

# **GUIDELINES FOR THE SERVICES EXPORT FUND (SEF)**

Note:

- i. This guideline is valid for applications submitted from 3<sup>rd</sup> March 2022 onwards.
- ii. SEF Guidelines are subject to changes without notice.
- iii. The approval of Services Export Fund (SEF) is subject to the availability of the fund from the government.

## **CONTENTS**

## **PAGES**

1.0 SERVICES EXPORT FUND (SEF)	1
2.0 PURPOSE	1
3.0 ACTIVITIES ELIGIBLE FOR SEF	1
4.0 ELIGIBLE SECTORS	3
5.0 ELIGIBILITY CRITERIA	4
6.0 FORM OF ASSISTANCE	5
7.0 SEF LIMITS	6
8.0 HOW TO APPLY FOR SEF	6
9.0 STANDARD SUPPORTING DOCUMENTS	7
10.0 THE CONCEPT OF APPROVAL IN PRINCIPAL	8
11.0 HOW TO APPLY FOR APPROVAL IN PRINCIPAL	9
12.0 HOW TO SUBMIT A CLAIM FOR REIMBURSEMENT	10
13.0 UNDERSTANDING THE EVALUATION AND APPROVAL PROCESS OF SEF APPLICATION AND CLAIMS	13
14.0 ELIGIBLE ACTIVITIES FOR SEF	14

## **APPENDICES**

SAMPLE DECLARATION LETTER	28
PROGRAMME FOR EVENT & VENUE	30
PROJECT BRIEF FORMAT	31
CHECKLIST	32
IMPACT & MONITORING	45
FORMAT OF SAMPLE OUTCOME REPORT	57
FORMULA FOR STAFF COST (ACTIVITY 5)	58

## **1.0 SERVICES EXPORT FUND (SEF)**

The Services Export Fund (SEF) is a trade support facility that assists Malaysian entities involved in the service industry, such as companies (Malaysian Service Providers or MSPs), Trade & Industry Associations, Chambers of Commerce, Professional Bodies, Government-Linked Investment Companies (GLICs), Government-Linked Companies (GLCs) and Co-operatives to undertake export-related activities in international markets.

## **2.0 PURPOSE**

The purpose of SEF is:

- i. To improve the international competitiveness of Malaysian Service Providers (MSPs)
- ii. To make inroads, increase accessibility and expand service exports of MSPs in the global market
- iii. To advance the reach of Malaysia's export promotion initiatives, gain market access and capture export opportunities for services
- iv. To raise global awareness and branding of Malaysia as a competent, trusted and preferred service provider

## **3.0 ACTIVITIES ELIGIBLE FOR SEF**

**Under Reimbursable Grants (Refer to page 15 for details)**

<b>NO.</b>	<b>TYPE OF ACTIVITY</b>	<b>MAXIMUM AMOUNT (RM)</b>
1.	<b><u>Activity 1</u></b> Promoting Malaysian expertise as a provider of services at international events held overseas, such as a speaker/ panelist/ trainer/ moderator at conferences/ forums/ workshops/ seminars; or As a participant in an international competition for the services industry held abroad.	50,000.00
2.	<b><u>Activity 2</u></b> Travelling expenses to international destinations for tender bidding; or Purchasing tender documents for projects overseas.	50,000.00

3.	<b><u>Activity 3</u></b> Conducting presentations to potential clients for assessing business and projects overseas.	100,000.00
4.	<b><u>Activity 4</u></b> Rendering services for projects undertaken overseas.	100,000.00
5.	<b><u>Activity 5</u></b> Conducting a feasibility study for a specific international project overseas.  The term of 'project' is defined including but not limited to physical development or services feasibility studies as below:  i) Preparation of Master Plan ii) Architectural design iii) Preparation of Blueprint iv) Engineering design v) Project management vi) Integrated Circuit and software design vii) Intellectual Property registration of design and patent viii) Study on related country Policy/ Blueprint  The study must be completed within 12 months starting from the date of Letter of Offer (LOO) issued by MATRADE. Appeal for the extension of time will be not considered.	3,000,000.00  <b>"The application for Activity 5 Services Export Fund (SEF) is temporarily suspended until further notice".</b>
6.	<b><u>Activity 6</u></b> Initial costs for first 12 months of setting up a commercial office overseas.	200,000.00
7.	<b><u>Activity 7</u></b> Procuring commercial intelligence/ market reports for assessing business opportunities or projects in international markets.	50,000.00
8.	<b><u>Activity 8</u></b> Preparation of prototype, system customisation/ localisation to meet project requirements overseas.  If the materials/system cannot be procured from Malaysian supplier, the approved company shall require to submit letter of justification to source from foreign supplier.  The term of 'project' is defined including but not limited to physical development or services feasibility studies as below:  i) Preparation of Master Plan ii) Architectural design iii) Preparation of Blueprint iv) Engineering design v) Project management ix) Integrated Circuit and software design x) Intellectual Property registration of design and patent xi) Study on related country Policy/ Blueprint	50,000.00

9.	<p><b><u>Activity 9</u></b> Participation fees in training programmes held overseas by certified bodies/ institutions for exporting services.</p> <p>Training program is defined as an activity or activities that include undertaking one or a series of courses to boost performance, productivity, skills, knowledge and/ as required by the foreign party or that Malaysian company that bidding/ targeting for, either physically or online, and not covered by HRDF.</p> <p>The training covers for the preparation and implementation of the specific projects or purposes.</p>	50,000.00
10.	<p><b><u>Activity 10</u></b> Registration fees for overseas industry certification including compliance to sustainability for exporting services.</p> <p>Sustainability is based on the four (4) category provided by United Nation that include Human, Social, Economic and Environment. It comprises of 17 sustainable development goals.</p> <p>The claim includes for Pre-implementation, Implementation and Post-implementation of the certification.</p>	100,000.00
11.	<p><b><u>Activity 11</u></b> Purchasing/ hire purchase/ renting of software, machinery and equipment for exporting services overseas.</p>	200,000.00
12.	<p><b><u>Activity 12</u></b> Logistic costs involved in sending of Malaysian products and/ or equipment abroad (port to port), for overseas projects awarded to and implemented by Malaysian service companies.</p>	350,000.00

The detailed of the checklist of documents as per Appendix 1.

#### **4.0 ELIGIBLE SECTORS**

All service sectors are eligible under SEF, **except tourism, real estate, banking and insurance** services. Focus sectors for SEF include:

- Accounting
- Aerospace
- Business Services
- Construction and Related Professional Services
- Education
- Electronics Manufacturing Services (EMS)
- Engineering Services

- Franchising
- Halal Related Services
- Healthcare & Pharmaceutical Services
- Information and Communications Technology (ICT)
- Legal
- Logistics
- Maintenance, Repair and Overhaul (MRO)
- Maritime
- Oil and Gas
- Power Generation and Distribution

## **5.0 ELIGIBILITY CRITERIA**

To qualify for the SEF, the following requirements must be met:

### **5.1 For Malaysian Service Providers (MSPs):**

- i. Incorporated under the Companies Act 1965 / Companies Act 2016, Malaysia;  
**OR**  
 Malaysian professionals, either sole proprietors or partnerships, and registered with a recognised professional authority in Malaysia;  
**OR**  
 Malaysian Co-operatives incorporated under Co-operative Societies Act 1993;
- ii. At least 60% equity owned by Malaysian/s;
- iii. The business entity must be in operation according to Type of Activity, as follows:

<b>Type of Activity</b>	<b>No. of Years in Operation</b>	<b>Required Documentary Proof</b>
Activity 1 – 4, & Activity 6 – 12	At least one (1) year	One (1) year Financial Audited Accounts
Activity 5	At least three (3) years	Three (3) years Financial Audited Accounts

- iv. Not a dormant business entity\*
- v. Registered with MATRADE under the Malaysia Exporters Registry (MER), at [www.matrade.gov.my/ms/online-applications/register-as-matrade-member](http://www.matrade.gov.my/ms/online-applications/register-as-matrade-member) , and
- vi. Currently exporting Malaysian services or ready to start the export of services

## **5.2 For Trade & Industry Associations, Chambers of Commerce, Professional Bodies and Co-operatives (applicable for all Type of Activities except Activity 5)**

- i. Registered with the Registrar of Society (ROS) or recognised professional authority.
- ii. Co-operatives incorporated under Co-operative Societies Act 1993.
- iii. Registered with MATRADE under the Malaysia Exporters Registry (MER), at [www.matrade.gov.my/ms/online-applications/register-as-matrade-member](http://www.matrade.gov.my/ms/online-applications/register-as-matrade-member),

## **5.3 For Government Link Company (GLC)/ Government Link Investment Company (GLIC)**

- i. Registered/ Incorporated under the Companies Act 1965/ Companies Act 2016, Malaysia
- ii. Malaysian owned with at least 60% share.
- iii. Registered as MATRADE member before applying for SEF.

### **Footnote:**

- i. *\*An entity that is inactive or dormant is not eligible for SEF. An entity is considered dormant if it is not carrying on any business activity or does not have any significant accounting transaction for one (1) financial year.*
- ii. *Appointed agents or consultants are not eligible to apply for SEF.*

## **6.0 FORM OF ASSISTANCE**

The assistance is extended in the form of **reimbursable grants**.

The grant works on the basis that companies, and entities are expected to spend first for an eligible expense, file an application for a claim within the eligible period after the last day of the eligible activity, and if approved, they will be reimbursed on all eligible expenses.

It should be noted that because SEF is a reimbursable grant, all applications for SEF are applications for **CLAIMS**. The ONLY exception where an application is filed for SEF support, but not for claims, is the application for PRIOR or ADVANCE APPROVAL required in **Activity 5**. This is the application for **Approval in Principle**, and only applies for getting prior approval BEFORE embarking on a feasibility study. Because of the high cost involved in conducting feasibility studies (maximum grant limit of RM3 million), prior approval is needed to ensure the viability of embarking on the study. Once approved, companies can conduct the feasibility study and claims can be made on all eligible expenses according to stages of completion of the feasibility study.

## **7.0 SEF LIMITS**

Each company is eligible for reimbursable grants for the years **2021 to 2025** and the maximum grant amount in Ringgit Malaysia for each activity is according to the maximum limit set for the stipulated activities. (See Activities Eligible Under SEF on page 1). All approval is subject to availability of funds.

Any applicant that has fully utilised their maximum eligibility amount will not be considered for SEF.

## **8.0 HOW TO APPLY FOR SEF**

### **8.1 First, Register Your Business with MATRADE**

- i. Malaysian entities that wish to apply for SEF **must first register with MATRADE**. Registration is free and done online.
- ii. Registering your business with MATRADE will require file attachments of several documents. You are advised to register with MATRADE as soon as possible if you have not already done so.

### **8.2 Then Apply for SEF under the relevant event and Activity**

- i. All applications for SEF must be made using the **SEF Application Form** available online at [www.matrade.gov.my/sef/form](http://www.matrade.gov.my/sef/form) You can log on to MATRADE website at [www.matrade.gov.my](http://www.matrade.gov.my)
- ii. Click on the gold circle marked FOR MALAYSIAN EXPORTERS
- iii. Scroll down SERVICES FOR EXPORTERS and click on Services Export Fund (SEF), listed under EXPORTERS DEVELOPMENT
- iv. Click on the Apply Now tab.

### **8.3 Send the required certified hardcopies**

- i. Submitted online applications must be accompanied by Standard Supporting Documents and Other Additional Documents in Certified HARDCOPIES. For a detailed listing of the required documents, please refer to **item 9.0 on page 7**.
- ii. Please note that the documents required for submission under **Standard Supporting Documents** and **Other Additional Documents** are a **ONE TIME** submission in a given year, UNLESS during that year there is a change in Form 9 or Form 13 or any other changes in the entity or company. All required documents must be re-submitted new when claiming reimbursements in a new year.
- iii. Due to the sensitivity of these documents specified under **Standard Supporting Documents** and **Other Additional Documents** and the importance attached to them, certified true copies of these documents must be submitted in **certified hardcopies** to SEF Secretariat at



MATRADE. Documents can be certified as true copies by an external auditor/ external chartered accountant/ commissioner of oaths or the issuer of the original document.

Submit certified hardcopies of required documents to:

SEF Secretariat  
Services Development Unit (SDU)  
14th Floor (East Wing), Menara MATRADE  
Jalan Sultan Haji Ahmad Shah  
50480 Kuala Lumpur  
Tel: 03-6207 7145

- iv. **Hardcopies** of documents must be received by the SEF Secretariat **within seven (7) working days** from the date of submission of the online application.
- v. The hardcopy documents required are:
- a. One (1) set of SEF Online Application Forms (with signature of applicant and company stamp)
  - b. One (1) set of applicable Standard Supporting Documents, and
  - c. One (1) set of Other Additional Documents.

