

## Momentum Multiply app FAQs

### 1. Who can access the Momentum Multiply app?

All Momentum clients can access the app. You do not have to have Multiply to access the app.

### 2. Which login details must I use on the app?

Use the same login details you use to access your Momentum and Multiply online profiles.

### 3. Will the app be different from the Momentum Multiply website?

The app displays the same information as the Multiply website, but in an app view.

### 4. Is the Momentum Multiply app separate from the Multiply Money app and Momentum app?

Yes, it is. Some functionality overlaps between the apps; for example, you will also be able to see your Multiply Money balances on the Momentum Multiply app, although you cannot make transactions.

### 5. Why do you have so many apps?

The Momentum Multiply app is designed to offer Multiply members a quicker and easier way to engage with Multiply. We are currently exploring the use of only one app.

### 6. Can I buy directly from the Multiply online shop on the app?

You will be redirected from the app to the Multiply online shop to make purchases.

### 7. How do I download the Momentum Multiply app when using a Huawei device?

Google services do not support the latest Huawei P30 mate and P40. This means you will not be able to access the Google Play Store from these devices. We will announce a way forward for clients using these devices soon.

### 8. Can I link my fitness tracking devices directly on the app?

Yes, but you must first register on the device's website, and then you can link it to your Multiply profile.

### 9. Can I book a fitness assessment on the app?

Yes. When you click on fitness assessment on the app, you will be redirected to the web page where you can book your fitness assessment.

### 10. Can my Multiply partner/dependants use the app too?

Yes. They can log in to the app using the same details they use to access their Multiply profiles. They will have the same full functionality on the app as you do, such as viewing Multiply Money balances and points.