



# Multiply Money FAQs

## What is Multiply Money?

Multiply Money is a free benefit when you are a Multiply member on any Multiply plan (Premier, Provider or Starter). Multiply Money gives you access to a Multiply Money savings wallet and a Multiply Money payment wallet.

The cashbacks that you get from shopping at our cashback partners are transferred into your Multiply Money savings wallet, where you earn a flat interest rate from the first cent to grow your cashbacks.

The Multiply Money payment wallet is how you spend your cashbacks. When you're ready to spend, simply transfer your cashbacks from your savings wallet to your payment wallet.

## How does Multiply Money work?

- Get your cashbacks automatically transferred into your Multiply Money savings wallet.
- Earn interest on your cashbacks. The longer you save your cashbacks in your Multiply Money savings wallet, the more it grows.
- Transfer your cashbacks to your Multiply Money payment wallet to spend your cashbacks.
- View the balance in your Multiply Money savings wallet and Multiply Money payment wallet and transfer cashbacks between your wallets on the Multiply Money app or on [multiply.co.za](https://multiply.co.za).

## How do I get Multiply Money?

- If you are a Multiply Premier or Provider member, you will automatically get Multiply Money. If you are a Multiply Starter member, you will get Multiply Money when you get your first cashback.
- We will use your Multiply policy information to create the benefit for you and we need your ID number and a unique mobile number, at least, to create the benefit.
- If we do not have your ID number or a correct cellphone number for you on system, you will not get Multiply Money. Contact the Multiply Money contact centre on 086 011 183 to update your details and get Multiply Money.

## What if my partner has the same cellphone number as I do on our Multiply contract?

If the cellphone numbers is the same for both members, we will create the Multiply Money benefit for the member where the cellphone number is verified. As part of the process to create the benefit, we will try to verify the cellphone number electronically. If this fails, we may try to contact your partner to get their unique cellphone number. Only once we have a unique cellphone number for your partner, we will create their Multiply Money benefit.

## Do I pay for Multiply Money?

There are no monthly fees for the Multiply Money benefit. However, there may be fees linked to certain transactions when spending your cashbacks and using your Multiply Visa® Card. Find the full list of fees on [multiply.co.za/multiplymoney](https://multiply.co.za/multiplymoney).

## Who is excluded from Multiply Money?

The Multiply Money benefit is not available to adult and child dependents and US (United States of America) citizens.

## Why are adult and children dependents excluded?

Multiply is designed to reward main members and partners with cashbacks and discounts. In order to offer members a competitive and extensive benefit that creates more money for them, adult and child dependents are not eligible to earn cashbacks.

## Why are US citizens excluded?

The reporting obligation placed on Multiply by the US government is too onerous for us to carry out. In the event that a US citizen earns cashbacks, we will transfer their cashbacks into their bank account. We will only do this on an ad hoc basis once the earned cashbacks is of a minimum value and once we have the appropriate bank details.

## What if I am a foreign national?

As a foreign national you can make use of the benefit, however you are responsible to promptly inform us in writing if you are a tax

resident anywhere outside of South Africa. If you are required to pay tax outside of South Africa and do inform us, we are legally obligated to withhold tax at the current rate of 15% on the interest you have earned on balances in your savings wallet to pay over to SARS on a monthly basis.

## What are the legal and tax implications of me having Multiply Money?

The Multiply Money benefit may come with legal implications and obligations. If you earn cashbacks and interest on cashbacks you will be obligated to declare interest earnings to SARS. IT3(b) certificates will be issued where you earn an amount of interest more than the minimum as prescribed by SARS and we will email your certificate to you at the end of every financial year.

## Get your cashbacks

### What is a cashback?

A cashback is a percentage of the amount you spend given back to you when you shop at our cashback partners. These Rand-value cashbacks are transferred directly into your Multiply Money savings wallet where you earn a competitive flat interest rate on them from the first cent.

### What is a cashback partner?

We have grocery, pharmacy and Multiply online shop cashback partners.