## **9.0 STANDARD SUPPORTING DOCUMENTS**

<b>Applicable Standard Supporting Documents</b>
<b><u>Malaysian companies in the service sector (Malaysian Service Providers)</u></b> <ul style="list-style-type: none"><li>i. Certificate of Incorporation Form 9 or Form 13</li><li>ii. Latest Form of Annual Returns of Company Having a Share Capital (full set)</li><li>iii. Latest Financial Audited Accounts (full set)</li></ul>
<b>OR</b>
<b><u>Professional Services (Partnership / Sole Proprietor)</u></b> <ul style="list-style-type: none"><li>i. Registration letter / License/ Certificate issued by professional services authority</li><li>ii. Latest Financial Audited Accounts (full set)/ Management Accounts/ Income Statement / Company Accounts</li></ul>
<b>OR</b>
<b><u>Co-operative</u></b> <ul style="list-style-type: none"><li>i. Incorporated under Co-operative Societies Act 1993.</li><li>ii. Latest Financial Audited Accounts (full set)</li><li>iii. List of committee members</li><li>iv. Co-operative Profile</li></ul>
<b>OR</b>

**Chambers of Commerce, Trade and Industry Associations & Professional Bodies**

- i. Registration and/ or certification issued by the Registrar of Society/ associated professional body/ Certificate of Incorporation of Public Company (Form 8)

**AND**

**Other Additional Documents**

- i. Company brochure/ company profile/ other relevant documents.
- ii. List of past projects/ jobs undertaken (including overseas projects).
- iii. Latest EPF Statement (Form A is not applicable)/ latest salary slips/ appointment letters of contract staff/s if applicable, who will undertake the various Type of Activities.
- iv. Letter of Declaration on the origin of services offered by the Malaysian entity [Format is in **Appendix A(i)** and **Appendix A(ii)** as in **page 28-29**]
- v. Checklist [Format is in **Appendix B(i) – B(xii)** as in **page 32-44**]. It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval.
- vi. Impact & Monitoring Report [Format is in **Appendix C(i) – C(xii)** as in **page 45-56**]. It is to be submitted according to Activity applied.
- vii. Outcome Report [Format is in **Appendix D(i)** as in **page 57**]. The Outcome Report is only applicable for Claim Submission.

## **10.0 THE CONCEPT OF APPROVAL IN PRINCIPLE**

An Approval in Principle is a compulsory requirement specific only to **Activity 5**. Activity 5 involves the cost of conducting a feasibility study for a specific international project overseas and has a maximum set limit of RM3 million.

Applications for Approval in Principle for **Activity 5** **MUST** be submitted **before** any feasibility study is undertaken.

## **11.0 HOW TO APPLY FOR APPROVAL IN PRINCIPLE**

It is compulsory to submit an application for Approval in Principle before undertaking Activity 5.

No Approval in Principle is required for Activity 1 to 4 or 6 to 12.

Applications for Approval in Principle for Activity 5 must be made on a specific **SEF Application Form for Activity 5 - Approval in Principle**

Applicants must apply for Approval in Principle after receiving the Letter of Intent/ Letter of Invitation/ Letter of Interest (LOI)/ Memorandum of Understanding (MOU)/ Letter of Awareness or Letter of Agreement (LOA) from the government of the host country/ Government of Malaysia/ other international governments/

government-linked institutions or other institutions of equal stature, within the bid eligibility period or a period of not more than ninety (90) days.

Submitted online applications must be accompanied by **Standard Supporting Documents** and **Other Additional Documents**. For a detailed listing of Standard Supporting Documents, please refer to item **9.0** on page **7**.

Due to the sensitivity of these documents and the importance attached to them, certified true copies of these documents must be submitted in **certified hardcopies** to SEF Secretariat at MATRADE. Documents can be certified as true copies by an external auditor/ external chartered accountant/ commissioner of oaths or the issuer of the original document.

Submit certified hardcopies of required documents to:

**SEF Secretariat  
Services Development Unit (SDU)  
14th Floor (East Wing), Menara MATRADE  
Jalan Sultan Haji Ahmad Shah  
50480 Kuala Lumpur  
Tel: 03-6207 7145**

**Hardcopies** of documents must be received by the SEF Secretariat within **seven (7) working days** from the date of submission of the online application.

The hardcopy documents required are:

- i. One (1) set of **SEF Application Form for Activity 5 - Approval in Principle** (with signature of applicant and company stamp)
- ii. One (1) set of Standard Supporting Documents and
- iii. One [1] set of Other Additional Documents.

Applicants for Approval in Principle will undergo a 3-stage process before the application is approved in principle.

The three stages are:

i.	<b>“Pitching”</b> session by the applicant to <u>Director/Senior Director</u> of Transformation and Digital Trade Division and SEF Secretariat.
ii.	Presentation made to <u>members</u> of the <b>SEF Technical Committee Meeting</b> .
iii.	Presentation made to members of in the <b>SEF Approval Committee Meeting</b> .

The Approval in Principle is given at the end of the third stage, after members of the SEF Approval Committee are satisfied with the proposal.

Once the Approval in Principle is given, the applicant can start to submit claims in stages, based on the work in progress of the feasibility study.

Claims can be submitted up to the maximum approved amount.

The company is required to complete the Feasibility Study and submit the final claims to the SEF Secretariat within two (2) years from the date of the Letter of Offer.

## **12.0 HOW TO SUBMIT A CLAIM FOR REIMBURSEMENT**

All submissions of claims must be made as soon as possible after undertaking an activity.

### **12.1 Steps to submitting a claim**

1. All claims must be submitted on a **SEF Application Form**, available online at [www.matrade.gov.my/sef/form](http://www.matrade.gov.my/sef/form).
2. All claim submissions **MUST** be accompanied by a Checklist [**Appendix B(i) – B(xii)**] as in page **32-44**], Impact & Monitoring Report [**Appendix C(i) – C(xii)**] as in page **45-56**] and Outcome Report [**Appendix D(i)**] as in page **57**].
3. Please take note that the type of documents required for submission **DIFFER** according to the type of specific event claims as stipulated under each Activity 1 to 12.

For the required claim documents, please refer to the checklist as per **Appendix B(i) to B(xii)** in page **32-44**.

4. For first time claim submissions, applicants must submit **ALL Standard Supporting Documents** and **Other Additional Documents** in **certified HARDCOPY** (please refer to item **9.0** on page **7** for details) to the attention of the SEF Secretariat at MATRADE. Details are as follows:

**SEF Secretariat,  
Services Development Unit (SDU)  
14th Floor (East Wing), Menara MATRADE  
Jalan Sultan Haji Ahmad Shah  
50480 Kuala Lumpur  
Tel: 03-6207 7145**

5. Reimbursement of claims are based on **actual proof of eligible expenses**. Applicants must submit a hardcopy of the **original** proof of payment, either the original receipts/ bank statements/ credit card statements/ telegraphic transfers and invoice(s) to the SEF Secretariat at MATRADE.

6. If applicants are unable to provide original receipts, photocopies are acceptable provided they are certified by an external auditor/ external chartered accountant/ commissioner of oaths or the issuer of the payment document.
7. The SEF Secretariat must receive all hardcopy documents within seven (7) working days from the date of online submission of claims.
8. Only complete documentation received within seven (7) working days will be processed. We will not proceed with the processing if your documents are incomplete. You will then receive a declined letter.
9. In summary, the required documents for **first time** submissions of claims are:
  - a) For Activity 1 to 12, applicants must submit:
    - i. One (1) set of SEF Online Application Form (with signature of applicant and company stamp)
    - ii. One (1) set of Standard Supporting Documents
    - iii. One (1) set of Other Additional Documents, and
    - iv. One set of SEF Claim Form
    - v. All relevant receipts, invoices and payment documents
    - vi. Copy of Checklist
    - vii. Copy of Impact & Monitoring Report
    - viii. Copy of the Outcome Report
  - b) For Activity 5, the applicant must have Approval in Principle before submitting SEF Claim Form.
10. For subsequent applications of claims **within the same year**, claim applicants **DO NOT** have to re-submit the Standard Supporting Documents OR Other Additional Documents. Applicants for repeat claims will only have to submit the:
  - i. Completed SEF Online Application Form (with signature of applicant and company stamp)
  - ii. One set of SEF Claim Form
  - iii. All relevant receipts, invoices and payment documents
  - iv. Copy of Checklist
  - v. Copy of Impact & Monitoring Report
  - vi. Copy of the Outcome Report

11. Applicants must take note and adhere to the **deadlines** for claim submissions as follows:

Activity	Deadline
Activity 1 to 4 & 7 to 11	Claim submissions must be done within 40 days from the last date of the event or activity.
Activity 5	Claim submissions must be made based on the progress of the feasibility study together with the progressive report. The final claim must be made within 40 days after completion of the study together with final report.
Activity 6	Claim submissions for the set-up of an overseas office can be made twice. The second claim must be made within 40 days after the end of the 12-month period of the establishment of the overseas office or the date of termination of the office contract, whichever is earlier.
Activity 12	Claim submissions must be made within 40 days from the date of shipment.

12. All claims involving foreign currency exchange rates are guided by official government rates, as quoted by the Accountant General (AG) and based accordingly on the month and date of each transaction. Malaysia's AG rates are available online and can be downloaded at: <http://www.anm.gov.my/index.php/en/pertukaran-mata-wang-asing>

For exchange rates where RM = 100 unit, the rate must be divided by 100, for example: AED 92.6900/100 = 0.926900

13. All claim documents must be filed under **the applicant's name**. Claim documents filed under names other than the applicant's, are not acceptable and will be rejected.
14. Documents, which are written in foreign languages other than Malay/English, must be accompanied by an English translation.
15. Changes to the guideline may be made from time to time without prior notice and without any implication whatsoever to MATRADE and/ is agent.
16. In the event of false claim and/or doctored document/ information is uncovered, MATRADE has the right to undertake the necessary action according to the guideline of the government, including legal. If found guilty such as of fraud and forgery, applicant will be blacklisted and required to reimburse all monies paid to them by MATRADE. MATRADE will reserve the right to lodge a police report accordingly.
17. MATRADE reserves the right to reject any **incomplete** application for claims. Applicants are however given ample opportunities to get their documentation right and to explain their positions beforehand. All rejections are done after careful consideration and scrutiny from more than just one processing officer. All decisions on claims are re-checked by SEF Secretariat, comprising of independent processing officers, other senior

officers and directors in MATRADE.

18. MATRADE reserve the right to use the company information with regard to the SEF application for the purpose of MATRADE's promotional activity.

### **13.0 UNDERSTANDING THE EVALUATION AND APPROVAL PROCESS OF SEF APPLICATIONS AND CLAIMS**

The processing of SEF applications, approvals and reimbursement of claims is much easier to understand if you also refer to the table below.

Applicants must take special care in ensuring that all required documents are given upon submission. Processing by SEF Secretariat starts only **upon the receipt of ALL required documents, and incomplete submissions will only hold up the process.**

Applicants must give the contact number of a knowledgeable person that can be easily reached by SEF Secretariat, as often processing officers have queries that need immediate attention.

The tables below outline our SOP for SEF applications and claims.

Details	Reminder
Submission of complete documents.	<p>i. All Activities except Activity 5, 6 &amp; 12:</p> <ul style="list-style-type: none"><li>• Seven (7) working days.</li><li>• Applications will be rejected if documents still not received after seven (7) working days.</li></ul> <p>ii. Activity 5, 6 &amp; 12:</p> <ul style="list-style-type: none"><li>• Seven (7) working days;</li><li>• If incomplete, <u>First Reminder</u> - Another seven (7) working days will be given; and</li><li>• If still incomplete, <u>Second and Final Reminder</u> - Another seven (7) working days will be given.</li><li>• Applications will be rejected if documents still not received after the second and final reminder.</li></ul> <p>iii. Only applications with complete documents will be processed as payment of claim.</p>

## 14.0 ELIGIBLE ACTIVITIES FOR SEF

Any promotional activities for services export subsidised or sponsored by any third party (e.g. government ministries or agencies/ trade and industry associations/ chambers of commerce/ professional bodies or other institutions), will not be considered for SEF.

