time) hrs :	
Date (Day 2) (Time) hrs : (Time) hrs :	

**PROJECT BRIEF FORMAT
(ONLY FOR ACTIVITY 5)**

A. Introduction

Brief introduction on:

- Country (incorporate country & location map)
- Client (name & background of client)
- Project (name, scope & estimated value of project)
- Applicant (background, experience etc.)

B. Proposed Project

B.1 Technical proposal:

- Scope of project
- Terms of reference (how the project is agreed upon)
- Name of executing government ministry / department / agency (provide organization chart)
- Project objectives
- Project deliverables
- Project timeline (provide Gantt chart)
- Project team (provide chart & attach capability statement on each member)

B.2 Financial proposal

- Detail activities and costs (provide cash flow)
- Proposed drawdown schedule
- Method of financing (jointly funded etc.)
- Proposed format for financial reporting and audit
- Table of progressive payment with job undertaken

C. Risk Identification and Mitigation

- Country risk (International, domestic, political)
- Client risk (how secure is the client/do they honour contract)
- Project risk (can the team complete the project on time, is the project doable, penalty)
- Project risk – upon completion of study, is there a firm commitment to execute/construct the project?
- Competitors risk (who are they, can they steal the project)
- Financial risk (can the team contribute for early financing)
- Manpower risk (are there sufficient manpower & expertise)

D. Targeted Outcome

Identify and explain the expected outcome of the project (in term of):

Securing the actual project

- Sources of funding from private and public sector organization(s) to implement the project
- Malaysian local content in the project
- Contribution of other Malaysian companies in the implementation of the project
- Other commercial activities that benefit Malaysian companies
- Estimate total project value and revenue to Malaysian companies
- Malaysia's image as exporter of services

E. Conclusion