Currently, our grocery cashback partner is Pick n Pay and our pharmacy cashback partner is Dis-Chem. Our Multiply online shop cashback partners are the partners you buy vouchers and products from on the Multiply online shop.

### How do I get cashbacks at Pick n Pay?

- In place of earning up to 12% in Smart Shopper points, Multiply now offers you up to 12% in cashbacks on your total qualifying spend at Pick n Pay.
- Firstly, activate the Pick n Pay benefit by logging into multiply.co.za and entering your Smart Shopper card number under My Partner Rewards before you start shopping.
- You can also activate the benefit by SMSing the word PnP, your ID number and your Smart Shopper number to 47214. **Example:** PnP 7712345678945 1234567891234567
- Before you pay, ask the cashier to swipe your Multiply card.

### How do I get cashbacks at Dis-Chem?

In place of earning up to 12% back in Dis-Chem Benefit points, Multiply now offers you up to 12% in cashbacks on your total qualifying spend at Dis-Chem by swiping your Multiply/Dis-Chem co-branded card when you buy qualifying products in store.

### How do I get cashbacks when buying on the Multiply online shop?

You will get cashbacks when you buy any voucher or product on the Multiply online shop.

### What is total qualifying spend?

Cashbacks will be given on qualifying products at each cashback partner.

**At Pick n Pay, items excluded from earning cashbacks from Multiply include, but are not limited to, as prohibited by legislation:**

- fuel
- tobacco and tobacco-related products
- Pick n Pay gift cards and top-ups
- Wallet top-ups
- money transfers
- prescription medicine and pharmaceutical goods
- baby formula (0-36 months)
- third party services and payments which include, but are not limited to electricity, USA Visa tokens, Axxess ADSL tokens, Hollard Insurance, U-Kash, SAA Cycle voucher, Austrian Visa tokens, Just Surf, Retail Bonds, all lottery tickets, transactions through SAA, bus tickets, MultiChoice, traffic fines, Splashout Mall Cards and pension payments.

**At Dis-Chem, items excluded from earning cashbacks include, but are not limited to, as prohibited by legislation:**

- prescription medicine and pharmaceutical goods
- plastic bags
- redemption of vouchers or gift cards or loyalty cards
- baby formula (0-36 months)

If any of our cashback partners make changes to the excluded items, these changes will automatically form part of the items that we do not give cashbacks on.

## Can I change where my cashbacks are sent?

No, you cannot change where the cashbacks you earn are transferred to. All cashbacks earned will be directly transferred into your Multiply Money savings wallet.

## When and how do I get my cashbacks?

If you have Multiply Money, you will automatically get your cashbacks into your Multiply Money savings wallet when you shop at our cashback partners. When you shop at our pharmacy and grocery cashback partners, Dis-Chem and Pick n Pay, you will get your cashbacks within 7 days as we are reliant on data from these partners. If you choose cashbacks when buying on the Multiply online shop, you will get your cashbacks within 24 hours.

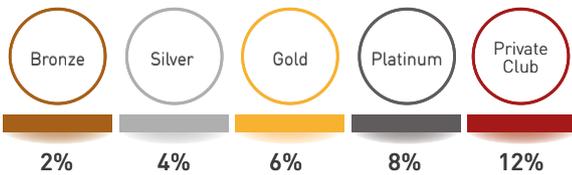
## How much cashbacks will I get?

The percentage of cashbacks you get depends on your Multiply plan and status/level.