### ACTIVITY 1

DESCRIPTION	REQUIRED DOCUMENTS
<b>100% reimbursable grant for eligible expenses incurred up to a maximum of RM50,000.00 per company/ entity.</b>	
<p><b>Promoting Malaysian expertise as a provider of services at international events held overseas, such as a speaker/ panelist/ moderator at conferences/ forums/ workshops/ seminars or as a participant at an international competition for the services industry held abroad.</b></p> <p><b>Eligible expenses are:</b></p> <ul style="list-style-type: none"> <li>• <u>Economy class airfare for two (2) persons.</u> Cost does not include items such as visa fees, excess baggage, insurance premium or agent collection fee</li> <li>• <u>Two (2) standard hotel rooms</u> not exceeding RM1,000 per room 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 minibar expenses, entertainment, breakfast or meals.</li> </ul> <p><b>Note:</b> <i>Activity 1 must be related to the promotion of services export of an industry or professional services. Activity 1 is not applicable to participation in an event for the purpose of acquiring skills, upgrading knowledge or for human capital development.</i></p> <p><b><u>Overseas land travel claims - All Sectors</u></b> Ground Transportation &amp; Haulage (Logistic) claims for ASEAN countries, countries in Europe and countries with international borders such as US-Canada, Hong Kong SAR - Shenzhen, Hong Kong - Macau-Zhuhai and so on.</p>	<p>The following are certified hardcopy documents, needed in submitting claims under Activity 1:</p> <ul style="list-style-type: none"> <li>• <u>Standard Supporting Documents</u> (Please refer to <b>item 9.0</b> in <b>page 7</b>)</li> <li>• Copy of the event programme [Format as in <b>Appendix A(iii)</b> as in <b>page 30</b>]</li> <li>• Copy of invitation letter from the organiser to applicant, to participate as a speaker/ panelist/ moderator or as a participant in an international competition</li> <li>• Copy of confirmation letter from the organiser on applicant's participation.</li> <li>• Copy of Checklist [<b>Appendix B(i)</b> in <b>page 32</b>]</li> <li>• Copy of Impact &amp; Monitoring Report [<b>Appendix C(i)</b> in <b>page 45</b>] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b></li> <li>• Copy of Outcome Report [<b>Appendix D(i)</b> in <b>page 57</b>]</li> </ul> <p>Note: The Checklist, Impact &amp; Monitoring Report and Outcome Report must be submitted for claims on the activity undertaken. Claim applications cannot be process without these documents.</p> <p><b><u>Airfare</u></b></p> <ul style="list-style-type: none"> <li>• Copy of invoice</li> <li>• Original receipt/ Bank statement/ Credit card statement/ Telegraphic transfer statement</li> <li>• Return Boarding passes/ Air ticket/ Passport with immigration stamp of entry into &amp; exit from the foreign country</li> <li>• Accommodation</li> <li>• Copy of invoice(s)/ Guest folio</li> <li>• Copy of original receipt/ Bank statement/ Credit card statement/ Telegraphic transfer statement</li> </ul>



## ACTIVITY 2

DESCRIPTION	REQUIRED DOCUMENTS
<b>100% reimbursable grant for eligible expenses incurred up to a maximum of RM50,000.00 per company/ entity.</b>	
<p><b>Travelling expenses to international destinations for tender bidding; or cost of purchasing tender documents for projects overseas</b></p> <p><b>Eligible expenses are:</b></p> <ul style="list-style-type: none"> <li>• <u>Economy class airfare for two (2) persons</u>. Cost does not include items such as visa fees, excess baggage, insurance premium or agent collection fee</li> <li>• <u>Two (2) standard hotel rooms</u> not exceeding RM1,000 per room 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 minibar expenses, entertainment, breakfast or meals.</li> <li>• Cost of purchasing of tender documents</li> </ul> <p><b><u>Overseas land travel claims - All Sectors</u></b>  <b>Ground Transportation &amp; Haulage (Logistic) claims for ASEAN countries, countries in Europe and countries with international borders such as US-Canada, Hong Kong SAR - Shenzhen, Hong Kong - Macau-Zhuhai and so on.</b></p>	<p>The following are certified hardcopy documents, needed in submitting claims under Activity 2:</p> <ul style="list-style-type: none"> <li>• <u>Standard Supporting Documents</u> (Please refer to <b>item 9.0 in page 7</b>)</li> <li>• Copy of invitation letter for tender bidding/ Tender notice</li> <li>• Copy of acknowledgement slip to prove submission of tender document.</li> <li>• Copy of the front cover page, table of contents, first page and last page of the tender document that was submitted</li> <li>• Copy of Checklist [<b>Appendix B(ii) in page 33</b>]</li> <li>• Copy of Impact &amp; Monitoring Report [<b>Appendix C(ii) in page 46</b>]  <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b></li> <li>• Copy of Outcome Report [<b>Appendix D(i) in page 57</b>]  Note: The Checklist, Impact &amp; Monitoring Report and Outcome Report must be submitted for claims on the activity undertaken. Claim applications cannot be process without these documents.</li> </ul> <p><b><u>Airfare</u></b></p> <ul style="list-style-type: none"> <li>• Copy of invoice/s</li> <li>• Original receipt/ Bank statement/ Credit card statement/ Telegraphic transfer statement of air tickets</li> <li>• Boarding pass/ Air ticket/ Passport showing immigration stamp of entry into &amp; exit from the foreign country</li> </ul> <p><b><u>Accommodation</u></b></p> <ul style="list-style-type: none"> <li>• Copy of invoice(s)/ Guest folio</li> <li>• Copy of original receipt/ Bank statement/ Credit card statement/ Telegraphic transfer statement</li> </ul> <p><b><u>Purchasing of tender document</u></b></p> <ul style="list-style-type: none"> <li>• Copy of tender bid/ announcement/ advertisement</li> <li>• Copy of Invoice (if available)</li> <li>• Copy of original receipt/ Bank statement/ Credit card statement/ Telegraphic transfer as documentary proof of payment</li> <li>• Copy of the front cover page, table of contents, first page and last page of the tender document purchased.</li> </ul>

### ACTIVITY 3

DESCRIPTION	REQUIRED DOCUMENTS
<b>100% reimbursable grant for eligible expenses incurred up to a maximum of RM100,000.00 per company/ entity.</b>	
<p><b>Travelling expenses to meet, network and conduct presentations to potential clients and further explore potential business and projects overseas.</b></p> <p><b>Eligible expenses are:</b></p> <ul style="list-style-type: none"> <li>• <u>Economy class airfare for two (2) persons.</u> Cost does not include items such as visa fees, excess baggage, insurance premium or agent collection fee</li> <li>• <u>Two (2) standard hotel rooms</u> not exceeding RM1,000 per room 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 minibar expenses, entertainment, breakfast or meals.</li> </ul> <p><b><u>Overseas land travel claims - All Sectors</u></b>  <b>Ground Transportation &amp; Haulage (Logistic) claims for ASEAN countries, countries in Europe and countries with international borders such as US-Canada, Hong Kong SAR - Shenzhen, Hong Kong - Macau-Zhuhai and so on.</b></p>	<p>The following are certified hardcopy documents, needed in submitting claims under Activity 3.</p> <ul style="list-style-type: none"> <li>• <b><u>Standard Supporting Documents</u></b> (Please refer to <b>item 9.0</b> in <b>page 7</b>)</li> <li>• Copy of itinerary of business visit programme [Format as in <b>Appendix A(iii)</b> in <b>page 30</b>]</li> <li>• Copy of official invitation letter/ proof of request from potential clients to undertake business visit.</li> <li>• Copy of Checklist [<b>Appendix B(iii)</b> in <b>page 34</b>]</li> <li>• Copy of Impact &amp; Monitoring Report [<b>Appendix C(iii)</b> in <b>page 47</b>]  <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b></li> <li>• Copy of Outcome Report [<b>Appendix D(i)</b> in <b>page 57</b>]  Note: The Checklist, Impact &amp; Monitoring Report and Outcome Report must be submitted for claims on the activity undertaken. Claim applications cannot be process without these documents.</li> </ul> <p><b><u>Airfare</u></b></p> <ul style="list-style-type: none"> <li>• Copy of Invoice</li> <li>• Copy of original receipt/ Bank statement/ Credit card statement/ Telegraphic transfer as documentary proof of payment</li> <li>• Boarding pass/ Air ticket/ Passport showing immigration stamp of entry into &amp; exit from the foreign country</li> </ul> <p><b><u>Accommodation</u></b></p> <ul style="list-style-type: none"> <li>• Copy Invoice(s)/ Guest Folio</li> <li>• Copy of original receipt/ Bank statement/ Credit card statement/ Telegraphic transfer</li> </ul>

## ACTIVITY 4

DESCRIPTION	REQUIRED DOCUMENTS
<b>100% reimbursable grant for eligible expenses incurred up to a maximum of RM100,000.00 per company/ entity</b>	
<p><b>Travelling costs involved in the consultation, supply, delivery, implementation and execution of services to secured projects overseas.</b></p> <p><b>Eligible expenses are:</b></p> <ul style="list-style-type: none"> <li>• <u>Economy class airfare for two (2) persons.</u> Cost does not include items such as visa fees, excess baggage, insurance premium or agent collection fee.</li> <li>• <u>Two (2) standard hotel rooms</u> not exceeding RM1,000 per room 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 minibar expenses, entertainment, breakfast or meals.</li> </ul> <p><b><u>Overseas land travel claims - All Sectors</u></b>  <b>Ground Transportation &amp; Haulage (Logistic) claims for ASEAN countries, countries in Europe and countries with international borders such as US-Canada, Hong Kong SAR - Shenzhen, Hong Kong - Macau-Zhuhai and so on.</b></p>	<p>The following are certified hardcopy documents, needed in submitting claims under Activity 4:</p> <ul style="list-style-type: none"> <li>• Standard Supporting Documents (Please refer to <b>item 9.0 in page 7</b>)</li> <li>• Copy of itinerary of business visit programme. [Format as in <b>Appendix A(ii) in page 29</b>]</li> <li>• Copy of invitation letter/ proof of request from project owner to undertake the business visit and render services</li> <li>• Copy of overseas project contract that has been secured</li> <li>• Copy of Checklist [<b>Appendix B(iv) in page 35</b>]</li> <li>• Copy of Impact &amp; Monitoring Report [<b>Appendix C(iv) in page 48</b>]  <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b></li> <li>• Copy of Outcome Report [<b>Appendix D(i) in page 57</b>]</li> </ul> <p>Note: The Checklist, Impact &amp; Monitoring Report and Outcome Report must be submitted for claims on the activity undertaken. Claim applications cannot be processed without these documents.</p> <p><b><u>Airfare</u></b></p> <ul style="list-style-type: none"> <li>• Copy of Invoice</li> <li>• Copy of original receipt/ Bank statement/ Credit card statement/ Telegraphic transfer as documentary proof of payment</li> <li>• Boarding pass/ Air ticket/ Passport showing immigration stamp of entry into &amp; exit from the foreign country</li> </ul> <p><b><u>Accommodation</u></b></p> <ul style="list-style-type: none"> <li>• Copy Invoice(s)/ Guest Folio</li> <li>• Copy of original receipt/ Bank statement/ Credit card statement/ Telegraphic transfer</li> </ul>

## ACTIVITY 5

DESCRIPTION	REQUIRED DOCUMENTS
<b>50% reimbursable grant for eligible expenses incurred up to a maximum of RM3,000,000.00 per company/ entity.</b>	
<p><b>Conducting a feasibility study for a specific international project overseas.</b></p> <p>The feasibility study can be for new projects and/ or the expansion and/or rehabilitation of existing projects</p> <p>The applicant can engage qualified consultant(s) to assist in undertaking the feasibility study</p> <p>Applicants can claim for expenses incurred for their staff i.e. staff costs, airfares, hotel accommodation and overseas ground transport. If a consultant or several consultants are engaged, these expenses should be part of their consultancy fees</p> <p>The proposed feasibility study should:</p> <ol style="list-style-type: none"> <li>fulfill the objectives and has a high probability of securing the project contract</li> <li>include the timeline, indicating when the study will be completed</li> <li>include source of fund from private and public sector organisation(s) to implement the project</li> <li>include local content requirements, if any</li> <li>identify all positive developmental impacts the project could possibly have on Malaysia including job creation skill development, building linkages and creating business opportunities for Malaysian supply chains including SMEs.</li> </ol>	<p><b><u>Approval in Principle</u></b></p> <p><b>An Approval in Principle is required for Activity 5.</b></p> <p>Applicants must apply for Approval in Principle after receiving the Letter of Intent / Letter of Invitation/ Letter of Interest (LOI)/ Memorandum of Understanding (MOU)/ Letter of Award or Letter of Agreement (LOA) from the government of the host country/ Government of Malaysia/ other international governments/ government-linked institutions or other institutions of equal statue, within the bid eligibility period or a period of <b><u>not more than ninety (90) days.</u></b></p> <p>The following are certified hardcopy documents, needed in submitting application under Activity 5:</p> <ul style="list-style-type: none"> <li>Standard Supporting Documents (Please refer to <b>item 9.0</b> in <b>page 7</b>)</li> <li>Extra Documentary Requirements specific to Activity 5, as follows: <ol style="list-style-type: none"> <li>Provide certified hardcopies copy of Financial Audited Account (full set) for the latest three (3) years showing <b><u>the average Profit after Tax of not less than 10%</u></b> of the value of the grant applied.</li> </ol> <p>If the applicant is <u>NOT able to meet this condition</u>, the following documents can be accepted as evidence of financial capability to undertake the feasibility study:</p> <ol style="list-style-type: none"> <li>For a <u>company or sole proprietors, professionals and partnerships</u> that are registered with a respective professional authority in Malaysia, please submit the following documentary proof in place of the requirement specified in no.1:</li> </ol> </li> </ul>

