

# Multiply Money USSD Channel Terms and Conditions

## 1. Introduction

- 1.1 These terms and conditions take effect when you successfully register on the USSD channel.
- 1.2 These terms and conditions must be read in conjunction with the Multiply Programme rules and Multiply Money terms and conditions.

## 2. Definitions

- 2.1 "Accountholder" means the benefit holder of Multiply Money or is the person who registers on the USSD channel and is legally responsible for all charges.
- 2.2 "Multiply Money" means a facility made up of a savings wallet and a payment wallet.
- 2.3 "Network service provider" means Wireless communication network provider that connects clients/ subscribers for a nominal fee or charge"
- 2.4 "payment wallet" means a facility within Multiply Money from which you can make payments.
- 2.5 "RICA" means The Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002
- 2.6 "savings wallet" means a facility within Multiply Money where you can accumulate cashbacks and earn interest.
- 2.7 "This Agreement" means these terms and conditions governing the use of USSD.
- 2.8 "Truteq" means Truteq Wireless (Pty) Ltd (Reg No: 2001/021310/07) and refers to the USSD specialist partner.
- 2.9 "USSD" means Unstructured Supplementary Service Data and is a channel that enables you to carry out transactions with Multiply by dialling a short code on your phone.
- 2.10 "USSD PIN" means the access PIN set by you during the USSD channel registration process.
- 2.11 "We or us" given the context means either MMI, MMI Multiply (Pty) Ltd, Truteq, Momentum or all parties collectively.
- 2.12 "You" or "Your" means you the Multiply member.

## 3. Registering for and using USSD

- 3.1 You may only register for USSD using your own mobile number (which has been authenticated by your network provider in terms of RICA), identity number or Multiply Money details.
- 3.2 You can only transact on your USSD account using your own USSD PIN.
- 3.3 To use USSD, you must accept these terms and conditions and a new USSD PIN must be created. Once you have your USSD PIN, you are deemed to have been successfully authenticated and registered to make use of the USSD channel. You must always keep your USSD PIN secret and not share it with anyone.
- 3.4 When your USSD PIN is entered, any transactions undertaken on the USSD channel are deemed to be instructions coming directly from you. This means that even if someone else uses your USSD PIN, we will carry out the instruction as if you have authorised it.
- 3.5 If you have any questions or need help with the authentication and registration process, please contact Multiply Money on 0860 11 11 83.

## 4. Transacting with USSD

- 4.1 When you use USSD you are communicating with us using a mobile phone, so there is no direct personal contact between you and us.
- 4.2 As stated in point 3.4 above when your USSD PIN is entered, we will assume that any activity or instruction given on the USSD channel is valid.
- 4.3 We will not be responsible for any loss you suffer if you enter incorrect details, if you submit an instruction more than once or if someone else uses your USSD PIN.
- 4.4 We may at any time choose to extend or reduce the range of transactional features available through this USSD channel.

## 5. Charges and fees

- 5.1 You will not be charged when you register for the USSD channel. Normal transaction fees will apply for any transactions you perform using the USSD channel as per the terms and conditions associated with Multiply Money.
- 5.2 If you do not pay our fees or do not have enough money in your account to pay them, you may have limited functionality on the channel. For more information on fees, visit [multiply.co.za](http://multiply.co.za).
- 5.3 Network provider charges apply to the use of the USSD channel. For more information on these charges, you will need to contact your Network provider.

## 6. Keeping your USSD PIN secret

- 6.1 You must keep your USSD PIN secret and your mobile phone safe at all times. Someone who knows your USSD PIN and has access to your phone may access your Multiply Money wallets.
- 6.2 You indemnify us against any loss or damage you may suffer if you share your USSD PIN with anyone else.
- 6.3 If you suspect that someone knows your USSD PIN, you must report it immediately to Multiply Money on 0860 11 11 83.
- 6.4 If you ask us to change your USSD PIN, we will need to verify your identity and may ask you for proof.
- 6.5 We will never ask you for your USSD PIN. You must not respond to any request to disclose your USSD PIN.

## 7. Availability of USSD

- 7.1 The USSD channel may not always be available. We may experience technical failures or other circumstances beyond our control.
- 7.2 We will not be held liable for any loss or damage you may suffer:
  - 7.2.1 due to the unavailability of the USSD channel; or
  - 7.2.2 if you cannot use the USSD channel due to Network Provider availability problems.

## 8. Using and sharing your personal information

- 8.1 You agree that we may collect and process your Personal Information so that we can:
  - 8.1.1 create, manage, and administer your profile and your Multiply Money wallets;
  - 8.1.2 provide a combination of services, analysis or information linked to your Multiply Money wallets;
  - 8.1.3 observe and analyse activities on your profile and Multiply Money wallets for risks such as fraud and non-compliance; and
  - 8.1.4 analyse information to identify trends and develop new channel features, products and services.
- 8.2 You agree that we may share your Personal Information with any third party who:
  - 8.2.1 provides services to us or partner with us in rendering this service to you,
  - 8.2.2 acts as our agent, or
  - 8.2.3 has been given, or may be given, any of our rights and duties in respect of your account or profile.
- 8.3 We ask our service providers to agree to our privacy policies if they need to access any personal information to carry out those services.

## 9. Miscellaneous

- 9.1 You may not vary the Terms and Conditions of this Agreement.
- 9.2 This Agreement is governed by the laws of the Republic of South Africa.
- 9.3 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 Money USSD link on [multiply.co.za](https://multiply.co.za).
- 9.4 The Terms and Conditions of Multiply Money are available on [multiply.co.za](https://multiply.co.za).
- 9.5 The Terms and Conditions of Multiply and the related programme rules are available on [multiply.co.za](https://multiply.co.za).

## 10. General provisions

- 10.1 You are responsible for making sure that you never use the USSD channel for any illegal purpose. You will be legally responsible for any illegal transactions that you make.
- 10.2 If you have any complaints or questions relating to USSD, please contact Multiply Money on 0860 11 11 83 or email [multiplymoney@multiply.co.za](mailto:multiplymoney@multiply.co.za).

## Get in touch

Contact your financial adviser to find out more about Multiply's partners and incredible rewards, call 0861 88 66 00 or visit [multiply.co.za](https://multiply.co.za)



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