



#### I have not received the welcome mailer from Multiply?

Contact the Multiply call centre on **0861 88 66 00** or **multiply@momentum.co.za** for more details  
They will need your **ID number** and qualifying employer group - NAPTOSA - to assist.

#### How do I activate my Starter membership?

You will receive a welcome e-mail from **Multiply** with the link to the website: **www.multiply.co.za**  
Simply click on the link and then on **Login/Register** at the top right corner and follow the screen prompts to complete the registration process.

#### I'm a Starter Client, why don't I get a membership card?

Membership cards are only issued on **Multiply Provider** and **Multiply Premier** contracts

#### How will I know what benefits I have?

Logon to **www.multiply.co.za** to see the full range of partners and the discounts available on all Multiply options  
(Starter, Provider, Premier)  
Select **Options** ➔ **Starter** ➔ **Review information**

#### How do I use the benefits?

All benefits can be accessed via the **www.multiply.co.za**.  
**Login** ➔ **Rewards** ➔ **My Partner Rewards** ➔ **Select partner** ➔ **click link to partner site / online shop to use**

#### How do I book NuMetro tickets ?

Via the **Multiply website** / directly on **NuMetro website** / **SelfService kiosks**  
Websites : **Login** ➔ **select Movie & seats** ➔ **Apply Discounts** ➔ **Select Momentum Multiply** ➔ **Complete RSA ID number and DOB fields for each ticket** ➔ **Pay discounted price**  
Self Service : **Select movies & Seats** ➔ **Apply Discounts** ➔ **Momentum Multiply** ➔ **Complete RSA ID number and DOB fields** ➔ **Pay discounted price**  
Remember : Multiply Starter discounts are valid for principal member plus one(not entire family)

### How do I use the DisChem benefit?

Go to the service desk at your nearest Dis-Chem store with your ID to get the Dis-Chem benefit activated  
Simply hand in your existing Dis-Chem Benefit card with your ID number and they will link a new Multiply branded Dis-Chem benefit card to your Multiply profile  
Shop and swipe like normal - minimum basket of R10 required to earn rewards.

### How do I get the Edcon vouchers?

These can only be purchased from the online store. Login to the Multiply online shop at [www.multiplyonlineshop.co.za](http://www.multiplyonlineshop.co.za)  
Go to **Lifestyle** → **Vouchers** → **Edcon** → **Select Denomination** → **Complete details** → **Add to Basket** -> **proceed to checkout** → **Pay**  
Your activated gift card code will be sent to you on SMS within 3 working days.

### How do I book Intercape to get the discount?

Contact the Multiply Travel Desk on **0861 100 155** or email [multiplytravel@momentum.co.za](mailto:multiplytravel@momentum.co.za) between **Monday-Friday, 08:00-17:00**.  
You will need to have your Multiply client number, ID number or passport number at hand when making your booking.  
Changes to travel arrangements can be made directly through the Multiply Travel Desk. Cancellations can be made one hour after the ticket was purchased until 15 minutes before the scheduled departure time which may include a non-refundable percentage of the initial ticket price as per **INTERCAPE'S Ts & Cs**  
For afterhours cancellations, members must call the **24/7 INTERCAPE** call centre on **021 380 4400**. A Multiply agent will call the member during the next business day in order to issue the refund.

### How do I book discounts on flights?

Local flights with Mango can be booked directly on [www.flymango.com](http://www.flymango.com)  
Use the Momentum Multiply Login and the system will automatically pick up the applicable discount based on your ID number.  
Partner specific discounts will be applied to combined Mango flight and Avis car rental bookings when booking on the flymango.com website.

### How do I buy on the Multiply online store and qualify for further discounts?

Register and create logins on [www.multiply.co.za](http://www.multiply.co.za) and then access the online shop with these logins.  
Logon to [www.multiplyonlineshop.co.za](http://www.multiplyonlineshop.co.za) and start browsing per category / partner.  
Find what you're looking for and follow the screen prompts to select and pay with your chosen visa card.  
Multiply Starter discounts are set, but if you move up to Provider or Premier you can increase possible discounts by improving status levels.

### How do I change to Multiply Provider or Premier ?

Logon to [www.multiply.co.za](http://www.multiply.co.za) and select **Upgrade Now**. Follow the screen prompts to select new option and complete the payment instruction details for monthly premiums  
Once your updated profile has been created you will receive a confirmation e-mail from Multiply with your new membership number and a welcome pack will be posted to the address supplied. (up to 14 working days)

### What are the fees for the different options?

Multiply Starter	Multiply Provider		Multiply Premier	
Free with any Momentum product and to members of qualifying employer groups	Single Member	R 75	Single Member	R 219
	Family of 2	R 95	Family of 2	R 269
	Adult Dependants	R 12 each	Family of 3+	R 299
	Children	Free		

Terms and conditions apply.

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