DESCRIPTION	REQUIRED DOCUMENTS
<p>The Approval Committee for SEF considers the following additional factors when considering applications:</p> <ul style="list-style-type: none"> <li>i. The risk assessment of the host country</li> <li>ii. The risk and viability of the project to be undertaken</li> <li>iii. The actual content and ultimate utilisation levels of services from Malaysia as well as the extent of Malaysian expertise and technology needed or used</li> <li>iv. The commercial linkages formed and the downstream benefits in the short and long term</li> <li>v. The enhancement of Malaysia's image and branding as a trusted supplier of quality services and products</li> </ul> <p>Successful applicants for SEF Grants are required to sign a Letter of Acceptance with MATRADE. This document will confirm:</p> <ul style="list-style-type: none"> <li>i. The acceptance and full compliance with the conditions attached to the grant</li> </ul>	<p>a) Provide certified hardcopy of company or entity's latest 12-months bank statements, reflecting <u>an average balance amount not less than 10% of the value of the grant applied</u>;</p> <p><b>OR</b></p> <p>b) Provide certified hardcopy of <u>director(s) or individual partner's</u> latest 12-months bank statements, showing an <b><u>average balance amount of not less than 10% of the value of the grant applied</u></b> AND a <u>letter of undertaking to provide personal financing</u> to the company to undertake the feasibility study;</p> <p><b>OR</b></p> <p>c) Show proof of a credit line or loan facility with a local or foreign bank, to a <b><u>value of not less than 20% of the value of grant applied.</u></b></p> <p><u>Additional hardcopy documents which must be submitted:</u></p> <ol style="list-style-type: none"> <li>1. Copy of Project Brief [Format as in <b>Appendix A(iv)</b> in <b>page 31</b>]</li> <li>2. Copy of Letter of Intent / Invitation/ Interest (LOI)/ Letter of Awareness/ Agreement (LOA) or support by the host country, Malaysia Government or international institution as mentioned above.</li> <li>3. Copy of documents showing the qualification, experience and number of employees involved in the feasibility study e.g. professional, sub-professional &amp; support staff.</li> <li>4. Copy of latest EPF Statement, latest salary slips and appointment letters of contract staff(s) for all staff who will be involved in the project.</li> </ol>

DESCRIPTION	REQUIRED DOCUMENTS
<p>ii. MATRADE has the right to retract and cancel the approval of the grant and seek reimbursement of the grant disbursed, in the event of a breach of any of the conditions attached to the grant</p> <p>iii. The grant beneficiary must complete the full process of the feasibility study</p> <p>iv. The applicant is required to provide MATRADE with report updates on the progress and outcomes of the project after receiving the grant</p> <p>v. The grant beneficiary is obligated to conduct information sharing meetings, forums, workshops or seminars and include other service providers, manufacturers and relevant parties in the supply chain, for the purpose of sharing potential business opportunities uncovered by the feasibility study. This information sharing can take place at any time before completion or within six (6) months after the completion of the feasibility study</p> <p>vi. MATRADE has the right to use the contents of the report, deliverables and outcomes of the feasibility study which are not considered confidential or sensitive to the parties concerned, for its own promotion initiatives</p> <p>vii. Any other reasonable requests or requirements deemed necessary by MATRADE</p> <p>The activities and expenses covered under the grant are:</p>	<p><b><u>Documentary submission of claims for events conducted in the process of doing a feasibility study</u></b></p> <p>The following are certified hardcopy documents, needed in submitting claims under Activity 5.</p> <ol style="list-style-type: none"> <li>1. Copy of Checklist <b>[Appendix B(v) as in page 36-37]</b></li> <li>2. Progress and outcome report for the activity undertaken is compulsory. Claim application will not be considered without this document.</li> <li>3. Impact &amp; Monitoring Report <b>[Appendix C(v) as in page 49]</b> <b>It is to be submitted according to the respective Activity applied, three (3) months after completion of final payment date or you'll be contacted by SEF Secretariat.</b></li> <li>4. Copy of final report submit to the government of the host country or international institution (submit during final claim).</li> <li>5. Copy of tender submission (if applicable).</li> <li>6. Document copy showing Plan of action after submission of study report to host country to secure implementation of project.</li> <li>7. Document copy showing regular updates of the progress of the feasibility study on securing the implementation of the project.</li> </ol> <p><b><u>Certified hardcopies needed to file claims under Staff Costs</u></b></p> <ol style="list-style-type: none"> <li>8. Time sheet claim</li> <li>9. Summary of time sheet</li> <li>10. Total staff cost</li> <li>11. Latest EPF statement</li> <li>12. Latest salary slips for all staffs involve</li> <li>13. Appointment letter of contract staff(s)</li> </ol> <p>Note : Formula for staff cost <b>[Appendix E as in page 58]</b></p>

DESCRIPTION	REQUIRED DOCUMENTS
<p>(a) <u>Staff Costs</u></p> <p>Applicants can claim for expenses incurred for their staff i.e. staff costs, airfares, hotel accommodation and overseas ground transport. If a consultant or several consultants are engaged, these expenses should be part of their consultancy fees</p> <p>Activity 5 covers the fees and costs of professional, sub-professional and administrative support staff who are directly involved in the study. Generally, only staff who are officially listed in the entity or company's EPF statement are eligible. However, contract staff, hired with an official appointment letter will also be considered.</p> <p>All reimbursable approved costs for staff must be in accordance with the number of hours spent on the project and calculated based on the staff's latest salary as stated in the official salary slip.</p> <p>(b) <u>Travel and accommodation expenses related to presentations, briefings, technical visits and consultative meetings with clients</u></p> <p>Travel expenses covered are limited to only travel between Malaysia to the project site and vice versa including:</p> <p>i. Economy class airfare. Cost does not include items such as visa fees, excess baggage, insurance premiums or agent collection fees.</p>	<p><b><u>Original or Certified hardcopies needed to file claims under Airfare</u></b></p> <ul style="list-style-type: none"> <li>• Invoice(s)</li> <li>• Receipts/ Bank statement/ Credit card statement/ Telegraphic transfer</li> <li>• Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into &amp; exit from the foreign country</li> </ul> <p><b><u>Original or Certified hardcopies needed to file claims under Hotel Accommodation</u></b></p> <ul style="list-style-type: none"> <li>• Invoice/ Guest Folio</li> <li>• Receipts/ Bank Statements Credit Card Statement/ Telegraphic Transfer</li> </ul> <p><b><u>Original or Certified hardcopies needed to file claims under Overseas Ground Transport</u></b></p> <ul style="list-style-type: none"> <li>• Invoice of mode of transportation used.</li> <li>• Receipts/ Bank Statement/ Credit Card Statements/ Telegraphic Transfer statements.</li> </ul> <p><b><u>Original or Certified hardcopies needed to file claims under Technical Surveys, Studies &amp; Reports</u></b></p> <ul style="list-style-type: none"> <li>• Invoice</li> <li>• Receipts, Bank Statements, copy of cheque, Telegraphic transfer statements/ Credit Card Statements</li> <li>• Technical Survey, Studies &amp; Report</li> </ul> <p><b><u>Original or Certified hardcopies needed to file claims under Technical Design/Drawing &amp; Printing</u></b></p> <ul style="list-style-type: none"> <li>• Invoice</li> <li>• Receipts, Bank Statements, copy of cheque, Telegraphic transfer statements/ Credit Card Statements</li> <li>• Technical Designs/ Profiles/ Drawings (A3 size)</li> </ul> <p><b><u>Original or Certified hardcopies needed to file claims under Translation, Printing &amp; Binding of Final Report</u></b></p> <ul style="list-style-type: none"> <li>• Invoice</li> <li>• Receipts/ Bank statements/ Credit card statement/ Telegraphic transfer statements</li> </ul>

DESCRIPTION	REQUIRED DOCUMENTS
<ul style="list-style-type: none"> <li>ii. Standard hotel room not exceeding RM1,000 per night. Cost does not include items such as minibar expenses, entertainment, breakfast or meals.</li> <li>iii. Costs of overseas ground transportation to the project site for the feasibility study.</li> </ul> <p>(c) <u>Approved costs related to technical surveys and other related studies &amp; reports</u>  Costs associated with technical survey, other related studies and reports in the targeted market which are <del>relevant</del> to the overall feasibility study. These can include:</p> <ul style="list-style-type: none"> <li>i. Surveys relevant to the feasibility study such as geotechnical, hydrological and ground surveys</li> <li>ii. Purchases of market reports and related information</li> <li>iii. Related expenses on research and local studies</li> </ul> <p>(d) <u>Approved costs related to technical design/ drawing and printing</u>  Example of expenses incurred include:</p> <ul style="list-style-type: none"> <li>i. Schematic designs</li> <li>ii. Computer-aided animation</li> <li>iii. Detail design</li> <li>iv. Technical drawing</li> </ul> <p>(e) <u>Translation, printing and binding of final report</u>  Eligible expenses include :</p> <ul style="list-style-type: none"> <li>i. Translation costs</li> <li>ii. Printing and binding costs</li> </ul>	<p><i>Note:</i></p> <ul style="list-style-type: none"> <li>i. A Bank Statement is also required for payments made by cheque</li> <li>ii. Applicants can claim for expenses incurred for their staff i.e. staff costs, airfares, hotel accommodation and overseas ground transport. If consultant(s) are engaged, these expenses should be part of their consultancy fees.</li> </ul>



## ACTIVITY 6

DESCRIPTION	REQUIRED DOCUMENTS
<b>100% reimbursable grant for eligible expenses incurred in the initial twelve (12) months for the setting up of an office overseas, limited up to a maximum of RM200,000.00 per company/ entity, whichever is earlier.</b>	
<p><b>Initial cost of setting up a commercial office overseas in the first 12 months, for the purpose of:</b></p> <ol style="list-style-type: none"> <li>undertaking activities for the promotion of Malaysian services</li> <li>seeking opportunities for outsourcing, subcontracting and directly exporting a service business</li> <li>conducting research on the foreign market/s</li> <li>capturing, implementing, servicing and monitoring projects and contracts</li> <li>finding new clientele in the surrounding foreign markets</li> </ol> <p>Eligible expenses include:</p> <ul style="list-style-type: none"> <li>Rental of office</li> <li>Maintenance fees/ service charge (excluding deposits).</li> <li>Utilities: Electricity and water</li> </ul> <p>Type of Office. It can be either a:</p> <ul style="list-style-type: none"> <li>Subsidiary office</li> <li>Branch office</li> <li>Representative office</li> <li>Shared office</li> <li>Virtual office</li> </ul> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li><b>Claimable expenses for the set-up of an overseas office are limited to only the first twelve (12) months.</b></li> <li><b>The overseas office must be set-up in a commercial area of district [CBD]</b></li> </ol>	<p>The following are certified hardcopy documents, needed in submitting claims under Activity 6:</p> <ul style="list-style-type: none"> <li><u>Standard Supporting Documents</u> (Please refer to <b>item 9.0</b> in <b>page 7</b>)</li> <li>Copy of Tenancy Agreement/ Office Lease Agreement OR Confirmation letter from overseas client/ Office agreement showing JV partners on for shared office if the locally incorporated company or entity is not under the name of the applicant.</li> <li>Copy of official documents of the host country's regional, municipal or local authority translated in English for example documents from local authority confirming registration/ setting-up of office overseas OR copy of contract of ongoing project/ project to be implemented.</li> <li>Copy of Official Receipt for payment of deposit</li> <li>Copy of Invoice (s) for office rental, maintenance fees and utilities.</li> <li>Original receipts/ Bank statement/ Credit card statement/ Telegraphic transfer statements for office rental, maintenance fees and utilities</li> <li>Copy of Checklist <b>[Appendix B(vi) in page 38]</b></li> <li>Copy of Impact &amp; Monitoring Report <b>[Appendix C(vi) in page 50]</b>  <b>It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval.</b></li> <li>Copy of Outcome Report <b>[Appendix D(i) in page 57]</b></li> </ul> <p><b>Note: The Checklist, Impact &amp; Monitoring Report and Outcome Report must be submitted for claims on the activity undertaken. Claim applications cannot be processed without these documents.</b></p>

## ACTIVITY 7

DESCRIPTION	REQUIRED DOCUMENTS
<b>100% reimbursable grant for eligible expenses incurred up to a maximum of RM50,000.00 per company/ entity.</b>	
<p><b>Procuring commercial intelligence/ market reports for assessing business opportunities or projects in international markets</b></p> <p>Purchase of commercial and market intelligence including technical reports and survey reports relevant to the service industry e.g. geotechnical, hydrological, ground surveys and other related information</p>	<p>The following are certified hardcopy documents, needed in submitting claims under Activity 7:</p> <ul style="list-style-type: none"> <li>• <u>Standard Supporting Documents</u> (Please refer to <b>item 9.0</b> in <b>page 7</b>)</li> <li>• Copy of quotation</li> <li>• Copy of Invoice</li> <li>• Original receipts/ Bank statements/ Credit card statements/ Telegraphic transfer statements</li> <li>• Copy of full report of the market/ Commercial intelligence report/ Username and password for accessing the report.</li> <li>• Copy of Checklist [<b>Appendix B(vii)</b> in <b>page 39</b>]</li> <li>• Copy of Impact &amp; Monitoring Report [<b>Appendix C(vii)</b> in <b>page 51</b>] <b>It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval.</b></li> <li>• Copy of Outcome Report [<b>Appendix D(i)</b> in <b>page 57</b>]</li> <li>• Note: The Checklist, Impact &amp; Monitoring Report and Outcome Report must be submitted for claims on the activity undertaken. Claim applications cannot be processed without these documents.</li> </ul>

