

# APEC High Level Meeting on Driving SMEs' Growth to Promote Local Development

Chinese Taipei, 31 March – 1 April 2008

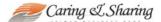
# Session 4 Financial Support for Local SMEs



# How to Assist the Development of SMEs

Jack S. G. Huang President, Taiwan Business Bank Mar 31, 2008

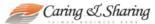




**How Financial Institutions Can Help Assist the Development of SMEs** 

- current role of financial institutions in assisting the development of SMEs
- suggestions for financial institutions to reinforce the current role
- financial institutions' suggestions for SMEs

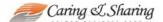




# **Current Role of Financial Institutions in Assisting the Development of SMEs**

- different roles in corresponding stages of development: founding stage, growth stage, maturity stage, transformation stage
- role of Taiwan Business Bank
- measures of increasing knowledge of characteristic of different industries
- measures of helping SMEs acquire financing and achieve sound management
- measures of dealing with SMEs' inadequate disclosure of financial status





# **Role of Financial Institutions in Assisting the Development of SMEs** ---Founding Stage

demand for capital

help from financial institutions

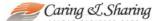
- **•**founding of enterprises
- **consultancy in founding procedures**
- development &
- **■incubating consultancy**
- marketing of products
- —technology, management
- **capital expenditure &**
- providing financing

—funding of starting up and

working capital







# Role of Financial Institutions in Assisting the **Development of SMEs**

## ---Growth Stage

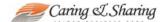
#### demand for capital

- facilities for expansion
- mass production & inventory management
- boost of marketing capacity
- sound management

#### help from financial institutions

- medium/long-term capital
- short/medium-term working capital
- **electronic financial management**
- **consultancy** in financial management & operation





# **Role of Financial Institutions in Assisting the Development of SMEs**

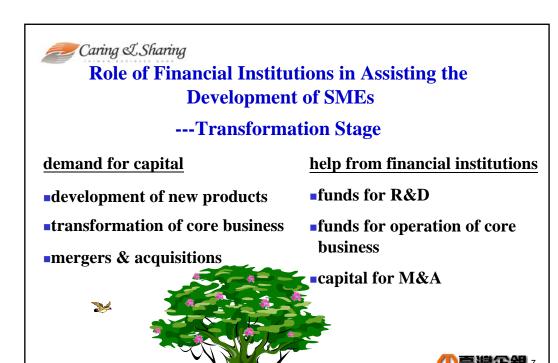
## --- Maturity Stage

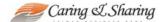
### demand for capital

# help from financial institutions

- expansion of production capacity emedium/long-term capital
- diversification & exploration of new grounds
- funds for R&D
- **■**improvement of financial
- **electronic financial management**
- structure
- **consultancy in financial** management & operation
- ■improvement of management



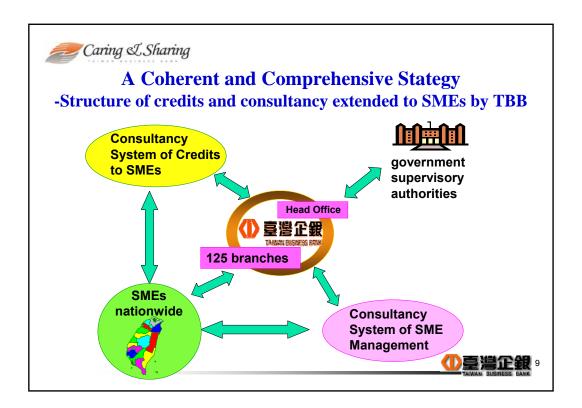




# **Role of Taiwan Business Bank**

Taiwan Business Bank, established in accordance with Banking Act Article No.96, is a specialized bank that, by law, provides medium/long-term credits to SMEs. The mission of the bank is aimed at improving their production facilities, enhancing their financial structure, and ensuring the health of their management.



