

FAQ

No	Initiatives	Objective	Implementing Agencies	Contact Details	For more info
i-1	Wage Subsidy Programme	To promote employee retention and reduce layoffs by extending the wage subsidy programme	<ul style="list-style-type: none"> <li>▪ Ministry of Human Resources</li> <li>▪ Perkeso</li> </ul>	<p>Tel: 03-4264 5555/ 03-8091 5100/ 1-300-22-8000</p> <p>Email: perkeso@perkeso.gov.my</p>	<a href="https://www.perkeso.gov.my/index.php/en/wage-subsidy-programme">https://www.perkeso.gov.my/index.php/en/wage-subsidy-programme</a>
i-2	National Employment Services Job Portal Upgrade	To improve employment by enhancing the PERKESO job portal	<ul style="list-style-type: none"> <li>▪ Ministry of Human Resources</li> <li>▪ Perkeso</li> </ul>	<p>Tel: 1-300-22-8000</p> <p>Email: eis@perkeso.gov.my</p>	<a href="https://eisjobs.perkeso.gov.my/">https://eisjobs.perkeso.gov.my/</a>
i-3	Hiring and Training Assistance for Businesses	To encourage hiring of employees by providing financial incentives to employers	<ul style="list-style-type: none"> <li>▪ Ministry of Human Resources</li> <li>▪ HRDF</li> <li>▪ Perkeso</li> </ul>	<p><b>HRDF</b></p> <p>Tel: 1800-88-4800</p> <p>Email: support@hrdf.com.my</p> <p><b>PERKESO</b></p> <p>Tel: 1-300-22-8000</p> <p>Email: perkeso@perkeso.gov.my</p>	<p><a href="https://www.hrdf.com.my/placeandtraincallforproposal/">https://www.hrdf.com.my/placeandtraincallforproposal/</a></p> <p><a href="http://www.perkeso.gov.my">www.perkeso.gov.my</a></p>
i-4	Reskilling and Upskilling Programmes	To enhance employability of the unemployed through reskilling and upskilling programmes	<ul style="list-style-type: none"> <li>▪ Ministry of Entrepreneur Development and Cooperatives (MEDAC)</li> <li>▪ Ministry of Human Resources</li> <li>▪ Ministry of Agriculture and Food Industries</li> <li>▪ Ministry of Higher Education</li> </ul>	<p><b>HRDF</b></p> <p>Tel: 1800-88-4800</p> <p>Email: support@hrdf.com.my</p> <p><b>PROTEGE</b></p> <p>Tel: 03-8883 6272</p> <p><b>SIDC</b></p> <p>Tel: +603 6204 8667</p>	<p><a href="http://www.penjana.treasury.gov.my">www.penjana.treasury.gov.my</a></p> <p><a href="https://www.hrdf.com.my/placeandtraincallforproposal/">https://www.hrdf.com.my/placeandtraincallforproposal/</a></p> <p><a href="https://www.protege.my/">https://www.protege.my/</a></p>

			<ul style="list-style-type: none"> <li>▪ HRDF</li> <li>▪ Malaysian Investment Development Authority</li> <li>▪ Northern Corridor Implementation Authority Cyberjaya Satellite Office</li> <li>▪ East Coast Economic Region Development Council</li> <li>▪ Khazanah</li> <li>▪ MARA</li> <li>▪ MDEC</li> <li>▪ SC</li> <li>▪ SIDC</li> </ul>	Email: sidc@sidc.com.my	<a href="https://elearn.sidc.com.my/">https://elearn.sidc.com.my/</a>
i-5	Gig Economy Social Protection	To promote the gig economy and provide a social safety net system for the gig economy and informal sector workforce	<ul style="list-style-type: none"> <li>▪ Ministry of Finance</li> <li>▪ Ministry of Human Resources</li> <li>▪ EPF</li> <li>▪ Perkeso</li> <li>▪ MDEC</li> </ul>	<p><b>PERKESO</b> Tel: 1-300-22-8000 Email: <a href="mailto:perkeso@perkeso.gov.my">perkeso@perkeso.gov.my</a></p> <p><b>EPF</b> Tel: 03 – 8922 6000</p> <p><b>MDEC</b> Tel: 1-800-88-8338 Email: clic@mdec.com.my</p>	<p><a href="http://www.perkeso.gov.my">www.perkeso.gov.my</a></p> <p><a href="https://www.kwsp.gov.my/member/contribution/i-saraan">https://www.kwsp.gov.my/member/contribution/i-saraan</a></p> <p><a href="https://glowmalaysia.com/">https://glowmalaysia.com/</a></p>
i-6	Flexible Work Arrangement Incentives	To encourage work-from-home arrangements by providing	<ul style="list-style-type: none"> <li>▪ LHDN</li> <li>▪ PERKESO</li> </ul>	<p><b>LHDN</b> Tel: 03-8911 1000</p>	<p><a href="http://www.hasil.gov.my">www.hasil.gov.my</a></p> <p><a href="http://www.perkeso.gov.my">www.perkeso.gov.my</a></p>

