

## YEEP Contact Form Support Guide

### Application & Grant Support

Q: I missed the application deadline. Can I still apply for the YEEP grant?

A: Unfortunately, applications can only be submitted within the official window. Please follow our social media channels and website for future grant opportunities.

Q: How will I know if I've been selected for the grant?

A: Shortlisted candidates will be contacted via the email and phone number provided during application. Final awardees will also be announced on our website and social media.

Q: I made a mistake in my application. Can I edit or resubmit?

A: Once submitted, applications cannot be edited. If the window is still open, you may submit a new application with the correct details.

Q: What does the YEEP grant cover?

A: The YEEP grant supports early-stage agribusinesses with funding, mentorship, and access to networks. Funds are expected to be used strictly for agricultural business development.

Q: How do I know if I'm eligible to apply?

A: Eligibility criteria are outlined on the website. Applicants must be youth agripreneurs between ages 18–35 with a viable agribusiness idea or existing enterprise.

Q: Can I apply again if I applied last year?

A: Returning applicants can apply again if they meet current eligibility criteria and have made improvements or changes to their business.

Q: Can I submit my application by email instead of the form?

A: All applications must be submitted through the official form on the website to be considered. Email submissions are not accepted.

### Website Navigation & Technical Support

Q: I'm unable to access the application form or submit it.

A: Please ensure you're using a stable internet connection and a modern browser (Chrome, Safari, Firefox). Clear your cache or try a different device.

Q: The website link says Page Not Found or won't load.

A: The application link may be temporarily inactive if the window has closed. Please try again later or contact us if it persists.

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Q: I can't submit my form—it keeps loading.

A: We apologize for the inconvenience. Please double-check that all required fields are filled and documents are correctly uploaded. If the issue continues, send a screenshot to [support@batnf.net](mailto:support@batnf.net) for assistance.

Q: The upload button for documents isn't working.

A: Kindly ensure your files are in the accepted format (PDF/JPG/PNG) and do not exceed the maximum file size. If the problem remains, please send your documents via email along with your registered email address.

Q: I didn't receive a confirmation email after submitting my application.

A: Kindly check your spam/junk folder. If not found, please allow 24 hours or contact us with your full name and email used for the application so we can verify submission on our end.

### General Foundation & Program Enquiries

Q: Is BATN Foundation only focused on youth?

A: While youth empowerment is a key pillar, BATN Foundation also supports women, rural farmers, and agribusiness communities through various initiatives.

Q: Can I partner or collaborate with BATN Foundation?

A: We welcome partnerships that align with our mission. Please email your proposal or interest to [batn\\_foundation@bat.com](mailto:batn_foundation@bat.com) and our team will get back to you.

Q: Where can I find success stories or alumni from the YEEP program?

A: Please visit our website and follow our social media channels or BATN Foundation mobile app for impact stories, alumni features, and project updates.

### Alumni & Business Visibility Support

Q: How can I get my agribusiness featured on the website?

A: As a YEEP alumni, you can submit your details via the email sent to you. We are collating information to showcase youth-led agribusinesses on our platform for visibility and brand awareness.

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### Contact & Troubleshooting

Q: Who can I contact for urgent help with my application or technical issues?

A: You can reach our support team directly via email at [support@batnf.net](mailto:support@batnf.net) during business hours (Mon - Fri, 9 AM - 5 PM).