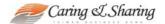




# **Measures of Increasing Knowledge of Characteristics of Different Industries**

- installing research department to gather relevant information on various industries on which extension of credits can be based
- working with relevant agencies, such as Industrial Technology Research Institute, Institute for Information Industry and Chung-Hua Institute for Economic Research, to gather relevant information
- forging promotion projects in collaboration with various industries so as to breed important emerging industries

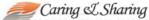




# **Measures of Helping SMEs Acquire Financing** and Achieve Sound Management

- working with relevant consultancy agencies, such as Taiwan Small Business Integrated Assistance Center and Chinese Management Association, to help SMEs establish sound financial systems and accounting systems
- working with relevant agencies in management consultancy system, such as Corporate Synergy Development and China Productivity to improve SMEs' production, product quality, marketing, organization structure, internal control and IT

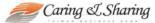




# Measures of Dealing with SMEs' Inadequate Disclosure of Financial Status

- Financial institutions should adopt the policy of frequent field study of their customers in order to better understand customers.
- In the assessment of SMEs, financial institutions should take into account of SMEs' inherent limitations besides gauging their credit rating and financial statements.
- Financial institutions should encourage SMEs to adopt operations of financial EDI, factoring and on-line financing, so that they can be kept informed of SMEs' most current condition.
- Financial institutions should attempt to become SMEs' core bank so as to make up for the opacity endemic to SMEs.

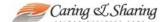




# Suggestions for Financial Institutions to Reinforce the Current Role in Assisting the Development of SMEs

- Financial institutions should develop a wide range of financial products corresponding to the needs in different stages of enterprises.
- Government should establish data bank, so that performance of enterprises can be correctly appraised.
- Financial Institutions should establish effective two-way communication channels with SME Consultancy Systems.
- **Expand the function of SME Credit Guarantee Fund.**
- Financial institutions should strengthen the willingness to extend credits to SMEs and Emerging Industries.





# **Financial Institutions' suggestions for SMEs**

- improve ability of R&D and innovation
- ensure a healthy accounting system and management
- wisely utilize SME credit products in line with government policies
- wisely utilize government R&D resources
- wisely utilize SME consultancy system





### TBB's Outstanding Track Record in Extending Credits to SME

TBB extends SME credit products in line with government policies aimed at spawning a favorable environment in which SMEs are able to flourish.

**Youth Startup Loans** 

**Micro Business Startup Loans** 

R & D Loans

**SME Grass Root Loans** 

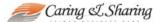
**SME Upgrading Loans** 

**Traditional Industry Loans** 







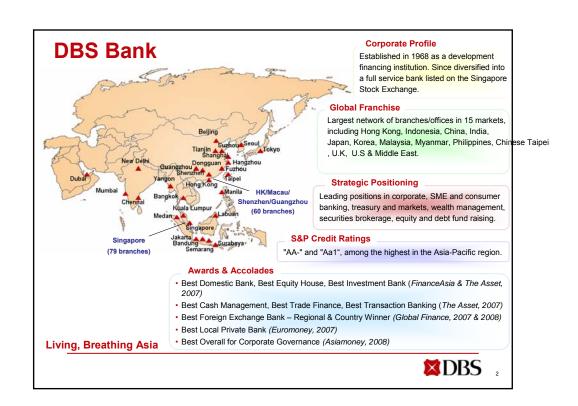


# **TBB's Outstanding Track Record in Extending Consultancy to SMEs**

- TBB has been delegated as manager bank to extend credit products in line with government policies.
- TBB ranks first in the total amount of loans referred to Small & Medium Business Credit Guarantee Fund.
- Abroad as well as domestically, TBB has been awarded an impressive number of prizes for its outstanding track records in extending credits to SMEs.
- TBB has outstanding track records in extending credits in line with government policies aimed at spawning a favorable environment in which SMEs are able to flourish.



# Financing SMEs – The Singapore Experience March 31 - April 1, 2008 APEC High Level Meeting Driving SME's Growth to Promote Local Development Seminar DBS Bank Ltd Disclaime: The information contained in this document is intended only for use during the presentation and should not be disseminated or distributed to parties outside the presentation. DBS Bank accepts no liability whatsbeever with respect to the use of this document or its contents.



