

Multiply Engage

FAQs

1. What is Multiply Engage?

Multiply Engage is a new wellness rewards programme that helps you live a healthy, balanced life by focusing on both your physical health and mental wellbeing. When everything is in balance, you can thrive. And we're here to Engage you on this journey to wellness.

2. Who can join Multiply Engage?

You can join Multiply Engage if you're a Momentum Medical Scheme member on the Ingwe option, Momentum Health4Me or other qualifying schemes.

3. How can I join Multiply Engage?

As a Momentum Medical Scheme member on the Ingwe option, Momentum Health4Me or other qualifying schemes, you're already a Multiply Engage member for free. Upgrade to Multiply Engage Plus on the Multiply app and boost your rewards.

4. What's the difference between Multiply Engage and Multiply Engage Plus?

On Multiply Engage you get basic partner rewards from selected partners to get you started on your journey to wellness. When you join Multiply Engage Plus, you get access to more partners and multiply your partner rewards. You also start earning cashbacks. The more you do to look after your health, the more you score.

5. How much does the Multiply Engage Plus membership cost?

Principal member	R175 per month
Spouse/partner	R80 per month
Adult dependant (18 years +)	R30 per month
Child dependant (7-17 years)	R20 per month
Child under 7 years	FREE

If you decide to join, your whole family on your medical aid plan will become members of Multiply Engage Plus.

6. How can Multiply Engage help me to be healthier?

Multiply Engage helps you to know where you stand in terms of your health, gives you info on what to do next and helps you improve your health. We meet you where you are on your health journey and guide you from there with practical tips and tangible rewards.

7. What rewards do I get on Multiply Engage?

You get rewarded with partner rewards at selected partners on Multiply Engage. When you upgrade to Multiply Engage Plus you get partner rewards from a wider range of partners and start earning cashbacks. Cashbacks are paid into the Multiply digital payment wallet.

8. What do I need to do to get rewarded?

Multiply Engage

You get basic partner rewards from day one when you download the app and register a profile.

Multiply Engage Plus

You get rewarded for doing the following activities:

- doing your health and fitness assessment (this determines the rewards level for your discounts or cashbacks from partners)
- achieving your Active Dayz and Recharge Dayz goals (achieving your goals mean you earn Weekly Wins)

9. What is the Lifestyle Quiz?

The Lifestyle Quiz is a short quiz that asks questions about how you eat, sleep, move, breathe and connect. It has a few simple questions in each section. As you complete each section, you can move on to the next section. Once you've completed the quiz, you'll get a Lifestyle Score and access to the Multiply Digital Coach tool.

10. I don't have time to do the Lifestyle Quiz at once. Can I come back and finish it later?

Yes. You can start the quiz and come back later to finish it. We'll save your progress on the Multiply app.

11. What is the Multiply Digital Coach tool?

The Multiply Digital Coach is a tool that supports you to make better lifestyle choices to help you improve your overall wellbeing. After you've done the Lifestyle Quiz, you'll get a score on each area of your life (eat, sleep, move, breathe and connect). The digital coach tool will give you practical tips on how to improve in these areas.

12. What is a health assessment?

A health assessment shows you how healthy you are and calculates your Healthy Heart Score.

At risk Red	Effort required Amber-Red	Be aware Amber	Healthy Amber-Green	Super healthy Green
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You can do a health assessment at Dis-Chem, Clicks, or at selected Multiply registered health professionals. They'll measure your cholesterol, blood glucose, blood pressure and body composition. That, together with your smoking status, will give you your Healthy Heart Score. Momentum Medical Scheme members get one free health assessment per year.

13. How do I get rewarded for doing my health assessment?

The rewards level for partner discounts or cashbacks that a Multiply Engage Plus member will qualify for will be determined by using their health and fitness assessment result.

14. What is a fitness assessment?

The Multiply fitness assessment shows you your overall level of fitness. The assessment is personalised, incorporating your height, weight and physical activity level. We'll measure your body composition, muscle strength and cardiovascular fitness and give you a fitness level of between 1 and 5 (At risk to Super fit).

You can do an online or in-person fitness assessment.

15. How does the online fitness assessment work?

An online fitness assessment costs R250 and is valid for six months. You can do an online fitness assessment in the comfort of your own home. Make sure you have a stable internet connection and book your appointment on the Multiply app. You can also pay for the online fitness assessment with a voucher from the Multiply online shop.

16. How does the in-person fitness assessment work?

Book your in-person fitness assessment with a health professional on the Multiply app. The in-person fitness assessment costs R460 and is valid for 12 months.

17. Why should I do a fitness assessment?

You'll know how fit and healthy you are, plus you get a report with comprehensive feedback on your results. The rewards level for partner discounts and cashbacks that a Multiply Engage Plus member will qualify for will be determined by using their health and fitness assessment result.

18. How do I prepare for the fitness assessment?

Make sure you have your ID number available for your appointment. Wear comfortable clothing because you'll be active. To get the best outcome, do not exercise on the day of your assessment. For the online fitness assessment, have a tape measure handy.

19. What is Active Dayz?

You earn Active Dayz when you achieve your daily activity goal.

20. How do I earn Active Dayz?

On Multiply Engage Plus you earn Active Dayz you take 10 000 steps in a day or burn 300 calories in one workout session. Track your activity with any of the compatible fitness devices or smartphone apps. You can link a device or smartphone on the Multiply app. Remember to sync your device regularly. Sync your device at the end of each week on a Sunday night to see if you achieved your Weekly Wins.

21. How do I link a device?

Log in to the Multiply app to link your device. You'll be able to find all the compatible devices on the app.

22. What is Recharge Dayz?

Recharge Dayz assesses your readiness to face the day by measuring your resting heart rate with the Multiply app.

23. How do I earn Recharge Dayz?

Simply scan your finger on the Multiply app first in the morning (before 08:00), and if you get a good Recharge Score (Level 4 or 5), you'll earn Recharged Dayz.

24. Why should I earn Active Dayz and Recharge Dayz?

As a Multiply Engage Plus member you can score Weekly Wins for achieving your weekly activity goal and Recharge Goal.

25. What are Weekly Wins

It will encourage you to remain fit and healthy, to ensure you get the maximum rewards. As a Multiply Engage Plus member you can score Weekly Wins for achieving your Weekly Wins and Recharge Goal.

26. How will my partner benefits be determined?

Your partner rewards level will be based on your current health outcomes. Your fitness level (At risk to Super fit) and health assessment result (At risk to Super healthy) will determine the level you fall under. The level determines the percentage discount or cashbacks that you'll get from partners for the specific month your results are valid for. The higher level between principal and spouse will be used to determine the level across the family composition. Rewards will be paid as cashbacks into your digital wallet. So, the healthier you are, the more you score!

REWARDS LEVEL	No Healthy Heart Score	At risk	Effort required	Be aware	Healthy	Super healthy
Super fit	2	3	3	4	5	5
Fit	2	2	3	3	4	5
Be aware	1	2	2	3	3	4
Effort required	1	1	2	2	3	3
At risk	1	1	1	2	2	3
No fitness assessment	1	1	1	1	2	2