

BMNZ Mentoring Assistant Business Owner FAQ Sheet

Updated 4 November 2025

Overview

For 34 years, BMNZ has connected Mentors and Business Owners. Now, with our Mentoring Assistant, we can share knowledge better than ever.

1. Why is BMNZ introducing a Mentoring Assistant?

For over 34 years BMNZ has supported business owners through mentoring. This platform will help Mentors and Business Owners focus on their conversation instead of notetaking.

2. What is the BMNZ Mentoring Assistant?

The BMNZ Mentoring Assistant records and transcribes your mentoring sessions, then produces a clear Meeting Summary of the discussion and agreed actions. This Meeting Summary is automatically sent to the Mentor for review, before the Mentor shares it with the Business Owner. The Meeting Summary is securely stored in BMNZ's private CRM Mentor Hub for the Mentor's easy access. Business Insights are gathered from the meeting, anonymised, and securely stored in a Knowledge Bank.

3. Can I use my own AI recorder?

No. Mentors and Business Owners are not to use their personal AI recorders, in the interest of privacy and data security.

4. What happens to the data?

- Data is stored securely by BMNZ. Mentor/Business Owner's personal recorders are not to be accepted into the meeting.
- Recordings, stored initially in Smartspace AI are deleted after 24 hours.
- Transcripts, stored initially in BMNZ's SharePoint are deleted after 24 hours.
- Anonymised Business Insights are stored in a Knowledge Bank.
- Your data will never be used for model training by our service providers.

- BMNZ takes its data security and privacy advice for this project, from Russell McVeagh.

5. How can I opt out of using the Mentoring Assistant?

Mentors and Business Owners can contact BMNZ to “Opt In or Out” at meetings@bmnz.org.nz or 0800 209 209 and we will update your profile.

Meetings

6. What if I need to change the meeting time?

If you can not attend or need to amend the meeting date or time **please contact your Mentor directly**. Your Mentor will not receive correspondence via the calendar meeting invite.

7.. Accepting the meeting invite.

You will receive an email with the calendar invitation including meeting details. **Once you accept the meeting invite**, it will be saved in your preferred calendar software.

Please note: You must accept the meeting invite to enable the meeting to be recorded – even if your meeting is to be in person.

8. What happens if I use a different email address than the one I signed up with?

The email used must be the one registered in HubSpot. If it isn't, please send an email to meetings@bmnz.org.nz, and the BMNZ team will update HubSpot.

9. Is using the Mentoring Assistant optional?

- BMNZs Mentoring Assistant is optional for both Mentors and Business Owners
- The BMNZ application form gives Mentors and Business Owners the option to opt in or out of meetings being recorded
- Both parties need to agree for the meeting to be recorded.
- BMNZ have updated the T&Cs and Privacy Statement these have been made available to Mentors and Business Owners

10. Can we turn the recording off during the meeting if necessary?

Yes, the recording can be turned off during the meeting. Click on the three dots for more options and stop the recording.

11. How will the Mentoring Assistant pick up the action points?

The Mentoring Assistant will pull together action points based on the conversation. However, best practice is to state action points and who they are assigned to during the meeting so the Mentoring Assistant can recognise them and note them down i.e., Jane's action is to do XYZ.

12. How can I encourage the Mentoring Assistant to flag an important action?

Yes, simply highlight the important action ie say *"Ok Mentoring Assistant – please make sure to include this in the action points."*

13. How does the Meeting Summary get sent to me?

When you end the meeting the Meeting Summary will be made available to your Mentor within 60 mins, once they have reviewed it they will send it to you via your preferred email address. If additional attendees require the Meeting Summary the Mentor or Business Owner will need to forward it to them.

14. Who can see the Meeting Summary?

- Mentors review and approve the Meeting Summary before they share it with you.
- The Meeting Summary will remain available to the Mentor via BMNZs CRM for the duration of the mentoring period. Once the Mentor reviews the Meeting Summary they will email it to you.
- If additional attendees require the Meeting Summary the Mentor or Business Owner will need to forward it to them separately.

15. What happens to the audio recording and transcript?

The audio recording used to capture the transcript and the transcript itself will be deleted 24 hours after the meeting.

16. How can I give feedback?

You can provide feedback to meetings@bmnz.org.nz. You can also call Katrina DDI 09 523 0260 or 0800 209 209, the BMNZ team is there to support you.