### PREMIER

#### GROCERY

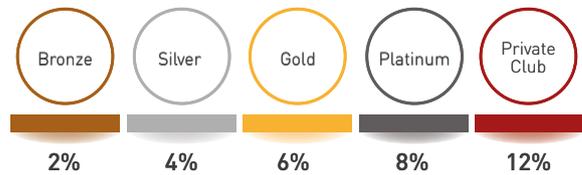
Pick n Pay



Spend limit  
SINGLE R2 000 per month FAMILY R3 000 per month

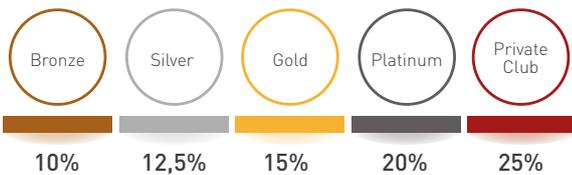
#### PHARMACY

Dis-Chem  
PHARMACIES



Spend limit  
SINGLE R2 000 per month FAMILY R2 000 per month

#### MULTIPLY ONLINE SHOP VOUCHERS



Yearly spend limit  
SINGLE R20 000 FAMILY R30 000

#### MULTIPLY ONLINE SHOP PRODUCTS



and many more

The percentage of cashbacks you get depends on the products you buy.

Yearly spend limit  
SINGLE R20 000 FAMILY R30 000

## PROVIDER

GROCERY



Up to 6% in cashbacks

Spend limit  
SINGLE R1 000 per month    FAMILY R1 500 per month

PHARMACY



Up to 6% in cashbacks

Spend limit  
SINGLE R2 000 per month    FAMILY R2 000 per month

MULTIPLY ONLINE SHOP VOUCHERS



Level 1    Level 2    Level 3

7,5%    10%    15%

Yearly spend limit  
SINGLE R10 000    FAMILY R15 000

MULTIPLY ONLINE SHOP PRODUCTS



and many more

The percentage of cashbacks you get depends on the products you buy.

Yearly spend limit  
SINGLE R10 000    FAMILY R15 000

## STARTER

PHARMACY



2% back

MULTIPLY ONLINE SHOP CASHBACKS

FITNESS DEVICES	ELECTRONICS AND APPLIANCES
 	 
10% back	5% back
MAGAZINES	VOUCHERS
 	 
25% back	5% back

### What is the difference between cashback partners and rewards partners?

**Cashback partners:** any Multiply partner where you are able to earn cashbacks (Dis-Chem, Pick n Pay and the Multiply online shop)

**Rewards partners:** any Multiply partner where you get discounts (Mango; SAA, Virgin Active).

### What happens if I earn cashbacks but I don't have Multiply Money?

We will keep your cashbacks until such time that we are able to get hold of you and get the right information from you to create your Multiply Money benefit.

### Will I earn interest on the cashbacks that you keep for me until I get Multiply Money?

No, you will not earn interest on the cashbacks we keep for you. You will only earn interest on cashbacks that are in your Multiply Money savings wallet.

## Does cashbacks replace discounts?

No, you can either choose to earn cashbacks or get a discount on your Multiply online shop purchase.

## Do my cashbacks expire?

No, cashbacks do not expire. You can save and spend them any time you want to.

## What happens when I return a purchase I earned cashbacks on?

- If you return a purchase from the Multiply online shop that earned cashbacks, we will refund you the amount of the item in Multiply online shop credit minus the cashbacks you earned. The cashbacks you earned will remain in your Multiply Money savings wallet.
- If you return a purchase that earned cashbacks from a retail store, we reserve the right to deduct the cashbacks you earned on that purchase from your Multiply Money savings wallet.

## Where can I see what I spent at each cashback partner and the cashbacks I earned?

You will be able to see the cashbacks you earned and spent on your monthly cashbacks statement available when you log into multiply.co.za. You will also see a high-level transaction history on the Multiply Money app and on multiply.co.za.

## What interest do I earn on my cashbacks?

**Multiply Money savings wallet:** You earn a flat interest rate from your first cent. This means that regardless of the balance in your Multiply Money savings wallet you will earn the same interest rate. Your interest rate is linked to prime so when prime changes so does your interest rate.

**Multiply Money payment wallet:** You do not earn an interest on the cashbacks in your payment wallet so only transfer from your savings wallet to your payment wallet when you're ready to spend.

## How do I transfer my cashbacks between my Multiply Money savings wallet and my Multiply Money payment wallet?

You can transfer your cashbacks across wallets by logging in to the Multiply Money app and selecting Transact or by logging in to multiply.co.za and selecting Transfer Money.

