



Client number: 000000000000

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Hi Member

Following the recent developments with COVID-19 and the national lockdown, we recognise that this may affect your gym fees and Active Dayz. We'll make the following adjustments to your fees and Active Dayz to make sure you're not worse off as a result of not being able to go to the gym.

Your gym fees

We will not deduct any gym fees for April. If your April fee was already deducted, we will refund it to you by 31 March. If gyms re-open in April, you will be able to return to your gym in April for free.

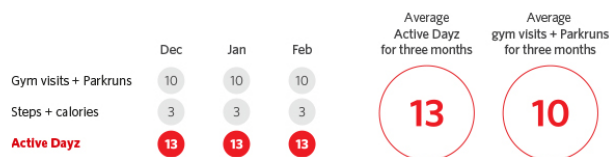
Your future discounts

We will not take March and April gym visits into consideration when determining future discounts. Your Save as you Gym discount for May (and possibly the months after) will be calculated using your average monthly discount for the past three months, December 2019 to February 2020.

We will monitor the situation and we will communicate further updates if gyms remain closed in May.

Your Active Dayz?

We'll work out your average gym visits, Parkruns and total Active Dayz for the previous three months



Scenario 1

If you have no Active Dayz, we'll give you your average gym visits and Parkruns from the previous three months.

	Mar	Total for March
Gym visits + Parkruns	0	10
Steps + calories	0	

Scenario 2

If you have some Active Dayz based on steps and calories, but this is less than your average, we'll make up the difference to get you to the average from the previous three months.

	Mar	Total for March
Gym visits + Parkruns	0	13 = 7 + 6 extra gym visits + Parkruns (totalling the average from the previous months)
Steps + calories	7	

Scenario 3

If you have some Active Dayz based on steps and calories, but this is more than your average, we'll give you your actual number of Active Dayz.

	Mar	Total for March
Gym visits + Parkruns	0	20
Steps + calories	20	

Either way, you'll continue earning Active Dayz (and the points for those Active Dayz, subject to normal limits). Your Active Dayz for March will be credited to you in April but in time for your Myriad discounts, HealthReturns and EmployeeReturns to be allocated.

We'll reassess the situation at the end of April and communicate with you on how we'll proceed.

If you have any questions, please email or WhatsApp us.

Any questions?

0861 88 6600

multiply@momentum.co.za

multiply.co.za

Yours in wellness
Johan Kleu
Executive Head: Multiply



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