## ACTIVITY 8

DESCRIPTION	REQUIRED DOCUMENTS
<b>100% reimbursable grant for eligible expenses incurred up to a maximum of RM50,000.00 per company/ entity.</b>	
<p><b>Preparation of prototype, system customisation/ localisation to meet project requirements overseas.</b></p> <p>Cost of preparing prototype or system customisation/ localisation to present to potential clients overseas.</p> <p><b>Eligible expenses are:</b></p> <p>Related expenses in preparing prototypes, system customisations/ localisation adaptations to meet the local requirements in international markets</p>	<p>The following are certified hardcopy documents, needed in submitting claims under Activity 8:</p> <ul style="list-style-type: none"> <li>• <u>Standard Supporting Documents</u> (Please refer to <b>item 9.0</b> in <b>page 7</b>)</li> <li>• Copy of Quotation</li> <li>• Copy of proof of request from clients to prepare prototype, system customisation/localisation</li> <li>• Copy of Invoice</li> <li>• Original Receipt/ Bank Statement/ Credit Card statement/telegraphic transfer</li> <li>• Photo of the prototype, details content of customisation/ localization</li> <li>• Copy of Checklist [<b>Appendix B(viii)</b> in <b>page 40</b>]</li> <li>• Copy of Impact &amp; Monitoring Report [<b>Appendix C(viii)</b> in <b>page 52</b>] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b></li> <li>• Copy of Outcome Report [<b>Appendix D(i)</b> in <b>page 57</b>]</li> <li>• Note: The Checklist, Impact &amp; Monitoring Report and Outcome Report must be submitted for claims on the activity undertaken. Claim applications cannot be processed without these documents.</li> </ul>

## ACTIVITY 9

DESCRIPTION	REQUIRED DOCUMENTS
<b>100% reimbursable grant for eligible expenses incurred up to a maximum of RM50,000.00 per company/ entity.</b>	
<p><b>Participation fees in training programmes held overseas by certified bodies/ institutions for exporting services.</b></p> <p><u>Eligible expenses:</u> Covering participation fee, airfare and accommodation while attending the training session to meet project requirements.</p> <p><b>Eligible expenses are:</b></p> <ul style="list-style-type: none"> <li>• <u>Participation fees</u></li> <li>• <u>Economy class airfare for two (2) persons.</u> Cost does not include items such as visa fees, excess baggage, insurance premium, agent collection fee and surcharge</li> <li>• <u>Two (2) standard hotel rooms not exceeding RM1,000 per room per night.</u> 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 minibar expenses, entertainment, breakfast or meals.</li> </ul> <p><b><u>Overseas land travel claims - All Sectors</u></b></p> <p><b>Ground Transportation &amp; Haulage (Logistic) claims for ASEAN countries, countries in Europe and countries with international borders such as US-Canada, Hong Kong SAR - Shenzhen, Hong Kong - Macau-Zhuhai and so on.</b></p>	<p>The following are certified hardcopy documents, needed in submitting claims under Activity 9:</p> <ul style="list-style-type: none"> <li>• <u>Standard Supporting Documents</u> (Please refer to <b>item 9.0</b> in <b>page 7</b>)</li> <li>• Copy of Checklist [<b>Appendix B(ix)</b> in <b>page 41</b>]</li> <li>• Copy of Impact &amp; Monitoring Report [<b>Appendix C(ix)</b> in <b>page 53</b>] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b></li> <li>• Copy of Outcome Report [<b>Appendix D(i)</b> in <b>page 57</b>]</li> </ul> <p><b>Note: The Checklist, Impact &amp; Monitoring Report and Outcome Report must be submitted for claims on the activity undertaken. Claim applications cannot be processed without these documents.</b></p> <p><b><u>Registration fee</u></b></p> <ul style="list-style-type: none"> <li>• Copy of invoice</li> <li>• Original receipts/ Bank statements/ Credit card statements/ Telegraphic transfer statements</li> </ul> <p><b><u>Airfare</u></b></p> <ul style="list-style-type: none"> <li>• Copy of invoice</li> <li>• Original receipts/ Bank statements/ Credit card statements/ Telegraphic transfer statements</li> <li>• Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into &amp; exit from the foreign country</li> </ul> <p><b><u>Accommodation</u></b></p> <ul style="list-style-type: none"> <li>• Copy of invoice/ Guest folio</li> <li>• Original receipts/ Bank statements/ Credit card statements/ Telegraphic transfer statements</li> </ul>

## ACTIVITY 10

DESCRIPTION	REQUIRED DOCUMENTS
<b>100% reimbursable grant for eligible expenses incurred up to a maximum of RM100,000.00 per company/ entity.</b>	
<p><b>Registration fees for overseas industry certification including compliance to sustainability for exporting services.</b></p> <p><u>Eligible expenses:</u> Registration fees for certification.</p>	<p>The following are certified hardcopy documents, needed in submitting claims under Activity 10:</p> <ul style="list-style-type: none"> <li>• <u>Standard Supporting Documents</u> (Please refer to <b>item 9.0</b> in <b>page 7</b>)</li> <li>• Copy of Checklist [<b>Appendix B(x)</b> in <b>page 42</b>]</li> <li>• Copy of Impact &amp; Monitoring Report [<b>Appendix C(x)</b> in <b>page 54</b>] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b></li> <li>• Copy of Outcome Report [<b>Appendix D(i)</b> in <b>page 57</b>]</li> <li>• Note: The Checklist, Impact &amp; Monitoring Report and Outcome Report must be submitted for claims on the activity undertaken. Claim applications cannot be processed without these documents. <b><u>Registration fee</u></b></li> <li>• Copy of invoice</li> <li>• Original receipts/ Bank statements/ Credit card statements/ Telegraphic transfer statements.</li> </ul>

## ACTIVITY 11

DESCRIPTION	REQUIRED DOCUMENTS
<b>100% reimbursable grant for eligible expenses incurred up to a maximum of RM200,000.00 per company/ entity.</b>	
<p><b>Purchasing/ hire purchase/ renting of software, machinery and equipment for exporting services overseas.</b></p> <p><u>Eligible expenses:</u> Cover the purchase of software, purchase, hire-purchase or rental of machinery and equipment required for the implementation of projects overseas.</p> <p><b>Eligible expenses are:</b></p> <ul style="list-style-type: none"> <li>• First time software purchase/rental (initial cost) with license (1 time only)</li> <li>• Software purchase/rental renewal (1 time only)</li> <li>• Software upgrading (1 time only)</li> <li>• Other situation that permit first-time purchases to be implemented at different country/locations and different work teams of the applicant companies.</li> </ul>	<p>The following are certified hardcopy documents, needed in submitting claims under Activity 11:</p> <ul style="list-style-type: none"> <li>• <u>Standard Supporting Documents</u> (Please refer to <b>item 9.0</b> in <b>page 7</b>)</li> <li>• Copy of Checklist [<b>Appendix B(xi)</b> in <b>page 43</b>]</li> <li>• Copy of Impact &amp; Monitoring Report [<b>Appendix C(xi)</b> in <b>page 55</b>] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b></li> <li>• Copy of Outcome Report [<b>Appendix D(i)</b> in <b>page 57</b>] Note: The Checklist, Impact &amp; Monitoring Report and Outcome Report must be submitted for claims on the activity undertaken. Claim applications cannot be processed without these documents.</li> <li>• Copy of Quotation</li> <li>• Copy of Contract that request software/machine or equipment that need to be used for the project implementation</li> <li>• Contract of Hire Purchase</li> <li>• Photo of software cover/machine/item for implementation project overseas</li> <li>• Original receipts/ Bank statements/ Credit card statements/ Telegraphic transfer statements</li> </ul>

## ACTIVITY 12

DESCRIPTION	REQUIRED DOCUMENTS
<b>100% reimbursable grant for eligible expenses incurred up to a maximum of RM350,000.00 per company/ entity.</b>	
<p><b>Logistic costs involved sending of Malaysian products and/or equipment abroad (port to port), for overseas projects awarded to and implemented by Malaysian services companies.</b></p> <p>For this activity, the following criteria will apply:</p> <ol style="list-style-type: none"> <li>The projects abroad must be awarded to Malaysian companies involved in services trade</li> <li>The products/ equipment must be made in Malaysia.</li> </ol> <p>Examples of projects undertaken overseas are infrastructure development, housing, hospital design &amp; built, IT solution &amp; integration and oil &amp; gas fabrication works etc.</p> <p><i>Note:</i></p> <ol style="list-style-type: none"> <li><i>Logistics cost do not include items such as import duties, insurance, bank guarantees or surcharge.</i></li> <li><i>Companies are not eligible for this support facility if any of the eligible expense under Activity 12 is already borne or sponsored by any foreign counterpart or the project owner.</i></li> </ol>	<p>The following are certified hardcopy documents, needed in submitting claims under Activity 12:</p> <ul style="list-style-type: none"> <li>Standard Supporting Documents (Please refer to <b>item 9.0 in page 7</b>)</li> <li>Copy of Checklist [<b>Appendix B(xii) in page 44</b>]</li> <li>Copy of Impact &amp; Monitoring Report [<b>Appendix C(xii) in page 56</b>] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b></li> <li>Copy of Outcome Report [<b>Appendix D(i) in page 57</b>] Note: The Checklist, Impact &amp; Monitoring Report and Outcome Report must be submitted for claims on the activity undertaken. Claim applications cannot be processed without these documents.</li> <li>Copy of Supply contract/ Appointment letter from Malaysian project owner overseas to supply product and/or equipment</li> <li>Copy of Purchase order from Malaysian project owner overseas for sending of Malaysian product and/or equipment</li> <li>Copy of Quotation from Logistics Provider</li> <li>Copy of invoice</li> <li>Original Receipts/ Bank Statements/ Credit Card Statements/ Telegraphic Transfer Statements</li> <li>Copy of Bill of Lading</li> <li>Copy of Packing List</li> </ul>

**Note: Travelling expenses by bus/ train/ taxi/ ferry are allowed for official activity only**

### Overseas land travel claims - All Sectors

Ground Transportation & Haulage (Logistic) claims for ASEAN countries, countries in Europe and countries with international borders such as US-Canada, Hong Kong SAR - Shenzhen, Hong Kong - Macau-Zhuhai and so on.

**SAMPLE DECLARATION LETTER  
(Type this on applicant's letterhead)**

To: SEF Secretariat  
Services Development Unit (SDU)  
8th Floor (East Wing), Menara MATRADE  
Jalan Sultan Haji Ahmad Shah  
50480 Kuala Lumpur

From: **(Applicant's name, entity and address)**

Dear SEF Secretariat:

**SEF DECLARATION THAT SERVICES OFFERED ORIGINATED FROM MALAYSIA**

Our behalf of our company/ entity ....., we certify that the following services listed below are services that originate from Malaysia.

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

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

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

3. Our Company/ entity fully understands that in the event any information given is found to be incorrect, false or 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/ entity 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 12)**  
**(Type this on Manufacturer's/ Trader's Letterhead)**

To: SEF Secretariat

From: **Supplier's name [manufacturer/ trader of products]/ entity and address**

*Note: A trading company sending products to Malaysian projects overseas should obtain the manufacturer's declaration that the products are made in Malaysia*

Dear SEF Secretariat:

**SEF DECLARATION THAT PRODUCTS ARE MADE IN MALAYSIA**

Our company/ entity ..... 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/ entity 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/ entity also fully understand that in the event 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/ entity 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/ entity's declaration above.

Thank you.

Certified by,

Signature of  
Authorised Signatory

Company's official  
Rubber stamp

Name of Authorised Signatory  
Designation of Authorised Signat

**Appendix A(iii)**

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

<b>Date</b>	<b>Programme</b>
<b>Date (Day 1)</b>  (Time) hrs : (Time) hrs :	
<b>Date (Day 2)</b>  (Time) hrs : (Time) hrs :	



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

---

**A. Introduction**

Brief introduction on:

- Country (description of 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) and specific date for execution of the Feasibility study
- Project team (provide chart & attach capability statement for 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 audits
- 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 contracts?)
- 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 towards early financing?)
- Manpower risk (are there sufficient manpower & expertise?)

**D. Targeted Outcome**

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

Securing the actual project

- Sources of funding from private and public sector organisation(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 the total project value and revenue to Malaysian companies
- Malaysia's image as exporter of services

**E. Conclusion**

## **Appendix B(i)**

### **CHECKLIST - ACTIVITY 1:**

Promoting Malaysian expertise as a provider of services at international events held overseas, such as a speaker/ panelist/ moderator at conferences/ forums/ workshops/ seminars;  
OR As a participant at an international competition for the services industry held abroad.

