

# Terms and conditions of use for the Multiply Visa® Card

## 1. DEFINITIONS

- 1.1. "Accountholder" means the primary account holder of the HealthSaver account or the benefit holder of Multiply Money or both and is the person who applies for the Card and is legally responsible for all Card charges.
- 1.2. "Additional Multiply Visa® Cardholder" means a secondary Card user who has been issued a Multiply Visa® Card by the Accountholder. The Additional Multiply Visa® Cardholder gets to use the Multiply Visa® Card without being liable for making payments on the HealthSaver account, which remains the responsibility of the Accountholder.
- 1.3. "Card" means the Multiply Visa® Card.
- 1.4. "Cardholder" means the person in whose name the Card has been issued.
- 1.5. "Contactless Payment" means the use of new advanced card technology that enables you to tap a contactless enabled card against a contactless enabled device in order to facilitate payment.
- 1.6. "Electronic Device" means electronic and/or system facilities used by Merchants to transact for payments for goods and/ or services through the use of the Card and/or Card number.
- 1.7. "HealthSaver account" means the HealthSaver account administered by Momentum.
- 1.8. "Merchant" means the person or entity from whom goods are purchased and/or services obtained through the use of the Card.
- 1.9. "MMI Multiply" means MMI Multiply (Pty) Ltd (Registration No. 1971/006353/07), a division of MMI Group Limited (Registration No.1904/002186/06) an authorised financial services provider, FSP No. 6406, which manages and operates the Multiply programme.
- 1.10 "Momentum" means a division of MMI Group Limited.
- 1.11. "Multiply Money app" means the mobile application created specifically for smartphones for you to engage with Multiply Money and the related products and services.
- 1.12. "Multiply Money" means a facility made up of a payment wallet and a savings wallet
- 1.13. "Multiply" means an incentivised wellness solution that rewards and encourages its members to become holistically well, by arranging access to various wellness and leisure facilities and services; and offering members discounts at various Multiply partners.
- 1.14. "payment wallet" means a facility within Multiply Money from which you can make payments.
- 1.15. "savings wallet" means a facility within Multiply Money where you can accumulate cashbacks and earn interest.
- 1.16 "This Agreement" means these terms and conditions governing the use of the Card. These terms and conditions must be read in conjunction with the terms and conditions of the HealthSaver account, Multiply Money and the Multiply Money app, whichever applies.
- 1.17 "Tutuka" means Tutuka Software (Pty) Limited (Registration No. 1999/020074/07).
- 1.18 "Visa Rules" means the set of rules that has been identified by Visa International Service Association (VISA) to govern the participation of financial institutions in its payment system and processing of transactions.
- 1.19 "We" or "Us" given the context means either MMI Multiply, Multiply, Tutuka or Momentum or all parties collectively.
- 1.20 "You" or "Your" means the Cardholder.


## 2. GENERAL

- 2.1 The Card is a payment mechanism linked to either a HealthSaver account or to your Multiply Money payments wallet.
- 2.2 A Card linked only to a HealthSaver account allows you access to the funds to pay for your purchases at healthcare providers, pharmacies or veterinarians in South Africa only.
- 2.3 A Card linked only to your Multiply Money payment wallet allows you to transact and pay for your purchases at any Visa-approved Merchant in South Africa
- 2.4 If the Card is linked to both a HealthSaver account and your Multiply Money payments wallet, then all purchases at healthcare provider, pharmacies or veterinarians in South Africa will only be deducted from the funds available in the Healthsaver account. If there are insufficient funds in the Healthsaver account , the transaction will be declined.
- 2.5 All other purchases will be deducted from the funds available in your payment wallet. If there are insufficient funds in the payment wallet, the transaction will be declined.
- 2.6 You may only use the Card to access the Momentum Health contribution into your HealthSaver account from your employer if your employer has agreed that their contributions may be used to pay for purchases at healthcare providers, pharmacies or veterinarians.
- 2.7 A PIN will be issued with the Card for you to use when you are making point-of-sale transactions. You must remember your PIN in order to use your Card.
- 2.8 The Card may not be exchanged for cash or credit.
- 2.9 The returns policy of the particular Merchant used by the Cardholder will apply to any goods purchased with the Card that are returned to that Merchant. Cash refunds will generally not be made in lieu of a return and any dispute in this regard

should be taken up with the Merchant directly.

