Q&A

Myriad transition arrangement for Multiply Premier members

When does the Multiply programme close for new business?

At the end of Dec 2022.

Until when can existing Myriad clients without Multiply Premier membership add multiply to their Myriad policy for discount purposes?

They can take up Multiply membership until Multiply closes for new business at the end of 2022.

Can I still improve my Multiply Premier related Myriad discounts during 2023?

Yes, clients can improve their discounts in 2023 by improving their Healthy Heart Score, physical activity level (Active Dayz™ or Fitness Assessment), and multiply status in 2023. From 1 January 2024, when the transition to the long-term protected discount levels starts, clients can no longer improve their discounts.

What options will be available to existing Myriad clients who are Multiply Premier members when Myriad de-links from the Multiply programme in the beginning of 2024?

The default option will be the transition to the long-term protected discount level. Clients will also have the option to migrate to the new Myriad discount mechanism that can be selected from 22 September 2022 by way of an easy alteration and discounts can be activated by way of an in-app digital screening.

Is Myriad legally obliged to provide the long-term protected discount or maintain discounts for Multiply Premier members?

No, there is no legal obligation to maintain discounts for clients. The dynamic discount model linked to Multiply was designed to provide deep discounts that are annually renewable, with the option for Momentum to change requirements and rules as insights emerge. The long-term protected discounts offered for clients affected by the de-linking is a voluntary gesture of good faith from Momentum.

Are there any requirements that Myriad clients with Multiply Premier membership have to meet to benefit from the long-term protected discounts?

Up to the end of 2023 the normal Multiply rules and requirements apply. Thereafter, we only require clients to complete their three-yearly Momentum Interactive reassessments on momentum.co.za if they benefit from a Momentum Interactive discount that is higher than their long-term protected discount.

Do I need to keep my Multiply Premier membership active?

To continue benefiting from enhanced discounts based on Multiply membership in 2023 clients will have to keep their Multiply membership active. After 2023 (from 1 January 2024) Multiply Premier membership will not be a requirement to benefit from the long-term protected discounts.

momentum
life insurance

Will existing Myriad clients with Multiply Premier membership be able make positive alterations to their existing policies (i.e., buy more cover)?

Yes. Cover increases to existing benefits and addition of new benefits will be allowed and these will also benefit from the discount on the policy. However, adding of new insured lives to an existing policy will not be allowed from 1 December 2022.

Will policy alterations affect my long term protected discounts?

No, the long-term protected discounts will not be affected by policy alterations.

What alterations will Myriad clients with Multiply Premier not be able to make?

The addition of new insured lives to a contract will not be allowed from 1 December 2022.

How, and how often, will Momentum communicate with clients regarding their transition to the protected discounts?

Clients will be notified in the coming months of the transition and the long-term protected discounts that will apply. Clients will again be reminded of this change in 2023 and once the transition starts in 2024 clients will be reminded on an annual basis until their protected discount level is reached.

Why is the highest fitness level under the protected discount only available to clients who have achieved MaxFit (validated level 5 fitness assessment results) level for all three years from 2021 to 2023?

As the requirement for annual fitness assessments is removed when the transition is introduced, we want to ensure that the highest fitness level is reserved for clients with a proven track record of achieving the highest fitness level.

Will Myriad clients still get Multiply points for product integration?

Yes, Myriad product holding will still qualify Multiply members for product holding points.

After January 2024 will Myriad clients with Multiply Premier membership continue to pay for Multiply membership?

After January 2024 these clients can still continue to pay for Multiply membership in order to continue benefiting from other Multiply benefits such as partner rewards. However, Multiply Premier membership is not required for Myriad premium discounts after clients transitioned to the long-term protected discounts.

What if my Momentum Interactive discount is better than the applicable level of long-term protected discount?

Where clients are benefiting from a Momentum Interactive discount, or any permanent special discount, that exceeds the long-term protected discounts, their higher discount will still apply, according to the Momentum Interactive or special discount rules. This excludes any temporary guaranteed discounts offered as part of Momentum Interactive new business special offers.

If my policy lapses and I qualify for a reinstatement, will my protected discount be reinstated?

Yes.