Applicant is required to tick (✓) the checklist [Appendix B (i)] below.

<b>A. <u>Supporting Documents</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Certificate of Incorporation Form 9 or Form 13		
2	Latest Form of Annual Return of Company Having a Share Capital (full set)		
3	Latest Financial Audited Account (full set)		
4	Company Brochure/ Company Profile/ other relevant documents		
5	List of Past Projects/ jobs undertaken (including overseas project)		
6	Latest EPF Statement/ latest salary slips/ appointment letters of contract staff(s) for staffs who will undertake the project.		
7	Declaration Letter by Malaysian entity [Format is as per <b>Appendix A(i)</b> ]		
8	Outcome report [ <b>Appendix D(i)</b> ] for the activity undertaken as indicated under the Standard Supporting Documents are compulsory.		
9	Impact & Monitoring Report [ <b>Appendix C(i)</b> ] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b>		
10	Event programme [Format is as per <b>Appendix A(iii)</b> ]		
11	Invitation letter from the organizer as a speaker/ participant in competition		
12	Confirmation letter from the organizer as a speaker/ participant in competition		
<b>B. <u>Claim Documents</u></b> <i>(All claim documents must be under the applicant's name. Claim document other than the applicant's name is not permitted)</i>			
<b><u>Economy Class Airfare - 2 persons</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
3	Return Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into & exit from the foreign country		
<b><u>Accommodation - 2 rooms</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice(s)/ Guest Folio		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
<b>C. <u>SEF Claim Form as Attached</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Claim Form		

**Note:** Return-travelling expenses by bus/ train/ taxi/ ferry are allowed only from Malaysia to Singapore or Thailand.

## Appendix B (ii)

### CHECKLIST - ACTIVITY 2:

Travelling expenses to international destinations for tender bidding; OR Purchasing tender documents for projects overseas.

Applicant is required to tick (✓) the checklist [Appendix B (ii)] below.

<b>A. <u>Supporting Documents</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Certificate of Incorporation Form 9 or Form 13		
2	Latest Form of Annual Return of Company Having a Share Capital (full set)		
3	Latest Financial Audited Account (full set)		
4	Company Brochure/ Company Profile/ other relevant documents		
5	List of Past Projects/ jobs undertaken (including overseas project)		
6	Latest EPF Statement/ latest salary slips/ appointment letters of contract staff(s) for staffs who will undertake the project.		
7	Declaration Letter by Malaysian entity [Format is as per <b>Appendix A(i)</b> ]		
8	Outcome report [ <b>Appendix D(i)</b> ] for the activity undertaken as indicated under the Standard Supporting Documents are compulsory.		
9	Impact & Monitoring Report [ <b>Appendix C(ii)</b> ] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b>		
10	Invitation letter for tender bidding/ Tender notice		
11	Copy of acknowledgement to prove submission of tender document		
12	Copy of cover page, table of content, first page and last page of the tender document submitted		
<b>B. <u>Claim Documents</u></b> <i>(All claim documents must be under the applicant's name. Claim document other than the applicant's name is not permitted)</i>			
<b><u>Economy Class Airfare – 2 persons</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
3	Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into & exit from the foreign country		
<b><u>Accommodation - 2 rooms</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice(s)/ Guest Folio		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
<b>C. <u>SEF Claim Form as Attached</u></b>			
1	Claim Form	<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>

**Note:** Return-travelling expenses by bus/ train/ taxi/ ferry are allowed only from Malaysia to Singapore or Thailand.

## Appendix B (iii)

### CHECKLIST - ACTIVITY 3:

Conducting presentations to potential clients for assessing business and projects overseas.

Applicant is required to tick (✓) the checklist [Appendix B (iii)] below.

<b>A. <u>Supporting Documents</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Certificate of Incorporation Form 9 or Form 13		
2	Latest Form of Annual Return of Company Having a Share Capital (full set)		
3	Latest Financial Audited Account (full set)		
4	Company Brochure/ Company Profile/ other relevant documents		
5	List of Past Projects/ jobs undertaken (including overseas project)		
6	Latest EPF Statement/ latest salary slips/ appointment letters of contract staff(s) for staffs who will undertake the project.		
7	Declaration Letter by Malaysian entity [Format is as per <b>Appendix A(i)</b> ]		
8	Outcome report [ <b>Appendix D(i)</b> ] for the activity undertaken as indicated under the Standard Supporting Documents are compulsory.		
9	Impact & Monitoring Report [ <b>Appendix C(iii)</b> ] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b>		
10	Business Visit Programme [Format is <b>Appendix A(iii)</b> ]		
11	Invitation Letter/ proof of request from potential clients to undertake business visit		
<b>B. <u>Claim Documents</u></b> <i>(All claim documents must be under the applicant's name. Claim document other than the applicant's name is not permitted)</i>			
<b><u>Economy Class Airfare - 2 persons</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
3	Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into & exit from the foreign country		
<b><u>Accommodation - 2 rooms</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice(s)/ Guest Folio		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
<b>C. <u>SEF Claim Form as Attached</u></b>			
1	Claim Form		

**Note:** Return-travelling expenses by bus/ train/ taxi/ ferry are allowed only from Malaysia to Singapore or Thailand.

## Appendix B (iv)

### CHECKLIST - ACTIVITY 4:

Rendering services for projects undertaken overseas.

Applicant is required to tick (✓) the checklist [Appendix B (iv)] below.

A. <u>Supporting Documents</u>		Applicant (✓)	Internal Use (✓)
1	Certificate of Incorporation Form 9 or Form 13		
2	Latest Form of Annual Return of Company Having a Share Capital (full set)		
3	Latest Financial Audited Account (full set)		
4	Company Brochure/ Company Profile/ other relevant documents		
5	List of Past Projects/ jobs undertaken (including overseas project)		
6	Latest EPF Statement/ latest salary slips/ appointment letters of contract staff(s) for staffs who will undertake the project		
7	Declaration Letter by Malaysian entity [Format is as per <b>Appendix A(i)</b> ]		
8	Outcome report [ <b>Appendix D(i)</b> ] for the activity undertaken as indicated under the Standard Supporting Documents are compulsory		
9	Impact & Monitoring Report [ <b>Appendix C(iv)</b> ] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b>		
10	Business Visit Programme [Format is <b>Appendix 1(iii)</b> ]		
11	Invitation letter/ proof of request from project owner to undertake business visit in rendering services		
12	Project contract secured overseas		
<b>B. Claim Documents</b> <i>(All claim documents must be under the applicant's name. Claim document other than the applicant's name is not permitted)</i>			
<b>Economy Class Airfare - 2 persons</b>		Applicant (✓)	Internal Use (✓)
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
3	Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into & exit from the foreign country		
<b>Accommodation - 2 rooms</b>		Applicant (✓)	Internal Use (✓)
1	Copy of Invoice(s)/ Guest Folio		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
<b>C. <u>SEF Claim Form as Attached</u></b>		Applicant (✓)	Internal Use (✓)
1	Claim Form		

**Note:** Return-travelling expenses by bus/ train/ taxi/ ferry are allowed only from Malaysia to Singapore or Thailand.

## Appendix B (v)

### CHECKLIST - ACTIVITY 5:

Conducting a feasibility study for a specific international project overseas.

Applicant is required to tick (✓) the checklist [Appendix B (v)] below.

<b>A.      <u>Supporting Documents</u></b>			
<b>SERVICE PROVIDERS (Company)</b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Certificate of Incorporation Form 9 or Form 13		
2	Latest Form of Annual Return of Company Having a Share Capital (full set)		
3	Financial Audited Account (full set) for the latest 3 consecutive years		
4	a) Provide certified company or entity's latest 12-months bank statements, reflecting <u>an average balance amount not less than 10% of the value of the grant applied</u> ;  OR  b) Provide certified <u>director(s) or individual partner's</u> latest 12-months bank statements, showing an <b>average balance amount of not less than 10%</b> of the value of the grant applied AND a <u>letter of undertaking to provide personal financing</u> to the company to undertake the feasibility study.		
<b>OR</b>			
<b>PROFESSIONAL SERVICES (Partnership/ Sole Proprietor)</b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Registration Letter/ License/ Certificate issued by respective professional bodies		
2	Latest Financial Audited Account (full set) for the latest 3 consecutive years/ Management Account / Income Statement/ Company Account.		
3	a) Provide certified company or entity's latest 12-months bank statements, reflecting <u>an average balance amount not less than 10% of the value of the grant applied</u> ;  <div style="text-align: center;">OR</div> b) Provide certified <u>director(s) or individual partner's</u> latest 12-months bank statements, showing an <b>average balance amount of not less than 10%</b> of the value of the grant applied AND a <u>letter of undertaking to provide personal financing</u> to the company to undertake the feasibility study.		
<b>AND</b>			
1	Company brochure/ company profile/ other relevant documents		
2	List of past projects/ jobs undertaken (including overseas project)		
3	Declaration letter by Malaysian entity [format is as per <b>Appendix A(i)</b> ]		
4	Project Brief [Format is as per <b>Appendix A(iv)</b> ]		
5	Letter of Intent / Invitation/ Interest (LOI)/ Letter of Awareness/ Agreement (LOA) or support by the		
6	Qualification, experience and number of employees involve for the study e.g. professional, sub professional & support.		
7	Impact & Monitoring Report [ <b>Appendix C(v)</b> ] <b>It is to be submitted according to the respective Activity applied, three (3) months after completion of final payment date or you'll be contacted by SEF Secretariat.</b>		
<b>B.      <u>Claim Documents</u></b>			
<i>(All claim documents must be under the applicant's name. Claim document other than the applicant's name is not permitted)</i>			
	Staff Cost	<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Latest EPF Statement / latest salary slips / appointment letters of contract staff(s) for staffs who will undertake the project		

2	Manhours calculations for each staff		
3	Scope and Proof of work for each staff		
	Economy Class Airfare	Applicant (√)	Internal Use (√)
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> (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)		
3	Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into & exit from the foreign country		
	Hotel Accommodation	Applicant (√)	Internal Use (√)
1	Copy of Invoice(s)/ Guest Folio		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> (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)		
	Overseas Ground transportation	Applicant (√)	Internal Use (√)
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> (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)		
	Technical survey and other related studies and reports	Applicant (√)	Internal Use (√)
1	Copy of Invoice		
2	<b>Original Receipt, Bank Statement, Copy Of Cheque, Telegraphic Transfer or Credit Card Statement</b> (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)		
3	Progress report/ proof of work for every phase		
	Technical design / drawing and printing	Applicant (√)	Internal Use (√)
1	Copy of Invoice		
2	<b>Original Receipt, Bank Statement, Copy Of Cheque, Telegraphic Transfer or Credit Card Statement</b> (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)		
3	Technical design/ profiles/ drawings (A3 size)		
	Translation, printing and binding of final report	Applicant (√)	Internal Use (√)
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> (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)		
3	Front cover page, table of contents, first page and last page of the survey/ study/ report.		
<b>C. SEF Application Form as Attached</b>			
		Applicant (√)	Internal Use (√)
1	Application Form		

**Note:** Return-travelling expenses by bus/ train/ taxi/ ferry are allowed only from Malaysia to Singapore or Thailand.

## Appendix B (vi)

### CHECKLIST - ACTIVITY 6:

Initial costs for first 12 months of setting up a commercial office overseas  
Applicant is required to tick (✓) the checklist [Appendix B (vi)] below

A. <u>Supporting Documents</u>		Applicant (✓)	Internal Use (✓)
1	Certificate of Incorporation Form 9 or Form 13		
2	Latest Form of Annual Return of Company Having a Share Capital (full set)		
3	Latest Financial Audited Account (full set)		
4	Company brochure/ company profile/ other relevant documents		
5	List of past projects/ jobs undertaken (including overseas project)		
6	Declaration letter by Malaysian entity [format is as per <b>Appendix A(i)</b> ]		
7	Outcome report [ <b>Appendix D(i)</b> ] for the activity undertaken as indicated under the Standard Supporting Documents is compulsory. Claim application will not be considered without this document.		
8	Impact & Monitoring Report [ <b>Appendix C(vi)</b> ] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b>		
9	Copy of Tenancy Agreement/ Office Lease Agreement. <b>OR</b> Confirmation letter from overseas client/ JV partners on office agreement for shared office if the company is not under the name of the applicant.		
10	Copy of Official Documents/ Local Authority confirming registration/ setting up office overseas. <b>OR</b> Copy of Contract of ongoing project/ project to be implemented.		
11	Copy of Official Receipt for Deposit payment		
<b>B. <u>Claim Documents</u></b> <i>(All claim documents must be under the applicant's name. Claim document other than the applicant's name is not permitted)</i>			
	Rental Fee	Applicant (✓)	Internal Use (✓)
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
	Maintenance	Applicant (✓)	Internal Use (✓)
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
	Utilities	Applicant (✓)	Internal Use (✓)
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
<b>C. <u>SEF Application Form as Attached</u></b>		Applicant (✓)	Internal Use
1	Application Form		



