

## Weekly Wins FAQ's

### 1. What is Weekly Wins?

Weekly Wins rewards Multiply Premier members for reaching their weekly activity targets. Once your weekly target (known as a streak) has been achieved, you will be rewarded with a treat. You may select one treat a week from the list of treats available.

### 2. Who qualifies for Weekly Wins?

All Multiply Premier members qualify for Weekly Wins.

### 3. What do I need to earn a Weekly Win?

**Step 1:** Get a Multiply-approved activity tracking device if you don't have one already. Link your device to your Multiply profile through the FitVault app or the manufacturer's site, based on the type of device you have. For Apple and Samsung devices, you will use the FitVault app.

**Step 2:** Log in to multiply.co.za and check your weekly activity target on the Weekly Wins dial.

**Step 3:** Complete your physical activities during the week to achieve the required streak.

**Step 4:** Sync your device daily to see if you have achieved a qualifying Weekly Wins activity. Sync your device every Sunday to see if you have achieved a streak. You will be able to sync your device up until midnight on Wednesday to earn a Weekly Win for the previous week. Please make sure you sync on time so you don't lose out on your Weekly Win.

**Step 5:** Log in to multiply.co.za to choose your treat. Once you've selected your treat, click on "Use a reward" to get your voucher code. This will then be sent to you via SMS.

**Step 6:** Redeem your treat in store within 14 days from the date of issue.

### 4. Where can I find my streak goal for the week?

- When you log in to multiply.co.za, you will see your Weekly Wins dial on your main dashboard.
- The dial shows your goal for this week's streak.
- The first number is what you've achieved so far and the second number is your activity target for this week.
- The target is based on your level of logged activity and gradually increases as you achieve your weekly streaks.

### 5. How do I link my device?

- For Apple and Samsung devices, you will have to make use of the FitVault app.
- For all other devices, you will have to register your fitness device on the manufacturer's website and give Multiply access to your account information. Find more information on how to link your device here.

### 6. Which activities qualify for Weekly Wins?

- 10 000 steps in a day
- 300 calories in a single workout
- 1 elite event
- 1 Parkrun

### 7. Why are gym visits not included in Weekly Wins?

Weekly Wins is about rewarding our members for verified physical activity that they have tracked and logged. With gym visits, this is not possible as all that's required is for you to swipe your card.

### 8. When must I sync my device?

- Sync your device daily to see if you have achieved a qualifying Weekly Wins activity.
- Sync your device every Sunday to see if you have achieved a streak.
- You will be able to sync your device up until midnight on Wednesday to earn a Weekly Win for the previous week.

### 9. When can I select my treat?

- You can select a treat as soon as you have achieved a streak.
- You have 7 days to select a treat, from the following Monday after the streak was earned.
- Log in to multiply.co.za to select your treat.

## **10. Which treats can I choose if I achieve a Weekly Win?**

You can select a voucher for one of the following treats from Wimpy:

- Regular Caffè Latte
- Regular Cappuccino
- Regular Coffee
- Regular Americano
- Single Espresso
- Double Espresso
- Regular Filter Coffee
- Regular Chai Tea Latte
- Regular Tea
- Regular Rooibos Tea

## **11. When does my voucher expire?**

A voucher is valid for 14 days from the date of issue. The expiry date is displayed on the voucher.

## **12. How do I retrieve my voucher**

You will receive an SMS with your voucher code. Alternatively, you can retrieve your voucher from the Multiply website, using your desktop or mobile phone:

- Log in to multiply.co.za
- Navigate to Weekly Wins from the dashboard
- Click on View Details
- Click on the Use My Voucher tab

## **13. How do I use my voucher?**

- Give your voucher code to the teller or waiter at Wimpy when you're paying for your bill.
- Ensure that your voucher is still valid and has not expired.
- Your voucher can only be used for the treat items chosen and cannot be used for any other menu item.
- You are permitted to stack 2 (two) vouchers for use within the 14 day period.
- Multiple vouchers may be used in a single purchase from more than one Multiply member.
- If you do not use the full value of the voucher, no change will be given by Wimpy.
- Make sure you let your waiter know that you have a Weekly Wins voucher before you place your order.

## **14. Is Wimpy the only Weekly Wins partner?**

Wimpy is the only Weekly Wins partner for now. Look out for more exciting partners coming soon.

## **15. Who can I contact if I do not receive my voucher?**

For all Weekly Wins queries, call 0861 88 66 00 or email multiply@momentum.co.za.