- 2.10 For Card transactions that were declined at a medical service provider/Merchant and an alternative method of payment was then used, please send proof of payment with a valid claim to [claims@momentumhealth.co.za](mailto:claims@momentumhealth.co.za).
- 2.11 Claims will not be reimbursed for declined Card transactions at non-medical service providers/Merchants.
- 2.12 If you use your Card to pay for a service which can be claimed from your medical scheme, you can get a refund into your HealthSaver account. You will need to send a copy of the service provider's account invoice, proof of payment and the SMS reference number (included in the SMS we sent to you when the purchase was approved) to [RefundHealthSaver@momentum.co.za](mailto:RefundHealthSaver@momentum.co.za). You can also take a photo of the account invoice and upload it to your Momentum app.
- 2.13 If you would like the payment to be recorded for tax purposes only, write on the claim that it is for tax purposes and submit it in the same manner above.

### **3. ISSUE AND USE OF YOUR CARD**

- 3.1 We will verify your identity and residential address and may decline to issue or activate a Card if you cannot give us satisfactory proof of your identity and residential address as per FICA ("Financial Intelligence Centre Act") requirements.
- 3.2 As soon as you apply for the Card for the first time, you are deemed to have read and understood the Terms and Conditions of Use of the Card and consider yourself bound by these Terms and Conditions of Use.
- 3.3 If you only have a HealthSaver account, then your Card will automatically be linked to your HealthSaver account. If you only have Multiply Money, then your Card will automatically be linked to your Multiply Money payment wallet. If you have both then you need to select whether your Card must be linked to your HealthSaver account, Multiply Money payment wallet or both.
- 3.4 The Card may only be used in the Republic of South Africa.
- 3.5 Your Card can be used for online transactions. Before you can use the Card online you have to create a PIN on the Multiply Money app or on [multiply.co.za](http://multiply.co.za). This PIN is different from the PIN you received for point-of-sale transactions.
- 3.6 If your Card has this sign  it is enabled to make Contactless Payments. The contactless functionality will only be available at selected Merchants.
- 3.7 Contactless Payments may be used for purchases up to R200 (two-hundred rand) without using your PIN. For purchases above R200 you will need to enter your PIN.
- 3.8 There may be amendments to the Merchant categories at our discretion (e.g. healthcare providers, pharmacies, or veterinarians). This is if your card is linked to a HealthSaver account. The most recent list of approved Merchant Categories can be found at [www.multiply.co.za/multiplyvisacard](http://www.multiply.co.za/multiplyvisacard).
- 3.9 The Card has an expiry date which is printed on the front of the Card and will be valid until the last day of the month of expiry.
- 3.10 Keep your transaction receipt for your records when making a purchase using the Card.
- 3.11 You need to have funds available in your HealthSaver account or payment wallet for a transaction to be authorised.
- 3.12 It is at the discretion of MMI Multiply and Momentum to authorise a transaction. We will not be legally liable if we do not authorise a transaction.
- 3.13 We will not be liable if we decline a transaction due to insufficient funds being available in the account or payment wallet that is being used for the transaction while there may be available funds in the other account or payment wallet also linked to the Card. The Card, account and payments wallets are designed to use the correct account or wallet for specific transactions at Merchants. The onus is on you to ensure that sufficient funds are available in the relevant account or payment wallet depending on where the Card is being used.
- 3.14 We will not be liable if a Merchant refuses to accept your Card.
- 3.15 We will not be responsible for the goods and/or services purchased with the Card or for the return or exchange thereof from any Merchant. At the time of any exchange or return, you should present the merchandise, receipt and the Card to the Merchant. Any dispute in this regard should be taken up with the Merchant directly.
- 3.16 The Card cannot be used to withdraw cash at a bank, ATM or Merchant; nor can it be used to pay in-store Merchant accounts.
- 3.17 You cannot link recurring payments to the Card.
- 3.18 If you breach these terms and conditions at any time, all further transactions will be declined and your Card may be cancelled.
- 3.19 We will not be liable if your card is declined when making an online purchase. Possible reasons for failed online transactions may include:
  - Incorrect 3D Secure PIN
  - Geographical location of merchant (only South African online merchants are accepted)
  - Merchant does not accept such cards e.g. certain online sites only accept credit cards
  - Merchant error e.g. merchant does not send PIN to us to verify

### **4. LINKING YOUR CARD TO MORE THAN ONE ACCOUNT/PAYMENT WALLET**

- 4.1 You may only have one Card in your name.
- 4.2 Your Card may be linked to your Multiply Money payment wallet and a HealthSaver account.
- 4.3 Your Card can only be linked to your Multiply Money payment wallet and one HealthSaver account at a time.
- 4.4 The HealthSaver account holder must agree to link a Card to their HealthSaver account.
- 4.5 Only the main Momentum Health member can link a Multiply Visa® Card to a HealthSaver account. If you are a Momentum Health dependant, you need to provide consent to us when applying for the Multiply Visa® Card to allow the main member to link your Card to their HealthSaver account. If you do provide consent, the main member will have access to the details of your Card, should they wish to link it. If you do not provide consent, the main member will not have any details of your Card.

