



# Relief Measures and Support

Facing COVID-19 as a community

## DBS SME Banking

16 April 2020



# Facing Covid-19 as one – Relief Measures and Support

Complementing the Government's efforts: Introducing Key Relief Measures of our own...

...and with our partners



Digital Business Loan, supported by Resilience Budget 2020



Temporary Bridging Loan



Enhanced SME Working Capital Loan



Principal Moratorium on Secured Term Loans



F&B Digital Relief Package



Additional \$1million protection coverage by Manulife



Extension of import facilities of up to 60 days



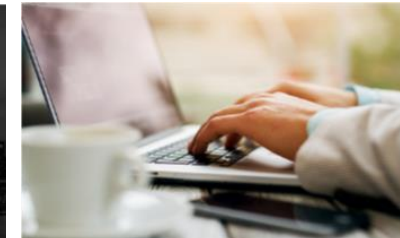
Export Trade Fee Rebate



FAST / PayNow Transaction Fee Rebate



Upskilling business capabilities – Online SME Academy



Business operations – account opening and loan applications



Exclusive COVID-19 cover by Chubb

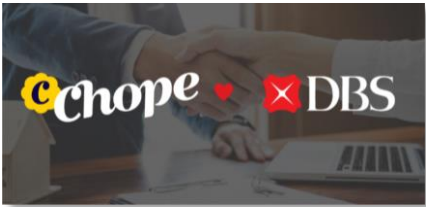


# Facing Covid-19 as one – Relief Measures and Support

Fast tracking availability through targeted outreach

Consolidated one point of reference to deliver relief

<https://www.dbs.com.sg/sme/covid-19-relief-measures.page>



The recent COVID-19 situation has not only affected lives, but also businesses across Singapore especially those from the F&B industry. To help our members tide through this challenging time, we have partnered with DBS Bank to offer the following support to help address your cash flow needs and cover gaps in your operational expenses.



## Relief Measures and Support from DBS and our partners

SMEs are the engine of Singapore's economy and in this difficult time, we know that cash flow needs are your top priority. To address that, we are rolling out a range of short-term liquidity relief measures as well as other initiatives to help businesses cope – so you can focus on doing what's best for your business, employees and loved ones. Together, we can overcome this challenging period.

Bookmark this page to check for more updates on the latest COVID-19 relief measures from our partners and us, or call the dedicated DBS SME Banking BusinessCare team at 1800 222 2200. You may also wish to reference our FAQs on how we are safe-guarding the health and well-being of our customers and partners [here](#).

Viewing All



### F&B Digital Relief Package

We want to support our F&B customers in as many ways as possible. We have partnered tech startups, including Oddle and FirstCom, to help you tide through these challenging times. DBS SME customers can now create new online revenue streams through building an online presence using an e-commerce site or digital marketing.



### Six-month principal moratorium for property loans

We will be reaching out to customers with existing secured mortgage loans affected by the COVID-19 situation. These customers would need to service only the loan interest for the next six months upon effect.



### Extension of import facilities of up to 60 days

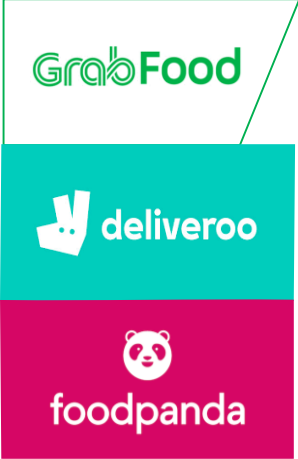
This will act as cash flow support for customers coping with supply chain disruptions. We will be reaching out to customers with existing Letters of Credit and Trust Receipts to process this extension. These customers will be notified of the interest payable on the initial due date, and the interest and principal payable on the extended due date.

Intermediaries & Business Network (Accounting Partner, Medical Grp, Corp Sects, Co-working Spaces)



# F&B Digital Relief Package

Covid-19 negatively impacting F&Bs in Singapore



Safe distancing measures in placed

Citizens encouraged to dine in

>8000 F&B Players impacted

- ✗ Food delivery platforms charge restaurants 30%-33% commission on the total food bill. Significantly narrowing the F&B's profit margins
- ✗ In some cases, the F&B merchants are not allowed to mark up their prices, further reducing their profit margin



## DBS SME Banking rolls out Digital Relief Package to help F&B businesses amidst COVID-19



Bank aims to help F&B clients draw online customers



DBS partnered with two homegrown technology start-ups

Cloud-base management system

Digital agency



- ✓ Offers F&B businesses the ability to set up an online food ordering site in just three business days
- ✓ Garnered close to 50 applications within 2 days of launch.



# Facing Covid-19 as a business community

#MoreSupportLessWorries - Helping our SMEs get back to business as usual

2019: Delivering business insights to over 8000 regional delegates in 2019 across >60 bespoke SME events



2020: Geared up online training and virtual academies with video content by subject matter

Online SME Academy: Continuous learning made regionally available for SMEs – **Anytime, anywhere!**

- Curated launch content- featuring DBS subject matter experts – Sharing bite sized learnings for SMEs
- Complement the physical edition of The SME Academy which has facilitated learning for over **1500** SMEs across the region.
- **Content to be launched regionally in 2020!**