## Appendix B (vii)

### CHECKLIST - ACTIVITY 7:

Procuring commercial intelligence/ market reports for assessing business opportunities or projects in international

Applicant is required to tick (✓) the checklist [Appendix B (vii)] below

<b>A. <u>Supporting Documents</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Certificate of Incorporation Form 9 or Form 13		
2	Latest Form of Annual Return of Company Having a Share Capital (full set)		
3	Latest Financial Audited Account (full set)		
4	Company brochure/ company profile/ other relevant documents		
5	List of past projects/ jobs undertaken (including overseas project)		
6	Latest EPF Statement/ latest salary slips/ appointment letters of contract staff(s) for staffs who will undertake the project.		
7	Declaration letter by Malaysian entity [format is as per <b>Appendix A(i)</b> ]		
8	Outcome report [ <b>Appendix D(i)</b> ] for the activity undertaken as indicated under the Standard Supporting Documents is compulsory.		
9	Impact & Monitoring Report [ <b>Appendix C(vii)</b> ] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b>		
<b>B. <u>Claim Documents</u></b> (All claim documents must be under the applicant's name. Claim document other than the applicant's name is not permitted)			
	Purchasing cost	<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice		
2	<b>Original receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer for office rental, maintenance fees and utilities.</b> <i>(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)</i>		
3	<b>Copy of full report of the market/ Commercial intelligence report/ Username and password for accessing the report.</b>		
<b>C. <u>SEF Claim Form as Attached</u></b>			
1	Claim Form		

## **Appendix B (viii)**

### **CHECKLIST - ACTIVITY 8:**

**Preparation of prototype, system customisation/ localisation to meet project requirements overseas**

**Applicant is required to tick (✓) the checklist [Appendix B (viii)] below**

<b>A. <u>Supporting Documents</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Certificate of Incorporation Form 9 or Form 13		
2	Latest Form of Annual Return of Company Having a Share Capital (full set)		
3	Latest Financial Audited Account (full set)		
4	Company Brochure/ Company Profile/ other relevant documents		
5	List of Past projects/ jobs undertaken (including overseas project)		
6	Latest EPF Statement/ latest salary slips/ appointment letters of contract staff(s) for staffs who will undertake the project.		
7	Declaration Letter by Malaysian entity [Format is as per <b>Appendix A(i)</b> ]		
8	Outcome Report [ <b>Appendix D(ii)</b> ] for the activity undertaken as indicated under the Standard Supporting Documents is compulsory.		
9	Impact & Monitoring Report [ <b>Appendix C(viii)</b> ] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b>		
10	Copy of Quotation		
11	Copy of proof of request from clients to prepare prototype, system customisation/ localisation		
12	Photo of the prototype, details content of customisation/ localisation		
<b>B. <u>Claim Documents</u></b>			
(All claim documents must be under the applicant's name. Claim document other than the applicant's name is not permitted)			
	Preparation cost	<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> (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)		
<b>C. <u>SEF Claim Form as Attached</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Claim Form		

## Appendix B (ix)

### CHECKLIST - ACTIVITY 9:

Participation fees in training programmes held overseas by certified bodies/institutions for exporting services.

Applicant is required to tick (✓) the checklist [Appendix B (ix)] below

A. <u>Supporting Documents</u>		Applicant (✓)	Internal Use (✓)
1	Certificate of Incorporation Form 9 or Form 13		
2	Latest Form of Annual Return of Company Having a Share Capital (full set)		
3	Latest Financial Audited Account (full set)		
4	Company Brochure/ Company Profile/ other relevant documents		
5	List of Past projects/ jobs undertaken (including overseas project)		
6	Latest EPF Statement / latest salary slips / appointment letters of contract staff(s) for staffs who will undertake the project.		
7	Declaration Letter by Malaysian entity [Format is as per <b>Appendix A(i)</b> ]		
8	Outcome Report [ <b>Appendix D(i)</b> ] for the activity undertaken as indicated under the Standard Supporting Documents is compulsory.		
9	Impact & Monitoring Report [ <b>Appendix C(ix)</b> ] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b>		
10	Copy of Quotation		
11	Copy of proof of invitation/ confirmation letter/ email by the organiser to participate that required training		
12	Copy of certificate of participation		
13	Photo of the program and itinerary program		
<b>B. <u>Claim Documents</u></b> <i>(All claim documents must be under the applicant's name. Claim document other than the applicant's name is not permitted)</i>			
<b><u>Participation Fee – 2 persons</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
<b><u>Economy Class Airfare - 2 persons</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
3	Boarding pass/ Air ticket/ Passport with Immigration stamp of entry into & exit from the foreign country		
<b><u>Accommodation - 2 rooms</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice(s)/ Guest Folio		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
<b>C. <u>SEF Claim Form as Attached</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Claim Form		

**Note:** Return-travelling expenses by bus/ train/ taxi/ ferry are allowed only from Malaysia to Singapore or Thailand.

## **Appendix B (x)**

### **CHECKLIST - ACTIVITY 10:**

**Registration fees for overseas industry certification including compliance to sustainability for exporting services.**

**Applicant is required to tick (✓) the checklist [Appendix B (x)] below.**

<b>A.      <u>Supporting Documents</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Certificate of Incorporation Form 9 or Form 13		
2	Latest Form of Annual Return of Company Having a Share Capital (full set)		
3	Latest Financial Audited Account (full set)		
4	Company Brochure/ Company Profile/ other relevant documents		
5	List of Past projects/ jobs undertaken (including overseas project)		
6	Latest EPF Statement/ latest salary slips/ appointment letters of contract staff(s) for staffs who will undertake the project.		
7	Declaration Letter by Malaysian entity [Format is as per <b>Appendix A(i)</b> ]		
8	Outcome Report [ <b>Appendix D(i)</b> ] for the activity undertaken as indicated under the Standard Supporting Documents is compulsory.		
9	Impact & Monitoring Report [ <b>Appendix C(x)</b> ] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b>		
10	Copy of Quotation		
11	Copy of proof of registration and confirmation from certified body to comply for the project		
12	Itinerary program and photo of the program		
<b>B.      <u>Claim Documents</u></b> <i>(All claim documents must be under the applicant's name. Claim document other than the applicant's name is not permitted)</i>			
<b><u>Registration Fee</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
<b>C.      <u>SEF Claim Form as Attached</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Claim Form		

## Appendix B (xi)

### CHECKLIST - ACTIVITY 11:

**Purchasing/ hire purchase/ renting of software, machinery and equipment for exporting services overseas.**

**Applicant is required to tick (✓) the checklist [Appendix B (xi)] below.**

<b>A.      <u>Supporting Documents</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Certificate of Incorporation Form 9 or Form 13		
2	Latest Form of Annual Return of Company Having a Share Capital (full set)		
3	Latest Financial Audited Account (full set)		
4	Company Brochure/ Company Profile/ other relevant documents		
5	List of Past projects/ jobs undertaken (including overseas project)		
6	Latest EPF Statement/ latest salary slips/ appointment letters of contract staff(s) for staffs who will undertake the project.		
7	Declaration Letter by Malaysian entity [Format is as per <b>Appendix A(i)</b> ]		
8	Outcome Report [ <b>Appendix D(i)</b> ] for the activity undertaken as indicated under the Standard Supporting Documents is compulsory.		
9	Impact & Monitoring Report [ <b>Appendix C(xi)</b> ] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b>		
10	Copy of Quotation		
11	Copy of the contract that request software/ machine or equipment that need to be used for the project implementation		
12	Contract of hire purchase		
13	Photo of software cover/ machine /item for implementation project overseas		
<b>B.      <u>Claim Documents</u></b> <i>(All claim documents must be under the applicant's name. Claim document other than the applicant's name is not permitted)</i>			
<b><u>Purchase/ Hire Purchase/ Rental Cost</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> <i>(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)</i>		
<b>C.      <u>SEF Claim Form as Attached</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Claim Form		

## **Appendix B (xii)**

### **CHECKLIST - ACTIVITY 12:**

Logistic costs involved in sending of Malaysian products and/ or equipment abroad (port to port), for overseas projects awarded to and implemented by Malaysian service companies.

Applicant is required to tick (✓) the checklist [Appendix B (xii)] below.

<b>A. <u>Supporting Documents</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Certificate of Incorporation Form 9 or Form 13		
2	Latest Form of Annual Return of Company Having a Share Capital (full set)		
3	Latest Financial Audited Account (full set)		
4	Company Brochure/ Company Profile/ other relevant documents		
5	List of Past projects/ jobs undertaken (including overseas project)		
6	Declaration Letter by Malaysian entity [Format is as per <b>Appendix A(i) &amp; A(ii)</b> ]		
7	Outcome Report [ <b>Appendix D(i)</b> ] for the activity undertaken as indicated under the Standard Supporting Documents is compulsory.		
8	Impact & Monitoring Report [ <b>Appendix C(xii)</b> ] <b>It is to be submitted according to the respective Activity applied, three (3) months after approval date or you'll be contacted by SEF Secretariat.</b>		
9	Supply Contract/ Appointment letter from Malaysian project owner overseas to supply product/ equipment		
10	Purchase order from Malaysian project owner overseas for sending of Malaysian product/ equipment		
11	Copy of Quotation from Logistic Provider		
12	Copy of Bill of Lading		
13	Copy of Packing List		
<b>B. <u>Claim Documents</u></b> (All claim documents must be under the applicant's name. Claim document other than the applicant's name is not permitted)			
<b><u>Logistic Cost</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Copy of Invoice		
2	<b>Original Receipt/ Bank Statement/ Credit Card Statement/ Telegraphic Transfer</b> (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)		
<b>C. <u>SEF Claim Form as Attached</u></b>		<b>Applicant (✓)</b>	<b>Internal Use (✓)</b>
1	Claim Form		

**Note:** Airport, seaport and inland port.

**Appendix C(i)****IMPACT & MONITORING REPORT**

(It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval)

**ACTIVITY 1:**

## MONITORING PHASE

NO	STATUS	DURATION
1	IMMEDIATE TERM	1-3 MONTHS
2	MEDIUM TERM	3-6 MONTHS
3	LONG TERM	6 MONTHS – 3 YEARS
4	AD HOC IMPACT MONITORING	>3 YEARS

Activity	Name of Activity
Activity 1	Promoting Malaysian expertise as a provider of services at international events held overseas, such as a speaker/ panellist/ moderator at conferences/ forums/ workshops/ seminars or as a participant at an international competition for the services industry held abroad

## SEF APPROVED APPLICATIONS (2021)

NO.	COMPANY NAME	SECTOR	OWNERSHIP	WOMEN-OWNED	STATE	OFFICER IN-CHARGE	ACTIVITY TYPE	PROJECT NAME	COUNTRY	AMOUNT APPROVED (RM)	APPROVED DATE	AMOUNT DISBURSED (RM)	*OUTCOME	REMARK
1							1							

\* NO OF BUSINESS MEETINGS, NEW CLIENTS, PROJECTS AND VALUE

## Appendix C(ii)

### IMPACT & MONITORING REPORT

(It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval)

#### ACTIVITY 2:

##### MONITORING PHASE

NO	STATUS	DURATION
1	IMMEDIATE TERM	1-3 MONTHS
2	MEDIUM TERM	3-6 MONTHS
3	LONG TERM	6 MONTHS – 3 YEARS
4	AD HOC IMPACT MONITORING	>3 YEARS

Activity	Name of Activity
Activity 2	Travelling expenses to international destinations for tender bidding; or cost of purchasing tender documents for projects overseas

##### SEF APPROVED APPLICATIONS (2021)

NO.	COMPANY NAME	SECTOR	OWNERSHIP	WOMEN-OWNED	STATE	OFFICER IN-CHARGE	ACTIVITY TYPE	PROJECT NAME	COUNTRY	AMOUNT APPROVED (RM)	APPROVED DATE	AMOUNT DISBURSED (RM)	*OUTCOME	REMARK
1							2							

\* NO OF BUSINESS MEETINGS, NEW CLIENTS, PROJECTS AND VALUE



**IMPACT & MONITORING REPORT**

(It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval)

**ACTIVITY 3:**

**MONITORING PHASE**

NO	STATUS	DURATION
1	IMMEDIATE TERM	1-3 MONTHS
2	MEDIUM TERM	3-6 MONTHS
3	LONG TERM	6 MONTHS – 3 YEARS
4	AD HOC IMPACT MONITORING	>3 YEARS

Activity	Name of Activity
Activity 3	Conducting presentations to potential clients for assessing business and projects overseas.