## How do I spend my cashbacks?

You can spend your cashbacks in four ways:

1. Make mobile payments at selected retailers by using the Multiply Money App;
2. Make payments anywhere in South Africa by using your Multiply Visa® Card. To do this you must order a Multiply Visa® Card or link your existing card to your Multiply Money payment wallet by calling 0860 111 183.
3. Pay directly from your Multiply Money payment wallet when you shop on the Multiply online shop.
4. Send your cashbacks to another Multiply member with a Multiply Money payment wallet.

# Save your cashbacks

## What interest do I earn on my cashbacks?

**Multiply Money savings wallet:** You earn a flat interest rate from your first cent. This means that regardless of the balance in your Multiply Money savings wallet you will earn the same interest rate. Your interest rate is linked to prime so when prime changes so does your interest rate.

**Multiply Money payment wallet:** You do not earn an interest on the cashbacks in your payment wallet so only transfer from your savings wallet to your payment wallet when you're ready to spend.

## Can I transfer my cashbacks to my bank account or any other savings account or can I withdraw my cashbacks from an ATM?

No, your cashbacks can only be transferred to your Multiply Money savings wallet to earn interest or to your Multiply Money payment wallet to be spent.

## Is there a minimum balance required in the wallets?

Yes, you have to keep a minimum of R20 in your savings wallet. Your cashbacks will be transferred into your savings wallet and we will automatically allocate your minimum balance for Multiply Money. You will see a difference of R20 on your current balance and available balance.

### **Will I earn interest on the minimum balance in my savings wallet?**

Yes, you will still earn interest on the minimum balance of R20 in your savings wallet.

### **Can I get my R20 minimum balance out?**

Yes, but only when your Multiply Money benefit is closed, which will only happen if your Multiply contract is cancelled.

## Spend your cashbacks

### **How do I transfer my cashbacks between my Multiply Money savings wallet and my Multiply Money payment wallet?**

You can transfer your cashbacks across wallets by logging in to the Multiply Money app and selecting Transact or by logging in to [multiply.co.za](https://multiply.co.za) and selecting Transfer Money.

### **How do I spend my cashbacks?**

**You can spend your cashbacks in four ways:**

5. Make mobile payments at selected retailers by using the Multiply Money App;
6. Make payments anywhere in South Africa by using your Multiply Visa® Card. To do this you must order a Multiply Visa® Card or link your existing card to your Multiply Money payment wallet by calling 0860 111 183.
7. Pay directly from your Multiply Money payment wallet when you shop on the Multiply online shop.
8. Sending your cashbacks to another Multiply member with a Multiply Money payment wallet.

### **What verification is needed to spend my cashbacks?**

If we have verified your ID and cellphone number, you will be able to use the Multiply Money app to make mobile payments or send your cashbacks to a friend. You will also be able to make purchases directly from your Multiply Money payment wallet when buying from the Multiply online shop.

If we have verified your ID and your residential address you will be able to use your Multiply Visa® Card – as long as you have linked your card to your Multiply Money payment wallet.

### **Are there any fees for spending my cashbacks?**

- All mobile payments, online payments and Card payment transactions are free when the transaction is approved.
- A flat fee of R1.50 is charged for sending money to another Multiply Money payment wallet.
- In the event that the transaction is declined because of insufficient funds or for any other reasons you will pay a penalty fee of R3.
- Find a full list of charges and fees on [multiply.co.za/multiplymoney](https://multiply.co.za/multiplymoney).

## **1. Mobile payments**

### **What are mobile payments?**

Mobile payments are payments made from a mobile device such as a cellphone. These payments are operated under financial regulation.

### **How do I spend my cashbacks using mobile payments?**

- Download the Multiply Money app and log in or register.
- Then make sure you have transferred enough cashbacks from your Multiply Money savings wallet to your Multiply Money payment wallet.
- Check the updated list of retailer approved for mobile payments on the Multiply Money app or on [multiply.co.za](https://multiply.co.za).
- Go to Transact → Mobile Payments on the app and select the store where you want to make the payment.
- Generate a code by following the instructions on the app and present it to the cashier to scan.
- The code lasts for 15 minutes only for security reasons, so only generate it when you're ready to pay.