		support to both employers and employees		<b>PERKESO</b> Tel: 1-300-22-8000 Email: perkeso@perkeso.gov.my	
i-7	Child Care Subsidy	To support working parents during the Conditional Movement Control Order (CMCO) period by subsidising child care expenses	<ul style="list-style-type: none"> <li>▪ Ministry of Finance</li> <li>▪ Ministry of Women, Family and Community Development</li> <li>▪ Department of Social Welfare</li> </ul>	Email: <a href="mailto:helpdesk_ezi2care@jkm.gov.my">helpdesk_ezi2care@jkm.gov.my</a>	<a href="http://www.penjana.treasury.gov.my">www.penjana.treasury.gov.my</a>  <a href="http://ezi2care.jkm.gov.my">http://ezi2care.jkm.gov.my</a>
i-8	My30 Public Transport Subsidy	To reduce the cost of daily public transportation	<ul style="list-style-type: none"> <li>▪ Ministry of Transport</li> <li>▪ Land Public Transport Agency</li> <li>▪ Prasarana Malaysia Berhad</li> </ul>	Tel: 603-7885 2585	<a href="http://www.myrapid.com.my">www.myrapid.com.my</a>
i-9	Social Assistance Support for Vulnerable Groups	To provide social assistance to vulnerable groups such as OKUs, Single Mothers and NGOs which work with vulnerable groups	<ul style="list-style-type: none"> <li>▪ Ministry of Finance</li> <li>▪ Ministry of Women, Family and Community Development</li> <li>▪ Department of Social Welfare</li> </ul>	Email: <a href="mailto:helpdesk_ezi2care@jkm.gov.my">helpdesk_ezi2care@jkm.gov.my</a>	<a href="http://ezi2care.jkm.gov.my">http://ezi2care.jkm.gov.my</a>
i-10	PEKA B40 Healthcare Support	To support the the healthcare needs of low-income groups	<ul style="list-style-type: none"> <li>▪ Ministry of Health</li> <li>▪ ProtechHealth Corporation Sdn Bhd</li> </ul>	Tel: +603 8687 2500 Email: info@pekab40.com.my	<a href="https://www.pekab40.com.my/bm/soalan-lazim#tentang-peka-b40">https://www.pekab40.com.my/bm/soalan-lazim#tentang-peka-b40</a>
i-11	Internet Connectivity for Education & Productivity	To support e-learning and productivity activities by providing free internet connectivity	<ul style="list-style-type: none"> <li>▪ Ministry of Communication and Multimedia</li> </ul>	<b>KKMM</b> Tel : 03-80008000 Fax : 03-89115183	<a href="http://www.penjana.treasury.gov.my">www.penjana.treasury.gov.my</a>