**SEF APPROVED APPLICATIONS (2021)**

NO.	COMPANY NAME	SECTOR	OWNERSHIP	WOMEN-OWNED	STATE	OFFICER IN-CHARGE	ACTIVITY TYPE	PROJECT NAME	COUNTRY	AMOUNT APPROVED (RM)	APPROVED DATE	AMOUNT DISBURSED (RM)	*OUTCOME	REMARK
1							3							

\* NO OF BUSINESS MEETINGS, NEW CLIENTS, PROJECTS AND VALUE

## Appendix C(iv)

### IMPACT & MONITORING REPORT

(It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval)

#### ACTIVITY 4:

##### MONITORING PHASE

NO	STATUS	DURATION
1	IMMEDIATE TERM	1-3 MONTHS
2	MEDIUM TERM	3-6 MONTHS
3	LONG TERM	6 MONTHS – 3 YEARS
4	AD HOC IMPACT MONITORING	>3 YEARS

Activity	Name of Activity
Activity 4	Travelling costs involved in the consultation, supply, delivery, implementation and execution of services to secured projects overseas.

##### SEF APPROVED APPLICATIONS (2021)

NO.	COMPANY NAME	SECTOR	OWNERSHIP	WOMEN-OWNED	STATE	OFFICER IN-CHARGE	ACTIVITY TYPE	PROJECT NAME	COUNTRY	AMOUNT APPROVED (RM)	APPROVED DATE	AMOUNT DISBURSED (RM)	*OUTCOME	REMARK
1							4							

\* NO OF BUSINESS MEETINGS, NEW CLIENTS, PROJECTS AND VALUE

## Appendix C(v)

### IMPACT & MONITORING REPORT

(It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval)

#### ACTIVITY 5:

##### MONITORING PHASE

NO	STATUS	DURATION
1	IMMEDIATE TERM	1-3 MONTHS
2	MEDIUM TERM	3-6 MONTHS
3	LONG TERM	6 MONTHS – 3 YEARS
4	AD HOC IMPACT MONITORING	>3 YEARS

Activity	Name of Activity
Activity 5	Conducting a feasibility study for a specific international project overseas

#### SEF APPROVED APPLICATIONS (2021)

No	Name of Company, Address and Details of Contact Person, Designation	Approval Date	Sector	Project Name/Location /Country	Value of Grant Applied (RM)	Value of Grant Approved (RM)	Date of Disbursement Completed (phase of payment based on work progress)	Estimated Project Value & Percentage of Malaysian Component	Estimated Project Value & Percentage of Malaysian Export	Name of Business Partners: Malaysian and Foreign	Status/Outcome of Feasibility Study	Spill over	Remarks	Officer in Charge (Name, Ext No & Email Address)
Example : Year 2018														
1											<div>Status</div> <div>Outcome</div> <div>Seminar</div> <div>Has the Project been awarded?</div> <div>If Yes, to whom?</div> <div>Project Implementation Time Frame</div>			

## Appendix C(vi)

### IMPACT & MONITORING REPORT

(It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval)

#### ACTIVITY 6:

##### MONITORING PHASE

NO	STATUS	DURATION
1	IMMEDIATE TERM	1-3 MONTHS
2	MEDIUM TERM	3-6 MONTHS
3	LONG TERM	6 MONTHS – 3 YEARS
4	AD HOC IMPACT MONITORING	>3 YEARS

Activity	Name of Activity
Activity 6	Initial cost of setting up a commercial office overseas in the first 12 months, for the purpose of: i. undertaking activities for promotion of Malaysian services; 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

##### SEF APPROVED APPLICATIONS (2021)

NO.	COMPANY NAME	SECTOR	OWNERSHIP	WOMEN-OWNED	STATE	OFFICER IN-CHARGE	ACTIVITY TYPE	PROJECT NAME	COUNTRY	AMOUNT APPROVED (RM)	APPROVED DATE	AMOUNT DISBURSED (RM)	*OUTCOME	REMARK
1							6							

\* NO OF BUSINESS MEETINGS, NEW CLIENTS, PROJECTS AND VALUE

## Appendix C(vii)

### IMPACT & MONITORING REPORT

(It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval)

#### ACTIVITY 7:

##### MONITORING PHASE

NO	STATUS	DURATION
1	IMMEDIATE TERM	1-3 MONTHS
2	MEDIUM TERM	3-6 MONTHS
3	LONG TERM	6 MONTHS – 3 YEARS
4	AD HOC IMPACT MONITORING	>3 YEARS

Activity	Name of Activity
Activity 7	Procuring commercial intelligence/ market reports for assessing business opportunities or projects in international markets

##### SEF APPROVED APPLICATIONS (2021)

NO.	COMPANY NAME	SECTOR	OWNERSHIP	WOMEN-OWNED	STATE	OFFICER IN-CHARGE	ACTIVITY TYPE	PROJECT NAME	COUNTRY	AMOUNT APPROVED (RM)	APPROVED DATE	AMOUNT DISBURSED (RM)	*OUTCOME	REMARK
1							7							

\* NO OF BUSINESS MEETINGS, NEW CLIENTS, PROJECTS AND VALUE

## Appendix C(viii)

### IMPACT & MONITORING REPORT

(It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval)

#### ACTIVITY 8:

##### MONITORING PHASE

NO	STATUS	DURATION
1	IMMEDIATE TERM	1-3 MONTHS
2	MEDIUM TERM	3-6 MONTHS
3	LONG TERM	6 MONTHS – 3 YEARS
4	AD HOC IMPACT MONITORING	>3 YEARS

Activity	Name of Activity
Activity 8	Preparation of prototype, system customisation/ localisation to meet project requirements overseas

##### SEF APPROVED APPLICATIONS (2021)

NO.	COMPANY NAME	SECTOR	OWNERSHIP	WOMEN-OWNED	STATE	OFFICER IN-CHARGE	ACTIVITY TYPE	PROJECT NAME	COUNTRY	AMOUNT APPROVED (RM)	APPROVED DATE	AMOUNT DISBURSED (RM)	*OUTCOME	REMARK
1							8							

\* NO OF BUSINESS MEETINGS, NEW CLIENTS, PROJECTS AND VALUE

## Appendix C(ix)

### IMPACT & MONITORING REPORT

(It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval)

#### ACTIVITY 9:

##### MONITORING PHASE

NO	STATUS	DURATION
1	IMMEDIATE TERM	1-3 MONTHS
2	MEDIUM TERM	3-6 MONTHS
3	LONG TERM	6 MONTHS – 3 YEARS
4	AD HOC IMPACT MONITORING	>3 YEARS

Activity	Name of Activity
Activity 9	Participation fees in training programmes held overseas by certified bodies/ institutions for exporting services

##### SEF APPROVED APPLICATIONS (2021)

NO.	COMPANY NAME	SECTOR	OWNERSHIP	WOMEN-OWNED	STATE	OFFICER IN-CHARGE	ACTIVITY TYPE	PROJECT NAME	COUNTRY	AMOUNT APPROVED (RM)	APPROVED DATE	AMOUNT DISBURSED (RM)	*OUTCOME	REMARK
1							9							

\* NO OF BUSINESS MEETINGS, NEW CLIENTS, PROJECTS AND VALUE

**IMPACT & MONITORING REPORT**

(It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval)

**ACTIVITY 10:**

**MONITORING PHASE**

NO	STATUS	DURATION
1	IMMEDIATE TERM	1-3 MONTHS
2	MEDIUM TERM	3-6 MONTHS
3	LONG TERM	6 MONTHS – 3 YEARS
4	AD HOC IMPACT MONITORING	>3 YEARS

Activity	Name of Activity
Activity 10	Registration fees for overseas industry certification including compliance to sustainability for exporting services.

**SEF APPROVED APPLICATIONS (2021)**

NO.	COMPANY NAME	SECTOR	OWNERSHIP	WOMEN-OWNED	STATE	OFFICER IN-CHARGE	ACTIVITY TYPE	PROJECT NAME	COUNTRY	AMOUNT APPROVED (RM)	APPROVED DATE	AMOUNT DISBURSED (RM)	*OUTCOME	REMARK
1							10							

\* NO OF BUSINESS MEETINGS, NEW CLIENTS, PROJECTS AND VALUE



**IMPACT & MONITORING REPORT**

(It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval)

**ACTIVITY 11:**

**MONITORING PHASE**

NO	STATUS	DURATION
1	IMMEDIATE TERM	1-3 MONTHS
2	MEDIUM TERM	3-6 MONTHS
3	LONG TERM	6 MONTHS – 3 YEARS
4	AD HOC IMPACT MONITORING	>3 YEARS

Activity	Name of Activity
Activity 11	Purchasing/ hire purchase/ renting of software, machinery and equipment for exporting services overseas.

**SEF APPROVED APPLICATIONS (2021)**

NO.	COMPANY NAME	SECTOR	OWNERSHIP	WOMEN-OWNED	STATE	OFFICER IN-CHARGE	ACTIVITY TYPE	PROJECT NAME	COUNTRY	AMOUNT APPROVED (RM)	APPROVED DATE	AMOUNT DISBURSED (RM)	*OUTCOME	REMARK
1							11							

\* NO OF BUSINESS MEETINGS, NEW CLIENTS, PROJECTS AND VALUE

**IMPACT & MONITORING REPORT**

(It is to be submitted according to the respective Activity applied, not during application process but after three (3) months from the date of approval)

**ACTIVITY 12:**

**MONITORING PHASE**

NO	STATUS	DURATION
1	IMMEDIATE TERM	1-3 MONTHS
2	MEDIUM TERM	3-6 MONTHS
3	LONG TERM	6 MONTHS – 3 YEARS
4	AD HOC IMPACT MONITORING	>3 YEARS

Activity	Name of Activity
Activity 12	Logistic costs involved sending of Malaysian products and/or equipment abroad (port to port), for overseas projects awarded to and implemented by Malaysian services

**SEF APPROVED APPLICATIONS (2021)**

NO.	COMPANY NAME	SECTOR	OWNERSHIP	WOMEN-OWNED	STATE	OFFICER IN-CHARGE	ACTIVITY TYPE	PROJECT NAME	COUNTRY	AMOUNT APPROVED (RM)	APPROVED DATE	AMOUNT DISBURSED (RM)	*OUTCOME	REMARK
1							12							

\* NO OF BUSINESS MEETINGS, NEW CLIENTS, PROJECTS AND VALUE

**Appendix D(i)****FORMAT OF SAMPLE OUTCOME REPORT  
(to be submitted together with all claim submissions)***Note: Please choose the relevant Activity*

1	Activity 1	Promoting Malaysian expertise as a provider of services at international events held overseas, such as a speaker/ panelist/ moderator at conferences/ forums/ workshops/ seminars or as a participant at an international competition for the services industry held abroad.
2	Activity 2	Travelling expenses to international destinations for tender bidding; or cost of purchasing tender documents for projects overseas.
3	Activity 3	Travelling expenses to meet, network, conduct presentations to potential clients, and further explore potential business and projects overseas.
4	Activity 4	Travelling costs involved in the consultation, supply, delivery, implementation and execution of services to secured projects overseas.
5	Activity 5	Conducting a feasibility study for a specific international project overseas.
6	Activity 6	Initial cost of setting up a commercial office overseas in the first 12 months.
7	Activity 7	Procuring commercial intelligence/ market reports for assessing business opportunities or projects in international markets.
8	Activity 8	Preparation of prototype, system customisation/ localisation to meet project requirements overseas.
9	Activity 9	Participation fees in training programmes held overseas by certified bodies/institutions for exporting services.
10	Activity 10	Registration fees for overseas industry certification including compliance to sustainability for exporting services.
11	Activity 11	Purchase of software or outright purchase/ hire purchase or rental of machinery and equipment including related technical support for the implementation of projects overseas.
12	Activity 12	Logistic costs involved in the sending of Malaysian products and/or equipment abroad (port to port), for international projects awarded to and implemented by Malaysian service companies abroad.

**Company/Entity 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"> <li>Company name</li> <li>Business address</li> <li>Representative Name (in full)</li> <li>Representative Designation</li> </ul>	<ul style="list-style-type: none"> <li>Total of business meeting / Networking during event/ visit</li> <li>Outcome of Meeting/ Networking</li> </ul>	<ul style="list-style-type: none"> <li>Actual sales</li> <li>Potential sales</li> <li>JV collaboration</li> <li>Project identified</li> <li>Areas of potential business sectors</li> </ul>

**B. Photos/ videos/ success story captured during the event / visit****C. General Comments by Company****D. Challenges Faced by Company**

**FORMULA FOR STAFF COST (ACTIVITY 5)**

Conducting a feasibility study for a specific international project overseas

**Note: MOF Scale of Fees Edition 2011 is not used to compute the staff cost**

- i)      Total working days      :       $\text{Monthly Man Hours} / 22 \text{ days} \times 8 \text{ hours}$
- ii)     Man months                :       $\text{Total working days} / 22 \text{ days}$
- iii)    Staff cost                    :       $\text{Man months} \times \text{Basic Salary}$

For more information, please contact:

**SEF Secretariat  
Malaysia External Trade Development Corporation (MATRADE)  
Services Export Unit  
14th Floor, Menara MATRADE Jalan Sultan Haji Ahmad Shah  
50480 Kuala Lumpur**

**Tel: 03-6207 7077  
E-mail: [sef@matrade.gov.my](mailto:sef@matrade.gov.my)  
Website: [www.matrade.gov.my](http://www.matrade.gov.my)**