## Introduction

- A SMEs in Singapore
- **B** Engagement of Stakeholders
- **C** DBS Business Model Reaching out to SME Customers
- Bridging the Supply & Demand Gap in Bank Financing



# **SMEs in Singapore**

#### Singapore is home to many dynamic and vibrant SMEs which

- Constitute 99% of all establishments and employ more than half the workforce
- · Contribute more than 40% to total GDP

#### Definition of SME for qualification of government-assisted financing schemes

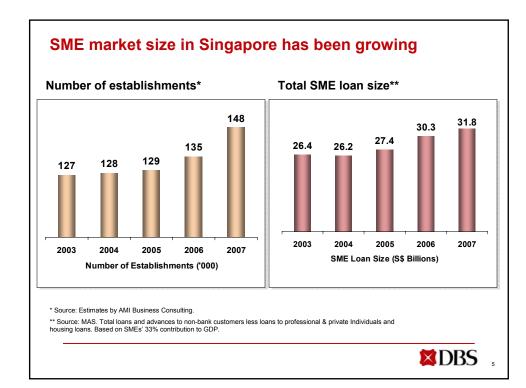
- · At least 30% local equity
- Fixed assets not exceeding S\$15 million (US\$11 mil)
- Employment size not exceeding 200 for service companies

#### Financial institutions (Fls) in Singapore are building their SME banking franchise

- Definition of SME and organisational set-up vary from FI to FI
- Typically, SMEs with wider needs are accorded personalised service by dedicated relationship managers, and supported by product specialists for the whole suite of banking solutions

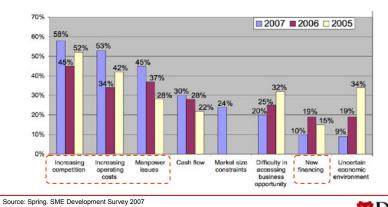
Source: Spring. Financial Handbook for SMEs





# **SMEs: Top 3 Constraints in SME Growth**

- Based on the 2007 annual SME Development Survey, the top 3 challenges facing Singapore SMEs are rising competition, increasing operating cost and manpower shortage.
- · Availability of financing is no longer a key concern



**DBS** 

# **SME Operating Landscape**

#### **Challenges faced**

- Intense competition due to globalisation and emergence of new markets
- Limitation of domestic market especially vis-a-vis competition from large corporates
- Limited professional and management talent pools
- Higher operating cost vs new and emerging markets like China, Vietnam, India

#### **Strategies for Growth**

- Developing new products and services
- · Improving cost efficiency and productivity
- · Venturing to new overseas markets
  - Malaysia Hong Kong
  - Indonesia Vietnam

  - Thailand India



#### What SMEs really want from Fls

- · Start-up financing and equity financing
- Wide range of products and services customised to meet SME needs
- In-depth understanding of SME business to facilitate their growth locally & regionally
- · Commitment as banker and business partner



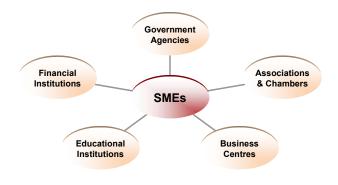
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## **Engagement of Stakeholders**

Financial institutions and affinity partners such as government agencies, trade associations, chambers of commerce, and educational institutions collaborate to value add to the SME community in the area of alternative financing options





# **Government Agencies in Action**



#### **Economic Development**

**Board** (1961) Singapore's lead agency responsible for planning & executing strategies to sustain Singapore's position as a compelling global hub for business & investment.





#### **SPRING Singapore**

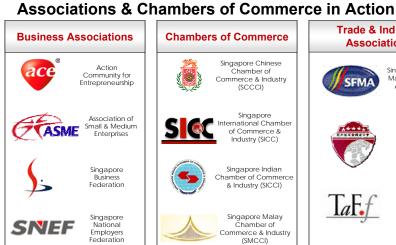
(1972: National Productivity Board) is mandated to champion enterprise formation & growth. It works with SMEs, banks etc to nurture a pro-business environment & develop key industries. It also helps to build capabilities of enterprises, & increase their access to markets & business opportunities



(1983: Trade Development Board)
concentrates on helping Singapore-based
companies to venture abroad. It also works to
position Singapore as a base for foreign
businesses to expand into the region in
partnership with Singapore-based companies.