			<ul style="list-style-type: none"> <li>Malaysian Communications and Multimedia Commission</li> </ul>	<p>Emel: webmaster@kkmm.gov.my</p>	<p><a href="https://www.kkmm.gov.my/">https://www.kkmm.gov.my/</a></p>
ii-12	Micros and SMEs E-commerce Campaign	To encourage adoption of e-commerce by micro enterprises and SMEs in order to widen their market reach	<ul style="list-style-type: none"> <li>Ministry of Finance</li> <li>Malaysia Digital Economy Corporation (MDEC)</li> </ul>	<p><b>MDEC</b> Tel: 1-800-88-8338 Email: clic@mdec.com.my</p>	<p><a href="http://www.penjana.treasury.gov.my">www.penjana.treasury.gov.my</a>  <a href="https://mdec.my/">https://mdec.my/</a></p>
ii-13	"Shop Malaysia Online" for Online Consumption	To encourage online consumer consumption through e-commerce vouchers	<ul style="list-style-type: none"> <li>Ministry of Finance</li> <li>Malaysia Digital Economy Corporation (MDEC)</li> </ul>	<p><b>MDEC</b> Tel: 1-800-88-8338 Email: clic@mdec.com.my</p>	<p><a href="http://www.penjana.treasury.gov.my">www.penjana.treasury.gov.my</a>  <a href="https://mdec.my/">https://mdec.my/</a></p>
ii-14	Technical and Digital Adoption for SMEs and MTCs	To assist and incentivise SMEs and MTCs to digitalise operations and trade channels	<ul style="list-style-type: none"> <li>Malaysian Investment Development Authority (MIDA)</li> <li>MDEC</li> <li>SME Bank</li> <li>Bank Simpanan Nasional</li> </ul>	<p><b>MIDA</b> Tel: 603 2267 3633 Fax: 603 2274 7970 Email: <a href="mailto:investmalaysia@mida.gov.my">investmalaysia@mida.gov.my</a></p> <p><b>MDEC</b> Tel: 1-800-88-8338 Email: clic@mdec.com.my</p> <p><b>SME Bank</b> Tel: 03 – 2603 7700 Email: customer@smebank.com.my</p>	<p><a href="https://www.mida.gov.my/">https://www.mida.gov.my/</a>  <a href="https://mdec.my/">https://mdec.my/</a>  <a href="https://www.smebank.com.my/en/">https://www.smebank.com.my/en/</a></p>

ii-15	MyAssist MSME One Stop shop	To provide guidance and facilitate the recovery process for Micro enterprises and SMEs.	<ul style="list-style-type: none"> <li>Ministry of Entrepreneur Development and Cooperatives (MEDAC)</li> <li>SME Corporation Malaysia</li> </ul>	<p>Tel: 1-300-30-6000</p> <p>Email: info@smecorp.gov.my</p>	<p><a href="https://www.smeinfo.com.my/">https://www.smeinfo.com.my/</a></p>
ii-16	PENJANA SME Financing (PSF)	To assist SMEs adversely impacted by COVID-19 sustain business operations	<ul style="list-style-type: none"> <li>Ministry of Finance</li> </ul>	-	<p><a href="http://www.penjana.treasury.gov.my">www.penjana.treasury.gov.my</a></p> <p>For more information, please refer to respective banks' websites</p>
ii-17	PENJANA Tourism Financing (PTF)	To finance transformation initiatives by SMEs in the tourism sector to remain viable and competitive in the new normal	<ul style="list-style-type: none"> <li>Bank Negara Malaysia</li> </ul>	<p>Tel: 1300 88 5465</p> <p>Email: bnmtelelink@bnm.gov.my</p>	<p><a href="https://www.bnm.gov.my/files/2019/FAQs_SMEs_Covid.pdf">https://www.bnm.gov.my/files/2019/FAQs_SMEs_Covid.pdf</a></p>
ii-18	PENJANA Microfinancing	To support micro enterprises through funding programmes	<ul style="list-style-type: none"> <li>TEKUN</li> <li>Bank Simpanan Nasional</li> </ul>	<p><b>TEKUN</b></p> <p>Tel: 03-9059 9292</p> <p>Email: mailbox@tekun.gov.my</p> <p><b>BSN</b></p> <p>Tel: 1300 88 1900</p>	<p><a href="https://www.tekun.gov.my/en/">https://www.tekun.gov.my/en/</a></p> <p><a href="https://www.mybsn.com.my/">https://www.mybsn.com.my/</a></p>
ii-19	Bumiputera Relief Financing	To ensure sustainability of shariah compliant Bumiputera entrepreneurs through financial support.	<ul style="list-style-type: none"> <li>Perbadanan Usahawan Nasional Berhad (PUNB)</li> <li>Majlis Amanah Rakyat (MARA)</li> </ul>	<p><b>PUNB</b></p> <p>Tel: 1-300-13-7862</p> <p>E-mail: <a href="mailto:customerservice@punb.com.my">customerservice@punb.com.my</a></p> <p><b>MARA</b></p>	<p><a href="https://www.punb.com.my">https://www.punb.com.my</a></p> <p><a href="https://www.mara.gov.my/en/index/">https://www.mara.gov.my/en/index/</a></p>

