



**This document will be updated periodically with the most current information.**

Version 1.0

**(1) If I purchase a mobile phone for an employee would such cost be considered as eligible?**

While it is understandable that communication can be facilitated through mobile phones, the procurement of mobile phones shall not be considered as eligible.

**(2) My employees already had teleworking agreements but I have increased bandwidth to allow for better connectivity. Would the increase in bandwidth be eligible?**

Communication costs including the increase in bandwidth are not eligible expenses.

**(3) My employees already had teleworking agreement prior to March 2020, can I still claim costs under this scheme?**

No, only new teleworking agreements commencing on or after 1<sup>st</sup> March 2020 can be considered.

**(4) How long will it take to process my application?**

Malta Enterprise is making its utmost to process applications in the shortest time possible.

**(5) If I am supported through this measure can I also claim the costs from MicroInvest?**

No, costs supported under this measure may not be claimed from MicroInvest.

**(6) If the teleworker is working some days or hours at the office, would the teleworking agreement be considered eligible?**

Yes, the scheme supports the option of teleworking so that it may be available and used as required.

**(7) Will I have to commit to maintain the teleworking agreement beyond the COVID-19 crisis?**

While if possible we recommend that companies maintain teleworking options, there will be no obligation to maintain these agreements beyond the COVID-19 crisis.

**(8) Can I submit an application if I still have to make the required purchases?**

The application should be complete and should include the invoices and proof of payment of these invoices.

**(9) Will setting up costs of communication/security solutions be covered?**

Yes, if they are linked to the hardware or software being purchased.

**Update 17/03/2020**

**(10) I am a self-employed person and I do not employ anyone, may I still benefit from this measure?**

The support is provided to enable businesses to link employees from their home to their place of work or in respect of solutions that enable employees or self-employed to provide the services provided from their place of work through an online solution. Activities that cannot be performed through an online solution may not be supported. Neither can Malta Enterprise support activities that are in their nature provided online unless they are usually carried out at a dedicated business location.

**(11) Are cloud based solutions eligible?**

Cloud based solutions are eligible if they are claimed with new teleworking agreements and were subscribed to after 1st March 2020. The eligible costs shall be the amount paid but shall be reduced prorata if the services cover a period of more than 12 months.

**(12) Are teleworking agreements of part-time employees eligible?**

Yes, teleworking agreements of part-time employees are eligible.

**(13) Is hardware and software purchased from outside the EU eligible?**

Yes, software purchased from outside the EU is eligible.

**(14) Are NGOs eligible?**

NGOs that carry out an economic activity, have a valid VAT number and conduct an activity that can be supported through teleworking can apply for the support.

**(15) Should items be claimed including VAT?**

Items should be claimed excluding VAT.

**Update 18/03/2020**

**(16) What proof of payment is the applicant required to submit to claim expenses?**

For the teleworking measure, the Corporation will accept both bank documentation or a receipt from the supplier as proof of payment.

**(17) I purchased communication equipment and software to be able to communicate remotely with business partners. Can such costs be supported?**

The scheme requires a teleworking agreement between the employer and the employee. Therefore, these costs cannot be considered eligible. These costs may yet be supported through other measures such as Micro Invest.

**(18) I bought equipment costing €3,500 and have 5 new teleworking agreements. Will I be approved €2,500?**

The measure may award a maximum of 45% of the costs and not exceeding €500 per new teleworking agreement.



***Update 20/03/2020***

**(19) Is the applicant obliged to purchase the goods from Malta?**

There is no requirement for the goods to be purchased locally as long as the applicant can provide the Corporation with all the required documentation.

**(20) I am a self-employed. Do I qualify for assistance? How can I do a teleworking agreement with myself?**

Self-employed are also eligible as long as they can justify that they are using a system to connect them remotely to their workplace. In such cases a teleworking agreement is not required.

**(21) My company uses a foreign bank account. Will Malta Enterprise process and settle payments to a non-Malta-based bank?**

Yes, payments to non-Malta-based bank accounts are also eligible. Bank charges will be shared between the payor and the payee.

***Update 23/03/2020***

**(22) An employee who is in quarantine has been given a teleworking agreement. The equipment has been delivered to the employee's door, yet since we are limiting physical communication how can we agree to a teleworking contract?**

The teleworking agreement can be concluded over email in which case the email trail between the employee and the employer defining the terms of the teleworking agreement would be sufficient.

***Update 24/03/2020***

**(23) By when is the relative invoices to be submitted? With the application or at claim stage or when the grant has been approved by Malta Enterprise?**

The application and claim is one document. All documentation including invoices have to be submitted with the application form, therefore the purchased items have to be presented together with the application. Currently the call deadline is 8<sup>th</sup> May, 2020. Malta Enterprise reviews all documentation and disburses directly to the applicant.

**(24) I have purchased a laptop however it hasn't been delivered as yet. Can I still apply?**

If the laptop has been purchased and paid, the application can be submitted.

***Update 27/03/2020***

**(25) My supplier gives credit terms, and therefore I cannot provide proof of payment with the application. Am I still eligible?**

For credit terms that expire before the call deadline (8<sup>th</sup> May), an application may be submitted after the payment is made since it will still be in the eligible time period. If the supplier gives credit terms beyond 8<sup>th</sup> May then a copy of the payment/credit terms and a delivery note shall be considered proof of payment, yet the Corporation reserves the right to request proof of the financial transaction at a later stage.



**(26) Why am I being asked for a soft copy of the application form?**

In the application form you are requested to input your bank details so that payment can be done directly by bank transfer into your account thus speeding up the process. Being able to copy the details directly from your application into the payment system reduces the risk of errors and accelerates the process.