



FAQS ON DIGITAL RESILIENCE BONUS (DRB) FOR ENTERPRISES

JUN 2021

Table of Content

1. Enquiry on Login Errors and Messages

- [FAQ 1.1] Why am I re-directed to an error page when I tried to login?
- [FAQ 1.2] Why do I see the disqualified UEN error message after I have logged in?

2. Enquiry on DRB Info

- [FAQ 2.1] We have fulfilled the eligibility criteria for Cat 2 Digital Presence (\$2,500 payout). I would like to confirm if our solution provider has submitted our company's UEN to IMDA?
- [FAQ 2.2]] My solution provider had submitted my UEN for Cat-2 e-Commerce in Jul 2020. I have not received any update nor receive any DRB payout. What is the status of my DRB submission?
- [FAQ 2.3] Our solution provider has already submitted our UEN. We are already on PayNow Corporate and InvoiceNow. When will our payout be credited to our account?
- [FAQ 2.4] My company recently received the DRB payout (\$2,500) for Cat 2. Is there any documentation for this payout?
- [FAQ 2.5] What is the description of the status on the My DRB Submissions?


[FAQ 1.1] Why am I re-directed to the error page when I tried to login?

- ▶ Please ensure you have entered the correct user credentials (i.e. Singpass ID and Password) and complete the Singpass 2FA Authentication process i.e.
 - ▶ Click on **[Get OTP via SMS]** button to receive your 6-digit One-Time Password (OTP) via SMS
 - ▶ Fill in the received OTP on the **[Mobile OTP]** field
- ▶ To re-try the login process, please click on the link to return to the home page


[FAQ 1.2] Why do I see the disqualified UEN error message after I have logged in?

- ▶ The error messages will be shown if your company (UEN) is not eligible for DRB. You will not see any details in **[My DRB Summary]** or **[My DRB Submissions]** sections upon login.

My DRB Summary

 **Disqualified UEN**
You are not eligible for the DRB. Your business is deemed to be inactive based on your company status as per registered in ACRA

My DRB Summary

 **Disqualified UEN**
You are not eligible for the DRB. Your business was registered after the 26th May 2020 cut-off date.

[FAQ 2.1] We have fulfilled the eligibility criteria for Cat 2 Digital Presence (\$2,500 payout). I would like to confirm if our solution provider has submitted our company's UEN to IMDA?

- ▶ Login to the DRB Portal (for Enterprise) using your Singpass and accept the T&Cs.
- ▶ Go to **[My DRB Submissions]** to view the list of the DRB submissions submitted by your solution provider(s).
- ▶ If you cannot find the DRB submission from your solution provider, please check with your provider if they have submitted your details to IMDA.

[FAQ 2.2] My solution provider had submitted my UEN for Cat-2 e-Commerce in Jul 2020. I have not received any update nor received any DRB payout. What is the status of my DRB submission?

- ▶ Login to the DRB Portal (for Enterprise) using your Singpass and accept the T&Cs.
- ▶ Go to **[My DRB Submissions]** (second section of the page) to view the list of the DRB submissions submitted by your solution provider(s) and the processing status.

[FAQ 2.3] Our solution provider has already submitted our UEN. We are already on PayNow Corporate and InvoiceNow. When will our payout be credited to our account?

- ▶ Login to the DRB Portal (for Enterprise) using your Singpass and accept the T&Cs.
- ▶ Go to **[My DRB Summary]** to view the summary of your company's qualification, payout amount/date for DRB.
 - ▶ The payout amount/date is shown if the DRB submission has been qualified (i.e. meet all eligibility criteria) for the solution category and payment made to your bank account.
 - ▶ However, the payout amount/date will not be available if your DRB Submission has status **[Under Processing]** or **[Submitted]** in the My DRB Submissions listing.
- ▶ IMDA has a monthly processing cycle to assess enterprises' eligibility for DRB and making DRB payouts. You may re-visit the DRB Portal (for Enterprise) at the end of the calendar month to check on the updated status of your DRB Submission.

[FAQ 2.4] My company recently received the DRB payout (\$2,500) for Cat 2. Is there any documentation for this payout?

- ▶ There is no documentation for DRB payout.
- ▶ You can view the summary of your company's qualification and payout amount/date for DRB in the **[My DRB Summary]** section in the DRB Portal (for Enterprise).

[FAQ 2.5] What does the status on the “My DRB Submissions” mean?

- ▶ The description of the statuses are as follow:
 - ▶ **Submitted** - DRB submission has been received and is pending for processing to begin
 - ▶ **Under Processing** - DRB submission is currently under processing
 - ▶ **Qualified** - DRB submission meets DRB eligibility criteria
 - ▶ **Not Qualified** - DRB submission does not meet DRB eligibility criteria



THANK YOU