

IMPERSONATION: A SERIOUS OFFENSE FOR SMES GO DIGITAL PRE-APPROVED SOLUTIONS VENDORS

To stay compliant with the Terms & Conditions of the IMDA Pre-Approval programme, SMEs Go Digital Pre-Approved Solutions vendors are responsible to comply to the following:

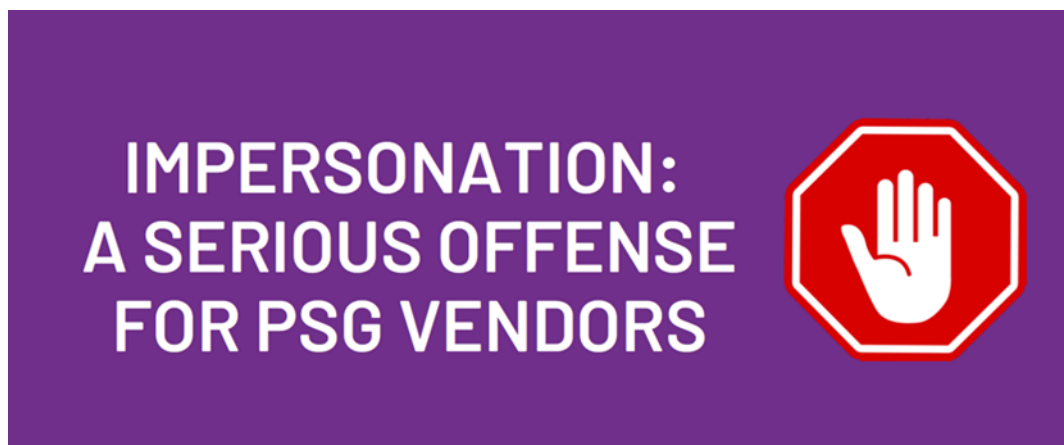
- Vendors **MUST NOT** impersonate as someone else. For instance, an employee of the SMEs Go Digital Pre-Approved Solutions vendor called or wrote in, pretending to be the SME applicant seeking clarifications and statuses from EnterpriseSG processing officers.

You may refer to the infographic and disseminate to the relevant personnels involved in Productivity Solution Grant.

Penalties of infringing Terms and Conditions of SMEs Go Digital Pre-Approved Solutions include:

- Issuance of warning letters from IMDA
- Suspension or termination of **SMEs Go Digital Pre-Approved Solutions vendor status**

As per SGD Pre-Approved_TnC_ver2 (Annex1), clause 10 of the Letter of Appointment, IMDA may, in its absolute discretion, terminate or suspend an appointment, if it is assessed that the SMEs Go Digital Pre-Approved Solutions Vendor fails to maintain or causes IMDA to suspect that the SMEs Go Digital Pre-Approved Solutions Vendor failed to maintain a standard compliance to the Programme Requirements.



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WHAT IS IMPERSONATION?

Impersonation is the act of pretending to be someone else, such as an employee or a representative of another company, with or without the intention of deceiving others.

E.g. Providing Business Grant Portal (BGP) applicant details such as BGP application ID, email address, phone number, and other personal information, on behalf of your customer to government officers, with the intention of making the officer believe that you are the BGP applicant.





2 CAN I ACT ON BEHALF OF MY CUSTOMER ON BGP MATTERS?

No. Vendor employees must not falsely represent themselves as employees of a customer by adding themselves to the Corppass account to handle BGP matters.

E.g. Customer adds vendor's employee to the Corppass system and indirectly gives access to customer's BGP application. Vendor manages end-to-end process of customer's BGP application.

3 WHAT ARE THE CONSEQUENCES OF IMPERSONATION?

We take impersonation very seriously. Consequences of impersonation includes suspension, termination and/or legal action of appointment for Pre-Approved @SMEsGoDigital Vendors.



4 WHERE CAN CUSTOMERS GET HELP FOR BGP MATTERS?

You can direct your customer to contact the grant processing agency or SME Centre.

Please refer to the Programme Guide and Terms & Conditions documents for a detailed list of clauses,

For further clarifications, send your email to smes_go_digital@imda.gov.sg.

IMDA Dated
12/01/2023