## 2. Multiply Visa® Card

### What is the Multiply Visa® Card?

The Multiply Visa® Card lets you spend your money smartly in two ways:

1. **Spend your cashbacks:** Use the cashbacks in your Multiply Money payment wallet – and swipe to pay for your purchases anywhere in South Africa.
2. **Pay for medical expenses:** If you're a Momentum Health member, you can now swipe your card at a healthcare provider, pharmacy or even a vet in South Africa using the funds in your Momentum HealthSaver account.

### Do I qualify for the Multiply Visa® Card?

Multiply Premier and Provider members can apply for a Multiply Visa® Card. Multiply Starter members need to have a HealthSaver account to get a Multiply Visa® Card.

### How do I apply for the Multiply Visa® Card?

You can apply for the Multiply Visa® Card by logging in to the Multiply Money app and on [multiply.co.za](https://multiply.co.za) or by contacting Multiply Money on 0860 111 183 or [multiplymoney@multiply.co.za](mailto:multiplymoney@multiply.co.za).

After your successful application you will get a call from our couriers within 48 hours of applying for your card to arrange for delivery (weekends not included). Your card will be delivered to you within 7 working days. You can call the Multiply Money on 0860 111 183 and speak to a service consultant to track the delivery of your card.

### Do I get charged for ordering a card or delivery of the card?

No, there are no charges for ordering the card or delivering the card to you. However, if you do successfully order the card and then schedule an appointment with our courier company to receive the card and you miss this delivery, you may have to carry the cost for the next delivery attempt. For more on card charges and fees, visit [multiply.co.za/visacard](https://multiply.co.za/visacard) and click on Fees.

### Can I get additional Multiply Visa® Cards for my partner or dependant to use?

- If you have Multiply Money only, one card can be issued in your name and linked to your Multiply Money payment wallet.
- If you have a HealthSaver account, up to two cards can be issued to either the principal, adult dependent or spouse. The principal member will be responsible for any transactions or fees on all the linked cards.

### What does the Multiply Visa® Card cost?

If you are a Multiply Premier or Provider member, you will not pay any monthly fees for the Multiply Visa® Card. If you have Multiply Starter, the Multiply Visa® Card costs just R10 a month. All card fees will be debited from your HealthSaver account. Additional card charges may apply. Visit [multiply.co.za/visacard](https://multiply.co.za/visacard) to find the complete list of fees.

### How do I activate my Multiply Visa® Card?

- Your card will be activated automatically once your FICA documents have been verified. You will get an SMS once your card has been activated and you will then be able to use your card.
- Please allow 24 hours after delivery for FICA verification. The FICA verification can only happen once we have received all your FICA documents and we have confirmed that they are correct.

### What FICA documents do I need?

**Before you can collect your card from the courier, you need to provide the following:**

- Proof of identity – a valid South African ID or Smart ID, valid driver's licence or valid South African passport.
- Proof of address – a valid utility bill or property rental/bond statement which shows your name and address.

### How do I use the Multiply Visa® Card?

- When applying for your Multiply Visa® Card, you can choose to have it linked to either your Multiply Money payment wallet or your HealthSaver account or to both.
- If your card is linked to Multiply Money, you can use your card for point-of-sale or online purchases at Visa-enabled merchants anywhere in South Africa.
- If your card is linked to your HealthSaver account, you can use your card at healthcare providers, pharmacies and veterinarians in South Africa.
- Multiply Starter members can only link their Multiply Visa® Card to their Healthsaver account, and not to their Multiply Money payment wallet.

### **What happens when I link my Multiply Visa® Card linked to both my Multiply Money payment wallet and my HealthSaver account?**

If you choose to have your card linked to both Multiply Money and to your HealthSaver account, your purchases will automatically use the money in your HealthSaver account when you shop at healthcare providers, pharmacies and vets in South Africa and from your Multiply Money payment wallet for all other purchases.