				Tel: 03-26132000 Email: informasi@mara.gov.my	
ii-20	SME Go-scheme for Liquidity Support	To provide liquidity for SMEs to start delivering on Government projects	<ul style="list-style-type: none"> <li>▪ SME Bank</li> <li>▪ CIDB Malaysia</li> </ul>	<b>SME Bank</b> Tel: 03 – 2603 7700 Email: customer@smebank.com.my	<a href="https://www.smebank.com.my/">https://www.smebank.com.my/</a>
ii-21	Accelerated Payment Terms for GLC and Large Corporates' Supply Chain	To provide relief cashflow to SMEs who are part of the supply chain of GLCs and large corporates by accelerating payment terms	<ul style="list-style-type: none"> <li>▪ Ministry of Finance</li> </ul>	-	www.penjana.treasury.gov.my
ii-22	Tax Relief for COVID-19 Related Expenses	To encourage businesses to adapt to new norms and adhere to SOPs through tax relief	<ul style="list-style-type: none"> <li>▪ Royal Malaysian Customs Department</li> <li>▪ LHDN</li> </ul>	<b>LHDN</b> Tel: 03-8911 1000	<a href="http://www.hasil.gov.my">www.hasil.gov.my</a>
ii-23	Financial Stress Support for Businesses	To ease financial stress on businesses through remissions of penalties related to late tax payments	<ul style="list-style-type: none"> <li>▪ Ministry of International Trade and Industry</li> <li>▪ Royal Malaysian Customs Department</li> <li>▪ LHDN</li> </ul>	<b>LHDN</b> Tel: 03-8911 1000	<a href="http://www.hasil.gov.my">www.hasil.gov.my</a>
ii-24	Social Enterprises Elevation	To encourage social enterprises related activity through contribution matching	<ul style="list-style-type: none"> <li>▪ MaGIC</li> </ul>	Tel: +60 3 8324 4801 Email: enquiries@mymagic.my	<a href="https://mymagic.my/">https://mymagic.my/</a>
ii-25	Spur Set Up of New Businesses	To encourage the establishment of new businesses and transactions such as mergers and acquisitions	<ul style="list-style-type: none"> <li>▪ LHDN</li> <li>▪ MEDAC</li> </ul>	<b>LHDN</b> Tel: 03-8911 1000	<a href="http://www.hasil.gov.my">www.hasil.gov.my</a>
iii-26	Dana PENJANA Nasional	To support digitalisation of Malaysian businesses by channelling funding from	<ul style="list-style-type: none"> <li>▪ Ministry of Finance</li> </ul>	-	www.penjana.treasury.gov.my

		international investors into the local venture capital space			
iii-27	Technology Innovation Sandbox	To encourage innovation and creativity that can propel the digitalisation of service delivery	<ul style="list-style-type: none"> <li>▪ MOSTI</li> <li>▪ MaGIC</li> <li>▪ Technology Park Malaysia</li> <li>▪ MTDC</li> <li>▪ Futurise Centre</li> </ul>	Email: <a href="mailto:sandbox@mymagic.my">sandbox@mymagic.my</a>	<a href="https://mymagic.my/">https://mymagic.my/</a>
iii-28	Digitalisation of Government Service Delivery	To enhance efficiency of Government services delivery in light of new social distancing norms.	<ul style="list-style-type: none"> <li>▪ Ministry of Finance</li> <li>▪ JPA</li> <li>▪ LHDN</li> <li>▪ Jabatan Audit Negara Malaysia (JANM)</li> <li>▪ Cradle</li> </ul>	-	<a href="http://www.penjana.treasury.gov.my">www.penjana.treasury.gov.my</a>
iii-29	National "Buy Malaysia" Campaign	To encourage the consumption of Malaysian-made products and services.	<ul style="list-style-type: none"> <li>▪ Ministry of Domestic Trade and Consumer Affairs</li> </ul>	Tel: 03-8882 5778 Email: <a href="mailto:bmc@kpdnhep.gov.my">bmc@kpdnhep.gov.my</a>	<a href="http://kpdnhep.gov.my/">http://kpdnhep.gov.my/</a>
iii-30	ePenjana Credits in e-wallet	To encourage e-wallet usage for safe, contact-free payment experience and to boost consumer spending	<ul style="list-style-type: none"> <li>▪ Ministry of Finance</li> </ul>	-	<a href="http://www.penjana.treasury.gov.my">www.penjana.treasury.gov.my</a>
iii-31	Incentives for Property Sector	To stimulate the property market and provide financial relief to home buyers	<ul style="list-style-type: none"> <li>▪ Ministry of Housing and Local Government</li> <li>▪ BNM</li> <li>▪ LHDN</li> </ul>	<b>LHDN</b> Tel: 03-8911 1000	<a href="http://www.hasil.gov.my">www.hasil.gov.my</a>
iii-32	Tax incentives for Purchase of Passenger Cars	To stimulate the automotive sector and provide financial relief to car buyers	<ul style="list-style-type: none"> <li>▪ Royal Malaysian Customs Department</li> </ul>	-	<a href="http://www.penjana.treasury.gov.my">www.penjana.treasury.gov.my</a>
iii-33	Extended Service Hours in the New Normal	To maximise productive capacity while maintaining SOPs	<ul style="list-style-type: none"> <li>▪ Government of Malaysia</li> </ul>	-	<a href="https://www.utc.my/">https://www.utc.my/</a>

