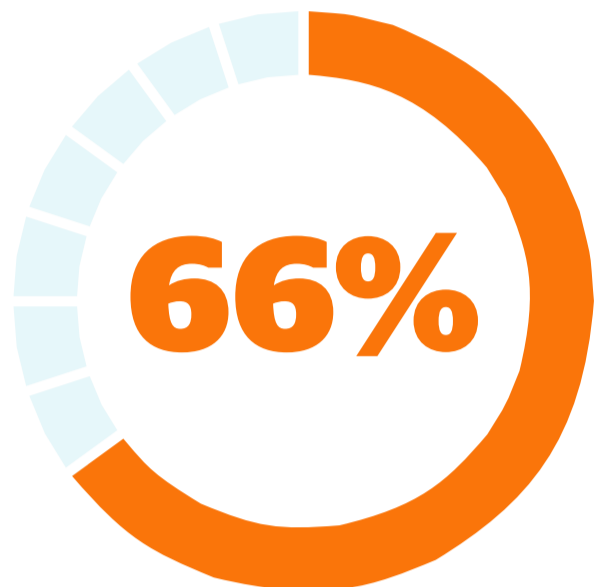


# Singapore SME Survey 2025



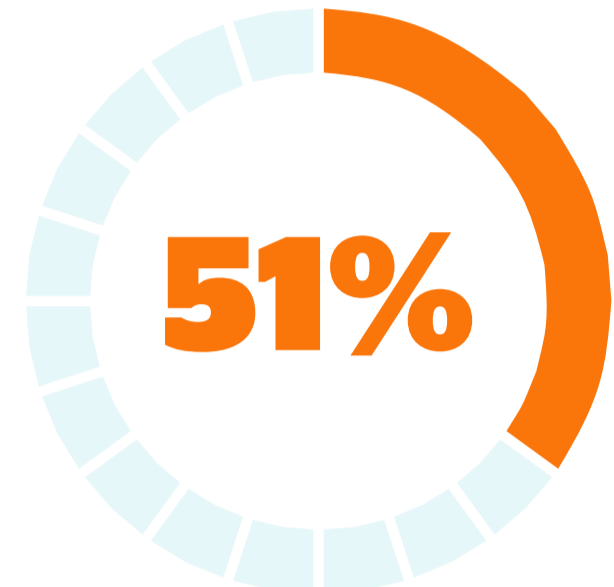
## Today's top business challenges are being felt by many more Singapore SMEs this year



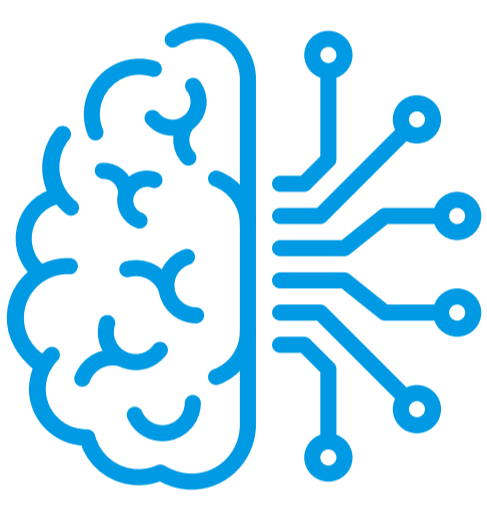
find increased costs and reduced profitability a challenge, versus 50% in 2024.



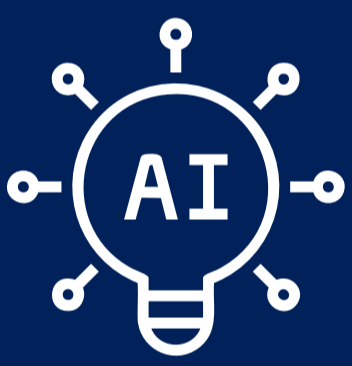
are concerned with growing sales and reduced customer spending, compared to 40% in 2024.



are experiencing difficulties with company finances, in comparison to 36% in 2024.



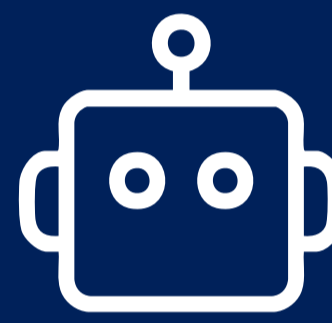
## SMEs are adopting AI to drive business productivity



**52%** said AI has a significant impact on business productivity.



**55%** don't believe AI will replace their jobs.



However, **68%** acknowledge AI will replace some jobs in future.



In 3 years, **25%** foresee jobs in customer service, finance and accounting to be replaced.



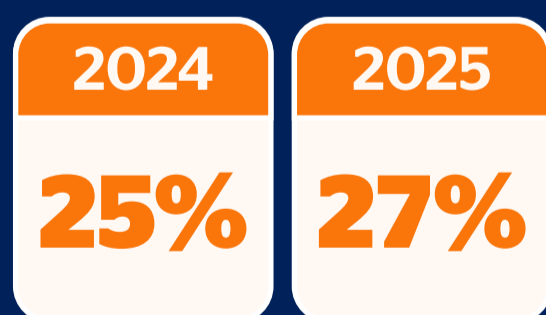
In 6 years, **22%** expect roles in manual and labour-intensive work to be replaced.



## Knowledge of cyber risks is declining, and customers still prefer an omnichannel buying experience

**40%**

believe they are fully informed of AI risks, down from **47% in 2024**.



Proportion of businesses experiencing cyber events rose from **25% in 2024** to **27% in 2025**.



**65%** prefer buying offline, versus **66% in 2024**.



**35%** prefer buying online, compared **34% in 2024**.



**73%** prefer an insurance package tailored to their unique needs.

Speak to QBE Singapore about your insurance and risks management needs today.

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