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- Provide opportunities for networking, skills upgrading, cross-industry partnerships, oversea ventures, joint business missions etc
- Assist members to gain access to financing alternatives



# **Business Enterprise Centres in Action**

**EDC@ASME** EDC@SMa EDC@SCCCI **EDC@SMCCI** 

#### **Enterprise Development Centres**

- Assist Singapore enterprises to develop essential business competencies and adopt best practices throughout their operations so that they be competitive and successful enterprises both domestically and in the global
- A one-stop advisory / resource centre for aspiring entrepreneurs & SME owners to gain access to a wide range of expert business consultancy products & services



#### **Regional Development Centres**

- Assist foreign entrepreneurs looking to establish businesses in Singapore
- Provide access to comprehensive consultancy services and link-up to other SME-specific products and services
- Connect international entrepreneurs to the Singapore market, helping them set up, grow and succeed



#### **SME Credit Bureau**

- Central online database of credit-related information on participating SMEs in Singapore
- An invaluable tool to banks & participating SMEs for evaluating a participating SME's creditworthiness



# **Awards to Promote Spirit of Entrepreneurship**



#### **Entrepreneur of the Year Award**

#### Organizer: Rotary - ASME

- One of Singapore's most prestigious business accolades accorded to local entrepreneurs
- Salute & honour local entrepreneurs who have shown outstanding performance in their chosen fields of business



#### **Singapore Prestige Brand Award**

#### Organizer: ASME

- Recognize SMEs that have shown outstanding performance in the communication of their Brands
- Enhance awareness of the importance of branding among local SMEs & in turn stimulate the growth of Singapore's brands & enterprises both locally & regionally



#### SICCI-DBS Singapore Indian Entrepreneur Award

#### Organizer: SICCI & DBS

- Give due recognition to the outstanding entrepreneurs within the Indian business community in Singapore
- Foster entrepreneurial spirit among budding Indian entrepreneurs.



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## **Educational Institutions in Action**

#### **Universities in Singapore**





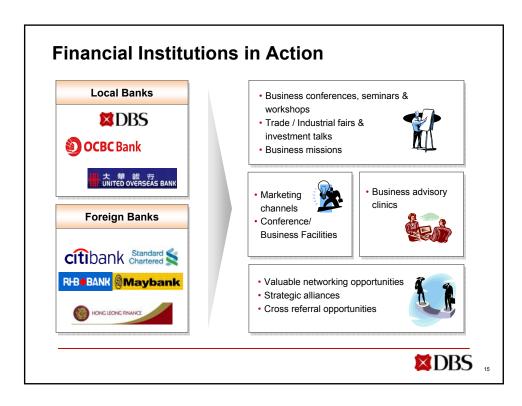


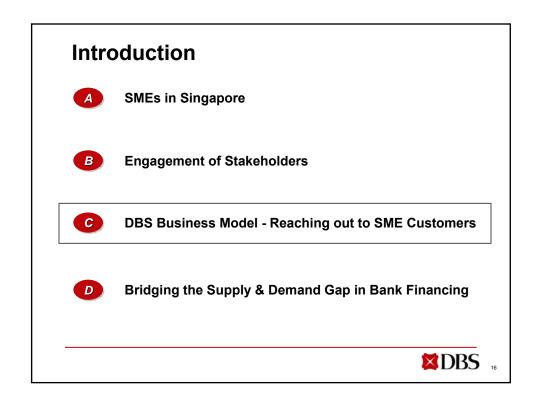


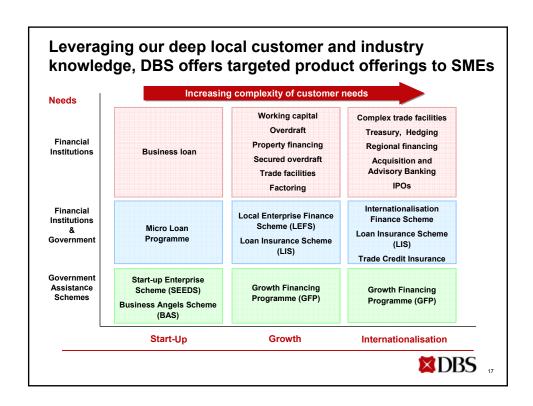
- Higher learning institutions (universities & polytechnics) have been actively engaging banks & local enterprises through strategic partnerships & alliances. Local enterprises tap on 'young minds' to develop new & innovative business applications & models.
- Recently, universities have been actively involved in developing postgraduate and
  executive development courses, aimed at enabling and empowering business owners
  / top executives of SMEs with relevant knowledge and skill-sets to take their
  businesses to the level of multi-national enterprises



