



# Jump on board the Mentor Hotline!

## What we do

*“(Via Mentor Hotline) we were assigned to work with our mentor on Leadership & Strategic Planning. I’m lost for words really! What a wonderful journey with my mentor. I’m a driven woman with a different mindset & I’m proud to claim that.” - Mentor Hotline User: Pelisa Mpumlwana*

Mentor Hotline gives entrepreneurs access to over 185 business advisers with rich and diverse entrepreneurial and business advisory experience, at no cost. The simple-to-use online platform provides support to all business types across South Africa; from small start-ups to established concerns. The majority of businesses currently benefiting from the platform are small and emerging entities with annual revenues of under R335 000.

The Mentor Hotline has been developed to provide rapid but also high-quality business advice. To date, over half (52%) of the entrepreneurs supported have rated their business advisors as a 5/5.

## What people are saying

*“Wow, what an incredible journey with [my mentor]. An eye-opening experience and I'm extremely happy that she was my mentor for sales and new business development”*

**Mentor Hotline User: Pelisa Mpumlwana**

*“I have found the website to be fantastic! I am already on my second ticket! The consultants are great.”*

**Mentor Hotline User: Dale Dodgen**

*“[my mentor] focused on every question separately which gave me a better understanding of what I must do and the steps I must follow. [My mentor] referred me to the relevant departments and sent me guidelines on how to go about the things I need in my business. The knowledge he gave me will help me in the business....”*

**Mentor Hotline User: Jeanette Pine**

*“[my mentor] answered queries I hadn't even asked, and he was excited! It's a great system - I would rate him a 10!”*

**Mentor Hotline User: Mpho**

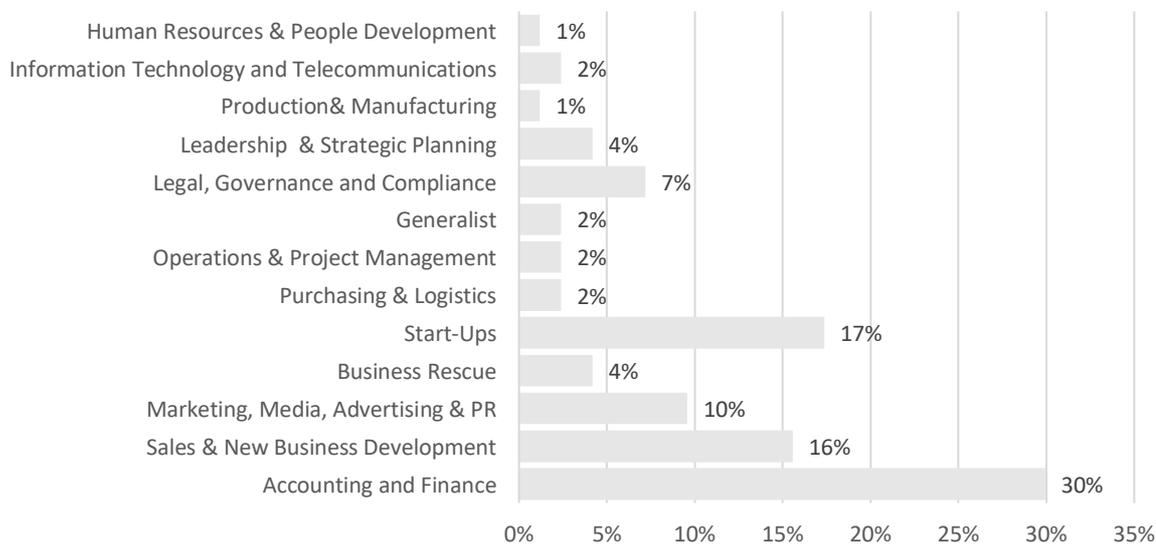


## How we can help you

If you are an entrepreneur who needs some guidance, try [logging a ticket](#) on the Mentor Hotline platform. Queries are typically resolved very quickly, taking an average of less than 3 days between issue and close. The most common queries relate to:

1. Accounting and business (30%)
2. Start-up (17%)
3. Sales and new business development (16%)
4. Media, Marketing, PR and Advertising (10%)

**FIGURE 1: THE PROBLEMS WE ARE SOLVING**



We value and encourage honest feedback from all users, because Mentor Hotline is all about making an impact and creating a platform that truly meets your needs. We know that 95% of users log in using mobile phones, so SMS / text-based feedback is under investigation, along with several other innovations – watch this space!

To access help via the Mentor Hotline platform, [click here](#)

To apply to be a mentor or business advisor, [click here](#)

## Nominate and recommend a business

Great News! Fetola’s new online Mentor Hotline platform, brought to you by FNB has been upgraded to ensure entrepreneurs can get their business advice quicker and easier than ever before. For Free! If you have not registered yet, or if you know of a business who needs urgent advice during these unprecedented times, please forward this and make sure they signup now! – link to share: <https://fetola.co.za/mentor-hotline/entrepreneurs/>



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## Feedback

At Fetola, we are always looking to improve our current offerings and we would like to hear from you, whether positive or negative. Let us know where we can better assist you. Please email us at [mentorhotline@fetola.co.za](mailto:mentorhotline@fetola.co.za) or simply call us on 086 111 1690.