

Who are Akahu and what do they do?

Akahu are our data partner for connecting moneyfit to New Zealand banks. They are the mechanism of pulling your transactions into the app. You can read more about Akahu on their website: www.akahu.io.

How do I connect my bank accounts?

Please refer to the moneyfit Bank set-up Guide for more information.

My bank account is not available on Akahu, what is an alternative?

moneyfit offers an option to manually create an account and upload a CSV or OFX file. It is recommended that you upload recent transactions at the end of every month.

How often are my bank feeds synced?

Akahu pulls through transactions from your bank accounts twice a day, shortly after midday and midnight. This is done automatically – you don't need to do anything.

How often should I check in on my moneyfit app?

We recommend logging into your moneyfit app about once a week to keep on top of your reconciliations.

I do not have an appropriate category for some of my spending, can I add new categories?

No - as an enable.me client your budgets are linked to your NestEgg Profile. This means you must contact your financial coach if you want to change, create or remove a category as it will affect your overall budget projections.

My reconciliations are not up to date and my meeting with my enable.me coach is soon, what should I do?

We recommend logging into your moneyfit app once a week to keep your reconciliations up to date. We will send you an email three weeks prior to your enable.me meeting, reminding you that you will need to reconcile your transactions before meeting with your coach.

How do I change/reset my email address?

To reset your moneyfit email address you will need to do this on the app. Click My Profile > Email address and change it from there. The Support Team will action this within 24 hours. You will also need to revoke your bank accounts from this old email address and add them under your new email address.

Who should I direct my questions to - my Financial Adviser & Coach or moneyfit support.

If you have a question regarding your budget, would like anything to be changed, or you are unsure of something budget related, contact your consultant directly.

If you are having technical difficulties with moneyfit, reach out to the support team .

How can I contact the moneyfit support team?

Send us an email at support@enable.me, or message us through the app (My Coach > Contact > Technical Issue).