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# **Regional SME Growth**

- Constrained by the limited domestic market, Singapore enterprises are venturing overseas to capitalise on new business opportunities proffered by the global economy
- DBS is gearing itself with the capability and appetite to partner Singapore enterprises in their overseas ventures in the following areas:
  - Global banking support in collaboration with our overseas offices
  - Effective execution of Global Account Management framework
  - Connecting customers with strategic partners and resources on-site
  - Financing support from DBS Singapore through loans to local parent company including IE Singapore's Internationalisation Finance Scheme



## DBS is well-positioned to partner our SMEs expanding overseas



- Well-positioned at the crossroads of the most dynamic and fastest growing region of the world, ready to serve our customers as a bank that specialises in Asia
- Distribution capability in 15 markets in the world, including Asia, US, UK
- Dominant franchises in Asia's two key markets -Singapore and Hong Kong



#### **Successful Collaboration with Government Agencies**

#### **DBS Loan Securitisation**

- DBS in collaboration with SPRING successfully completed a S\$100 mil (US\$70 mil) SME loan securitisation program to more than 400 SMEs within 12 months
- SME ACCESS Loan was put in place to assist SMEs with little collateral or limited track record, and those seeking financing for internationalisation purposes



#### Internationalisation Finance Scheme (IFS)

- A government-assisted financing program up to S\$15 mil (US\$11 mil) designed to help Singapore-based companies expand into overseas markets
- To assist local enterprises globalize their operations and leverage on global resources to grow
- DBS, in collaboration with IE Singapore, is the top performing Participative Financial Institution (PFI) based on approved loans during the first year of the launch (2007)



## **Successful Collaboration with Government Agencies**

#### **DBS MICE Financing Package**

- First-of-its-kind MICE (Meeting, Incentives, Conventions and Exhibitions) financing package to help SMEs seize business opportunities overseas
- Our MICE financing package provides one-stop comprehensive services such as flight/accommodation/free transfers/concierge services arrangement through our preferred partner (Chan Brothers), as well as financing the total cost of participation in trade fairs overseas, plus assistance in application for 50-70% grant from IE Singapore









#### **Loan Insurance Scheme**

- DBS is the leading participating FI in helping to administer government assistance schemes for budding entrepreneurs
- We hold the lion's share (34%) of the Loan Insurance Scheme (LIS)



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- **SMEs in Singapore**
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- D **Bridging the Supply & Demand Gap in Bank Financing**



## **Bridging the Supply & Demand Gap in Bank Financing**

Sharing insights into what banks look for in business loan proposals

#### Lender

Responsibilities

- Banks are in the business of making loans
- Growing assets & loan book is one of our key performance indicators

#### Borrower



- Businesses require funding to grow & internationalise
- Access to financing is top-of-the-mind concern

- · Fiduciary Accountability
  - · Accountable to shareholders & depositors and subject to regulatory requirements
- Credit Risk Management
  - · Key to viability of banks
  - · Financial prudence forms the cornerstone of a stable financial system
- · Capital Management
  - · Achievement of appropriate risk-return profile & return on capital
- · Openness & sincerity in providing information to facilitate lender in evaluating the business
- · Provision of information on management, financial performance, competitive strengths & business prospects etc

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# **Understanding the Dynamics of the Loan Application Process – 5Cs**

#### Loan proposals are evaluated based on

#### 5 fundamental lending criteria or 5Cs:

- Character
- Capacity
- Capital
- Conditions
- Collateral





# Character

- Owner/management integrity in disclosing pertinent information
- Integrity in business dealings
- Reliability & reputation







# **Capacity**

- Ability to meet financial commitments
- Key areas of consideration include:
  - Management
  - **Business**
  - Financials





# **Capital**

- Equity
  - Paid-up capital
  - Directors/Shareholders loans
  - Related companies' loans
- Demonstration of shareholders' commitment in meeting business obligations
- Funding business growth: Balanced usage of debt & equity
- Capital reduces excessive reliance on external source of funds & serves as a cushion against market adversity





# **Conditions**

- Outlook of economy & industry
- Susceptibility of business to changes in government regulations, technology & consumer demand
- Entry barriers
- Country/currency risks





# Collateral

- Availability of collateral only as a fallback
- Repayment capability & not collateral is the primary determinant in assessing credit-worthiness
- Banks' willingness to consider unsecured loans if the other 4 Cs (character, capacity, capital & conditions) can be fulfilled or if banking facilities can be structured against identified source of repayment or packaged with accounts receivable financing





# **Conclusion**

DBS has the capability, expertise, extensive market and broad product range to meet the banking needs of companies at every stage of their growth from infancy to listing.









# **Outline**



- 1. Current SME Financing Situation
- 2. Introduction to Taiwan SMEG, its Objectives & Functions
- 3. Methods of Obtaining SME Financing through Taiwan SMEG's Services
- 4. Taiwan SMEG's Assistance to SMEs Having Difficulties in Securing Financing
- 5. Conclusions

Taiwan SMEG

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Year	SMEs & Bank Fina SMEs/All Enterprises (%)		Credit to
	No. of Enterprises	Sales Value	SMEs/Credit to All Enterprises (%)
2001	98.18	28.38	23.59
2002	97.72	29.51	20.67
2003	97.83	31.47	20.02
2004	97.73	30.60	17.98
2005	97.80	29.46	16.06
2006	97.77	29.84	17.16
<b>《Sour</b>	ces: "White Paper on SMEs i Administration, Ministry		

#### The Causes of SMEs' Financing Problem **SMEs Banks** Poor credit conditions High financing cost Unsound accounting **Asymmetric financial** system, lack of full financial information disclosure Uncertain industry perspective Insufficient self-funded and industry traits capital, weak financial Concern about operation profit structure and avoid lending risk Lack of collateral or Restructuring & merge of guarantor financial institutions → Great Ambiguous loan project change of credit Unhealthy organizational policy→Frequent change of structure lending personnel: difficult to Insufficient financing build up good relations with information and external **SMEs** information **《Sources: Taiwan SMEG》** Taiwan SMEG



# Introduction to Taiwan SMEG

- Establishment: 1974
- Supervising Agency:Ministry of Economic Affairs
- Nature of Operation:
  - Non-profit organization
  - Credit-guarantee-specialized institution for SME financing
- Features: A bridge between banks and enterprises; focus on small businesses having weak financial conditions
- Paid-in Capital: Donated by governments & financial institutions



# **Objectives of Taiwan SMEG**

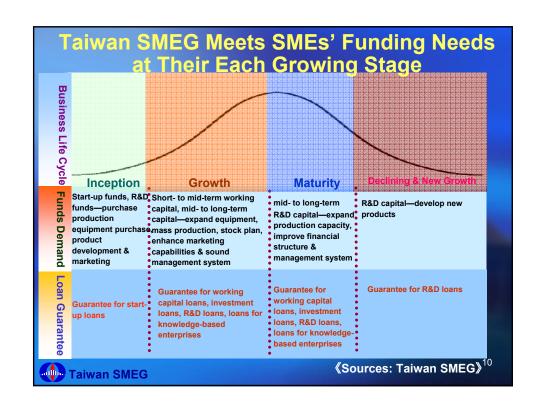
- Help SMEs secure financing by offering credit guarantee
- Remove SMEs' obstacle to lack of collateral when applying for finance
- Enhance the financial institutions' willingness to extend loans to SMEs
- Support related assistance agencies to increase effect of SME assistance



Taiwan SMEG

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# Functions of Taiwan SMEG Help SMEs secure credit loans Promote Chinese Taipei's economic growth, create & sustain emplo yment opportunities Mitigate SME's external impact of depression Foster the growth of SMEs stage by stage Taiwan SMEG





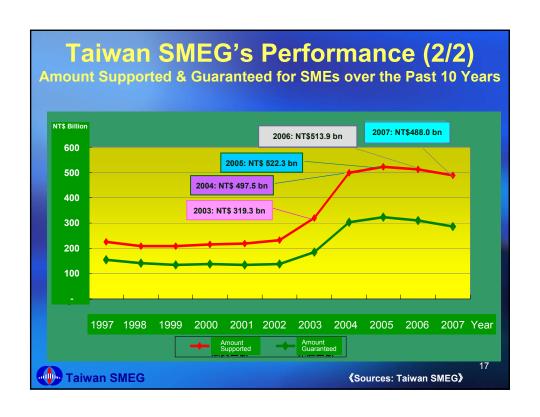




















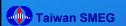






# Conclusions

- Enhance support to help SMEs secure financing, create more financial sources
- Create diversified guarantee business
- Improve SME's financial risk management skills
- Create an all win situation for SMEs, banks and Taiwan SMEG



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# Thank you! Thank you!