

# Multiply Money app FAQs

## 1. Getting the 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 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 temporary password will be sent to you via SMS.

**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.

### Do I need to be online to use the Multiply Money app?

Yes, internet connectivity is required for you to use the Multiply Money app.

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

#### Watch your money grow

- The Multiply Money app is your gateway to Multiply Money.
- View all the money you receive in your Multiply Money wallets and watch it grow with a great interest rate.
- Set savings goals and keep track with the Savings Tracker.

#### Spend your money

- Transfer money between your Multiply Money savings wallet and payment wallet.
- Use the mobile payment option at a qualifying retailer to pay for your shopping.
- Send money to family and friends who are also Multiply Money users.

#### Manage your Multiply Money Card

- Link your Multiply Money Card to your Multiply Money payment wallet so you can swipe your card anywhere in South Africa.
- Set a PIN to use your Multiply Money Card to pay for online transactions.
- Reset your PIN, stop your card or reorder a new card.

## 2. Manage your Multiply Money wallets

### What can I do on the app with my Multiply Money wallets?

You can do the following on the app:

- View the money transferred into your Multiply Money savings wallet.
- Transfer money from your Multiply Money savings wallet to your Multiply Money payment wallet to spend.
- Spend your money by using mobile payments or send money to other Multiply Money users.
- View and share your Multiply Money details to receive deposits from other bank accounts.
- Manage your Multiply Money Card: apply, activate, link, re-order or stop your card and change your PIN or set a PIN for online 3D Secure payments.
- If you are a Momentum Medical Scheme member with a HealthSaver account, you can transfer money from your Multiply Money savings or payment wallet to your HealthSaver account.

### 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 money using mobile payments?**

- Download the Multiply Money app and log in or register.
- Then make sure you have transferred enough money from your Multiply Money savings wallet to your Multiply Money payment wallet.
- Check the updated list of retailers approved for mobile payments on the app or on 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 30 minutes only for security reasons, so only generate it when you're ready to pay.

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

- First, make sure you have transferred enough money from your Multiply Money savings wallet to your Multiply Money payment wallet.
- You can send your money 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 money. Find a full list of fees on multiply.co.za

### **How do I set a savings goal?**

- Log in to the Multiply Money app.
- Click on Set a goal under your savings wallet balance.
- Follow the steps to set your own personal savings goal.
- View your progress and get notifications and tips along your journey.

## **3. Security**

### **How am I protected when I use the Multiply Money app? Is it safe?**

#### **We keep your credentials safe.**

We always encrypt your data, including usernames and passwords, before transmission or storing. This encryption is done using 256-bit encryption, the same that banks use. Your credentials are never seen by employees or any other person.

#### **We secure your data at all times.**

Apart from encryption, we also store your credentials separately to your transactional data, and remove all information that could identify you. This means that, even in the unlikely event that your data is intercepted and that it can be decrypted, your information cannot be linked to you. Transactions require mobile verification and you are required to accept a USSD push notification or enter an OTP (One-Time PIN) to approve sensitive transactions.

#### **We restrict access to your data.**

If you log a security issue with the app, it may be necessary to investigate and review system logs, which may include your depersonalised data, to understand the issue. Employees will never see your credentials or account information.

#### **We get our security independently audited.**

Our systems are regularly audited by experts in the information security industry. These audits include the apps, APIs and access to our servers. Any audit findings that pose a viable security risk are immediately resolved.

We make use of our trusted device feature to ensure that you control the devices you allow to access your Multiply Money benefit.

### **What is a trusted device?**

A trusted device means that we make use of existing authentication mechanisms to identify you and then add an additional layer of security by "trusting" your device. This means that your unique device is trusted by us and if someone tries to access your profile on an application on another device, we will recognise that the device is not yours and therefore it is not trusted and no access is granted. This is an industry standard that helps combat phishing and other scams aimed at remotely obtaining your credentials and impersonating you by logging into your profile.

### **Can I have more than one trusted device?**

Yes you can have up to three trusted devices. You will have to follow an authentication process to trust each device.

### **Can I share a trusted device with someone?**

A trusted device records unique device information and ties it to your unique profile/ identity. This means that only one person can make use of a trusted device for the same entity application that makes use of trusted device functionality. For example, two people cannot make the same device a trusted device for the Multiply Money app. A device may be shared however trusting of devices may not be shared.

### **What if I lose my phone and it was a trusted device?**

Not to worry, your information will be safe provided you did not share your login credentials with anyone. You can also remove or swap a device from your trusted devices by using the primary trusted device (one you trusted first) or by calling our contact centre on 0860 11 11 83.

### **What should I do if I suspect fraud?**

Report all incidents to the institution where your account is held and change your password immediately.

We will co-operate with any investigations conducted by the institution. If it is found that data or information you entrusted to us is lost, stolen or compromised because of our negligence and an amount of money is stolen from your account as a direct result, we will refund you that amount. Please refer to the Multiply Money and Multiply Money app terms and conditions for more information.

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

Please email us on multiplymoney@multiply.co.za for us to investigate, you'll need to provide us with the following information, as we cannot see your personal data for your protection:

- 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