

CLIENT ENGAGEMENT SOLUTIONS

This business unit was established to combine new technologies, business ecosystems and its deep understanding of human behaviour to help clients become more financially well.

Client Engagement Solutions will be instrumental in creating a superior client experience and will use the deep client understanding of MMI's segment businesses as its point of reference to achieve this goal. In turn, the segment businesses will rely on Client Engagement Solutions for client experience and financial wellness solutions to improve the relationship with customers in their segments.

The Client Engagement Solutions business uses compelling rewards to drive client behaviour that improves financial wellness and increases the value of existing clients. Our Multiply Rewards programme offers clients excellent discounts on products and services from more than 40 well-known brands. It offers participants in the programme the opportunity to save money on gym memberships, fitness assessments, travel and leisure, gadgets and online shopping.

We have also teamed up with Unisa to launch The Momentum Household Financial Wellness Index and The Momentum Household Net Wealth Report – a first of its kind for South Africa.



**Value of
R301 million
created for
customers**

multiply
wellness & rewards

Our vision
“To be the leader in partnering with and rewarding people on their journeys to wellness.”

How Multiply clients benefited during the past 12 months:

