



Mentor Hotline FAQs

Frequently asked questions



What is the Mentorship Hotline Programme?

This programme is an exclusive pilot programme that gives entrepreneurs access to free virtual business advice. Our aim is to support businesses by giving targeted, rapid-response business-specific advice. The programme is supported by FNB.



Why should I participate?

We believe we are stronger together! During challenging times, it can be beneficial to obtain an external, objective viewpoint and leverage relevant expertise. We trust that this will lead to improved entrepreneur resilience and business longevity.



What kind of advice can I expect?

Entrepreneurs can expect guidance and advice on a range of relevant business topics including:

- Leadership and Strategic Planning
- Change Management
- Turnaround Strategies
- Finance & Accounting
- IT & Telecommunications
- Sales & Marketing
- Compliance & Legislation



Are there any costs involved?

There are no sign-up or participation costs. However, as this is a volunteer driven initiative, there is a limit to the number of queries/hours allowed for each entrepreneur. The cap is 3 queries per entrepreneur and/or a maximum of 3 hours of engagement as we want to assist as many entrepreneurs as possible.





How will I find and engage with an adviser?

The logging of queries, initial contact and closure of your query will all take place directly on our Mentor Hotline platform. However, the engagement with your adviser can take place on any preferred channel such as text, email, voice or online conferencing solutions.



What is a query/question?

A Query is how an entrepreneur can ask their most pressing questions/requests for advice. We are then able to link the query with with an adviser that has the relevant skills, expertise and industry background to assist.



What are the turnaround times?

We aim to address your query within 48 hours of you logging it on the system. Final resolution will be dependent on the complexity of the matter and may require additional time.



Is this program offered across all provinces?

Yes, this is an online platform and thus, can be leveraged across the country. However, this is a pilot program and thus, is currently only available to a set number of entrepreneurs.



What happens when I reach my limit of 3 queries/3 hours?

The first 3 queries/3 hours of expert advice are free. Should you wish to continue engaging with your adviser, you can agree terms directly with him/her and proceed at your own cost/negotiated terms.



How do I know if my mentor is giving me sound advice?

All our volunteer mentors are experienced in their relevant fields, however, each business and situation is unique and therefore, any decisions and/or actions taken are the sole responsibility of the entrepreneur. The mentor is only there to provide guidance.



What if I disagree with the advice I receive?

As with all advice, you should take it as a guideline only. Our Volunteer Experts are there to support, provide an objective viewpoint and/or recommend resources. Any decisions you take are at your own discretion. This is covered in the T's & C's.



Are data costs covered?

All data costs related to web browsing, accessing the platform and engaging with mentors are at your own cost.