### **If I already have a Multiply Visa® Card and I get Multiply Money, do I need to get another card to link to my Multiply Money payment wallet?**

No, you can simply link your existing Multiply Visa® Card to your Multiply Money payment wallet.

### **What happens when I do not have sufficient funds in my HealthSaver account when I make a purchase at a healthcare provider, pharmacy or vet but I have sufficient funds in my Multiply Money payment wallet?**

The transaction will be declined. We will not use the funds in your Multiply Money payment wallet when there are insufficient funds in your HealthSaver account.

### **What happens when my Multiply Visa® Card is not linked to a HealthSaver account and I make a purchase at a healthcare provider, pharmacy or vet?**

The purchase amount will be deducted from the balance in your Multiply Money payment wallet.

### **Can I split my purchase between my HealthSaver account and Multiply Money payment wallet?**

No. The card will always use one of the payment values at a time based on how your card is linked.

### **Can I split my purchase between my Multiply Visa® Card and my bank card?**

Yes, if the retailer allows split payments.

## **3. Multiply online shop**

### **How do I spend my cashbacks on the Multiply online shop?**

- First, make sure you have transferred enough cashbacks from your Multiply Money savings wallet to your Multiply Money payment wallet.
- When you are ready to pay on the Multiply online shop, choose Multiply Money as your payment option and complete the process.
- The amount will be deducted from the balance of your Multiply Money payment wallet.
- You will still get your product discounts and voucher cashbacks with your purchase.

## **4. Sending cashbacks**

### **How do I send cashbacks to others?**

- First, make sure you have transferred enough cashbacks from your Multiply Money savings wallet to your Multiply Money payment wallet.
- You can send your cashbacks to anyone who has Multiply Money. Log into the Multiply Money app and select Send money.
- You will need to know the cellphone number of the recipient, which must be the same cellphone that they use for Multiply Money.
- There is a transaction fee for sending your cashbacks.

## **Multiply Money app**

### **How do I get the Multiply Money app?**

You can download the Multiply Money app from the Google Play Store for Android devices or from the App Store for Apple devices. Search for **Multiply Money**.

### **Who can get this app?**

The app is available to Multiply members.

## What operating systems are supported?

iOS 7 or later for Apple and Android 4.3 (Jelly Bean) or later for Android phones.

## What can I do on the Multiply Money app?

The Multiply Money app lets you manage and use Multiply Money anywhere, anytime.

### View your Multiply Money wallets

- Check your Multiply Money wallet balances and transactions to see the cashbacks you have, the interest you've earned and what you've spent.

### Spend your cashbacks

- Get ready to spend by transferring cashbacks between your Multiply Money savings wallet to your payment wallet.
- Shop till you drop by spending your cashbacks at a wide range of stores using the mobile payment option.
- Become everyone's favourite by sending money to family and friends who also have Multiply Money.

## What does it cost to use the Multiply Money app?

The app is provided free of charge; however, data used for download and app usage will be subject to the charge levied by your service provider.

## How do I register for the Multiply Money app?

The Multiply Money app uses the same login credentials as multiply.co.za or momentum.co.za. If you don't have these credentials, you can register on the app. These same credentials can also be used to log into multiply.co.za or momentum.co.za.

## What if I have forgotten my password for the Multiply Money app?

**Step 1** Select the "Forgot Password" option.

**Step 2** Enter your email address/username.

**Step 3** A new password will be sent to your email address.

**Step 4** Log in and change your password (Remember this will change your momentum.co.za login details as well.)

## What should I do if my account is locked?

We lock your account after three failed login attempts. To reset your password, please follow the "Forgot Password" process above.

## How do I report an issue with the app?

Please email us at [appsupport@multiply.co.za](mailto:appsupport@multiply.co.za).

**For us to investigate, you'll need to provide us with the following information, as we cannot see your personal data:**

- a screenshot of the error with sensitive data removed
- a description of the steps taken which resulted in the error
- the date and time the error occurred

