

Multiply Wins

FAQs

Weekly Wins

1. What is Weekly Wins?

Weekly Wins rewards Multiply Premier members for reaching their weekly activity targets. Once your weekly target has been achieved, you will be rewarded with a treat. You may select one treat a week from the list of treats available. To enable you on your journey to being fit and active, we're personalising your goals according to the target you achieve.

2. Who qualifies for Weekly Wins?

All Multiply Premier main members and partners 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 a device, you can get discounts or cashbacks when you buy one from the Multiply online shop. Link your device on your Multiply profile. For Apple and Samsung devices, you will use the FitVault app. If you don't have a fitness device you can use your phone to track your activity.

Step 2: Log in to multiply.co.za and check your weekly activity target under Weekly Wins.

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

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. How do I track my activities?

You can track your activities in the following ways:

- Use a Multiply-approved activity tracking device linked to your Multiply profile.
- Use Strava, which you can link on the Multiply app and website and use with most smartphones.
- For Huawei phones, link your Huawei Health app on the Multiply app and website.
- For Apple phones, link your Health Kit app on the FitVault app.
- For Samsung phones, link your Samsung Health app on the FitVault app.

5. Which activities qualify for Weekly Wins?

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

6. 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.

7. 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 your weekly goal.
- You will be able to sync your device up until midnight on Wednesday to earn a Weekly Win for the previous week.

8. Which treats can I choose if I achieve a Weekly Win?

You can select one of the following treats from our Weekly Wins partners:

- a R25 Dis-Chem voucher
- a hot beverage from Wimpy including and limited to:
 - Regular Caffè Latte
 - Regular Cappuccino
 - Regular Coffee
 - Regular Americano
 - Single Espresso

*excludes Hot Chocolate, Decaf and Cremoccino

- a R25 Nando's voucher to use when you spend R100 or more at Nando's restaurants. Available in store only.
- a R25 Total voucher for fuel and in-store purchases. This excludes items from Café Bonjour.
for a list of participating Total stores.
- a R30 Fishaways voucher for in-store purchases.
for a list of participating Fishaways stores.

Monthly Wins

9. What is Monthly Wins?

Monthly Wins rewards members for every 4-week Weekly Wins winning streak.

10. Who qualifies for Monthly Wins?

All Multiply Premier main members and their partners qualify for Monthly Wins.

11. How do I earn Monthly Wins?

- Achieve a 4-week Weekly Wins streak and get rewarded. A streak is made up of four consecutive Weekly Wins.
- Remember to sync your device.
- Once you earn your Monthly Wins, choose your treat.

12. Which treats can I choose if I achieve a Monthly Win?

You can choose one of the following treats:

- a R125 partner voucher; or
- R100 into your HealthSaver account (this option is available if you've achieved at least a Level 3 fitness assessment result and uploaded proof that you've been vaccinated against Covid-19).

13. How does the Wimpy Monthly Wins Voucher work?

You'll get a R125 Wimpy voucher that you can use to get five beverages from the Weekly Wins list.

14. Can I exchange the five beverages from the list for one beverage that is not on the list?

No. If you redeem a R125 voucher at Wimpy, this will only include your choice of five beverages from the list for Weekly Wins.

15. Do I have to take all five beverages at once?

You will get one voucher to the value of R125. If you do not use the full amount, you will not get change and you cannot use the rest at a later stage.

16. Where can I find my streak or goal?

- When you log in to multiply.co.za, you will see your Weekly and Monthly Wins on your main dashboard.
- For Weekly Wins, 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 or decreases as you achieve your weekly goals.

17. When can I select my treat?

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

18. 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 and Monthly Wins from the dashboard
- Click on View Details
- Click on the Use My Voucher tab

19. How do I use my voucher?

- 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.
- Make sure you let the cashier or waiter know that you have a Weekly or Monthly Wins voucher before you place your order or pay.

20. 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.

21. Who can I contact if I do not receive my voucher?

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