## 5. UNAUTHORISED USE

- 5.1 You must sign in black ink in the space provided at the back of the Card as soon as you receive your Card, failing which you agree to accept responsibility for any losses incurred resulting from the use of the Card by any unauthorised person.
- 5.2 You are the only person who may use your Card and you cannot transfer it to any other person or authorise any other person to use it.
- 5.3 You are responsible for the safekeeping and proper use of your Card.
- 5.4 You agree to notify MMI Multiply or Momentum immediately if your Card is stolen or lost, or if you suspect that the Card may have been fraudulently accessed or used, failing which you agree that you will accept responsibility for any losses incurred resulting from the use of the Card by any unauthorised person.
- 5.5 Once you have notified us in terms of the clause above, we will stop the Card as soon as reasonably possible, but you agree to accept responsibility for all payments made with the Card before such notification is given to us.
- 5.6 You indemnify MMI Multiply and Momentum and accept full legal responsibility (liability) for all specific and related losses as a result of any fraudulent activity.

## 6. UNLAWFUL USE

The Card must not be used for any unlawful purpose, including the purchase of goods or services prohibited by law.

## 7. DISPUTED PURCHASES

- 7.1 You may dispute unauthorised transactions. Disputed transactions will be investigated after you provide MMI Multiply (the contact centre number for Card queries is on the back of your Card) with all the relevant details related to the unauthorised use.
- 7.2 If a transaction is disputed, it should be logged in writing within 30 days of the date of the transaction.
- 7.3 Disputed transactions may take up to 40 days to investigate and we will provide feedback to you.

## 8. MALFUNCTION OF ELECTRONIC FACILITIES

We will not be responsible for any loss arising from any failure, malfunction or delay in any Electronic Device associated with the Card resulting from circumstances beyond our reasonable control.

## 9. DISPUTES AND CHARGEBACKS

- 9.1 Unless a reversal or chargeback is allowed:
  - 9.1.1 We are unable to reverse or charge back any payment;
  - 9.1.2 Any dispute with a Merchant regarding a reversal or chargeback should be resolved between you and that Merchant directly.
- 9.2 We will only allow chargebacks if done according to the Visa Rules & Regulations as published from time to time

## 10. CHARGES AND FEES

- 10.1. No Card fees for administration and maintenance of your Card will be charged if you are a Multiply Premier or Multiply Provider member.
- 10.2. If you are a Multiply Starter member, we will charge a Card fee for the administration and maintenance of your Card. The amount will be deducted from your HealthSaver account.
- 10.3. We may charge other fees. You can refer to the Fees & Charges document at [www.multiply.co.za/multiplyvisacard](http://www.multiply.co.za/multiplyvisacard).
- 10.4. All Card transaction and penalty fees related to the transactions associated with the Healthsaver account or the Multiply Money payment wallet will be debited against the relevant account or wallet.
- 10.5. All other Card fees will be debited against your Multiply Money payment wallet if you have linked the Card to both your HealthSaver account and Multiply Money payment wallet.  
If you have only linked your Card to one of these then all other card fees will be deducted against the relevant account or wallet.
- 10.6. Every time a purchase is approved, we will send the Accountholder and/or Cardholder an SMS.
- 10.7. Fees and charges are usually reviewed once a year, but may be reviewed at any time at our discretion, in which event you will get 30 days' written notice before such change comes into effect.
- 10.8. If you dispute any fee or charge on your Healthsaver account, we will debit your HealthSaver account with such a fee or charge until such time as the dispute has been resolved.
- 10.9. If you dispute any fee or charge on Multiply Money, we will debit your payment wallet with such a fee or charge until such time as the dispute has been resolved.
- 10.10. You accept that you will be responsible for and will pay the Card fees and charges as specified in this Agreement.

## 11. THIRD PARTY SERVICE PROVIDERS

You acknowledge and agree that:

- 11.1 MMI Multiply may not, for whatever reason, perform the Card-related functions or services required pursuant to the Visa Rules including, without limitation, transaction authorisation and settlement services, which only members of Visa or their appointed agents may perform.
- 11.2 Multiply shall be entitled without restriction to nominate any third party supplier/s (including, without limitation, Tutuka) to render those functions or services (in whole or in part) as required on its behalf.

## **12. CANCELLATION OF CARD AND TERMINATION OF AGREEMENT**

- 12.1 Your Card remains the property of MMI Multiply.
- 12.2 You may at any time terminate this Agreement, by notifying MMI Multiply in writing that you wish to terminate the Card, and destroy the Card by cutting through the magnetic stripe and Card numbers. You will be legally responsible for any transactions if the Card is not properly destroyed and is used thereafter by any unauthorised person.
- 12.3 If your Card is not linked to either HealthSaver account or Multiply Money, it will be cancelled.
- 12.4 We may choose at any time to revoke your Card and to suspend or terminate your use of the Card for any reason whatsoever. We will attempt to let you know should we choose to revoke your Card. You agree that we shall have no liability whatsoever in consequence of any such suspension or termination.
- 12.5 Even if this Agreement ends, we will be entitled to rely on the rights acquired under these Terms and Conditions before termination.

## **13. MISCELLANEOUS**

- 13.1 You may not vary the Terms and Conditions of this Agreement.
- 13.2 This Agreement is governed by the laws of the Republic of South Africa.
- 13.3 The Terms and Conditions of this Agreement may be changed from time to time and the latest version of this Agreement is available by following the Multiply Visa® Card link on the Multiply website at [multiply.co.za/multiplyvisacard](http://multiply.co.za/multiplyvisacard).
- 13.4 The Terms and Conditions of the HealthSaver account are available at [momentum.co.za](http://momentum.co.za).
- 13.5 The Terms and Conditions of the Multiply Money are available [multiply.co.za/multiplymoney](http://multiply.co.za/multiplymoney).
- 13.6 All your Card transactions, fees and charges for your Healthsaver will be displayed on your HealthSaver account statement.
- 13.7 All your Card transactions, fees and charges for your Multiply Money will be displayed on your Multiply Money payment wallet statement.
- 13.8 Login to [multiply.co.za](http://multiply.co.za) or contact the Multiply Money contact centre by calling 086 011 1183 or emailing [multiplymoney@multiply.co.za](mailto:multiplymoney@multiply.co.za) to get your transactions, fees and charges.

## **14. ADDITIONAL CARDS**

- 14.1 No additional cards will issued against your Multiply Money payment wallet.
- 14.2 At your request, we will issue only 1 (one) additional Card linked to your spouse or if you do not have a spouse, to another dependant. We may charge a Card fee for the administration and maintenance of each additional Card. You can refer to the Fees & Charges document on [multiply.co.za/multiplyvisacard](http://multiply.co.za/multiplyvisacard).
- 14.3 At your request, we will issue 1 (one) additional Card linked to your spouse or adult dependant against your HealthSaver account. We may charge a Card fee for the administration and maintenance of each additional Card. You can refer to the Fees & Charges document on [multiply.co.za/multiplyvisacard](http://multiply.co.za/multiplyvisacard).
- 14.4 You may only terminate the Additional Multiply Visa® Cardholder's right to use the additional Card/s if you inform us in writing that you want to do so and you must ensure that the additional Card/s is destroyed by cutting through the magnetic strip and Card numbers so that the Card cannot be used again. If the additional Card/s are not destroyed, you will be legally liable for any transactions on your HealthSaver account. In the event of any queries you can contact the Multiply Money contact centre by calling 086 011 1183 or emailing [multiplymoney@multiply.co.za](mailto:multiplymoney@multiply.co.za).

## **15. CONFIDENTIALITY**

- 15.1 We will treat all your personal information (as defined in the Protection of Personal Information Act) as private and confidential. Nothing about your Card or personal information will be disclosed to anyone unless:
  - 15.1.1 We are legally compelled to do so;
  - 15.1.2 It is required in terms of operating this Card;
  - 15.1.3 It is in the public interest to do so; and/or
  - 15.1.4 The disclosure is made at your request, with your written consent.
- 15.2 You hereby agree that we may share your personal information with our third party service providers for the operation of this Card.

## **16. LIABILITY CLAUSE**

To the maximum extent permitted by applicable law, MMI Multiply and Momentum, its employees, agents and representatives shall not be liable to you or to any third party for any liability, losses, damages and/or costs or expenses whether special, direct, indirect and/or of a consequential nature including but not limited to loss of income, loss of profits, loss of business information, business interruption, death or personal injury caused by any nature whatsoever or arising out of the use of the Card, and you hereby indemnify MMI Multiply and Momentum against any such liability.

## LIST OF QUALIFYING MERCHANTS APPLICABLE TO YOUR HEALTHSAVER ACCOUNT

Description	Merchant Category Code
Drugs, Drug Proprietaries, and Druggist Sundries	5122
Drug Stores and Pharmacies	5912
Hearing Aids Sales and Supplies	5975
Orthopaedic Goods - Prosthetic Devices	5976
Doctors	8011
Dentists, Orthodontists	8021
Osteopaths	8031
Chiropractors	8041
Optometrists, Ophthalmologists	8042
Optical goods and Eyeglasses	8044
Opticians, Eyeglasses	8043
Chiropodists, Podiatrists	8049
Nursing/Personal Care	8050
Hospitals	8062
Medical and Dental Labs	8071
Medical Services	8099
Veterinary Services	0742