		& new normal workplace best practices			
iii-34	Malaysia As Attractive Horizon for Businesses	To attract foreign companies to relocate their business into Malaysia by addressing the risk of re-shoring	<ul style="list-style-type: none"> <li>▪ Malaysian Investment Development Authority (MIDA)</li> <li>▪ LHDN</li> </ul>	<b>LHDN</b> Tel: 03-8911 1000	<a href="http://www.hasil.gov.my">www.hasil.gov.my</a>
iii-35	Tourism Sector Support	To support the tourism sector during the COVID period through tax exemptions	<ul style="list-style-type: none"> <li>▪ Ministry of Finance</li> <li>▪ MOH</li> <li>▪ Ministry of Tourism, Arts and Culture</li> <li>▪ Royal Malaysian Customs Department</li> <li>▪ LHDN</li> </ul>	<b>LHDN</b> Tel: 03-8911 1000	<a href="http://www.hasil.gov.my">www.hasil.gov.my</a>
iii-36	Arts, Culture, Entertainment, Events and Exhibitions Sector Support	To support the arts, culture, entertainment and events industries adapt to the new normal	<ul style="list-style-type: none"> <li>▪ Ministry of Communications and Multimedia</li> <li>▪ MyCreative Ventures</li> <li>▪ Malaysia Digital Economy Corporation (MDEC)</li> </ul>	Email: <a href="mailto:mycreativecidf@mycreative.com.my">mycreativecidf@mycreative.com.my</a> <a href="mailto:info@cendana.com.my">info@cendana.com.my</a>	<a href="https://www.kkmm.gov.my/">https://www.kkmm.gov.my/</a>  <a href="http://www.mycreative.com.my">www.mycreative.com.my</a>
iii-37	Agriculture and Food Sector Support	To provide financial relief for agriculture and food players affected by COVID-19 and MCO	<ul style="list-style-type: none"> <li>▪ Ministry of Agriculture</li> <li>▪ Agrobank</li> </ul>	<b>MOA</b> Tel: 03-8870 1375 / 1766 Email: <a href="mailto:pro@moa.gov.my">pro@moa.gov.my</a>  <b>Agrobank</b> Tel: 1 300 88 2476	<a href="http://www.moa.gov.my/">http://www.moa.gov.my/</a>  <a href="https://www.agrobank.com.my/">https://www.agrobank.com.my/</a>

iii-38	Commodity Sector Support	To provide financial relief for commodity players	<ul style="list-style-type: none"> <li>▪ Royal Malaysian Customs Department</li> </ul>	-	www.penjana.treasury.gov.my
iii-39	Proposed COVID-19 Temporary Measures Act	To mitigate potential negative impact to economic activities caused by contractual breaches and enforcement of insolvency actions on groups affected by COVID-19 and MCO	<ul style="list-style-type: none"> <li>▪ Legal Affairs Division</li> </ul>	<p>Tel: 03-88851000</p> <p>Email: webmaster@bheuu.gov.my</p>	<a href="http://www.bheuu.gov.my/index.php/en/ruu-covid19">http://www.bheuu.gov.my/index.php/en/ruu-covid19</a>
iii-40	Sukuk Prihatin	To facilitate the Rakyat's participation in supporting post-recovery economic measures	<ul style="list-style-type: none"> <li>▪ Ministry of Finance</li> <li>▪ BNM</li> </ul>	-	www.penjana.treasury.gov.my