

# HOW TO LODGE A COMPLAINT WITH **NAMFISA?**



# NAMFISA COMIC BOOKLET: PART 1 | 2024 (Reprint)

## MISSION

Our mission is to regulate and supervise financial institutions and financial intermediaries to foster a stable, fair non- banking financial sector and to promote consumer protection and provide sound advice to the Minister of Finance.

## VISION

To have a safe, stable and fair financial system contributing to the economic development of Namibia in which consumers are protected.

## VALUES

### TEAMWORK

- We have a shared urgency to achieve our vision.
- We support, respect and care for each other and are collectively responsible for our actions.
- We recognise that success depends on a skilled, diverse, coordinated team committed to their highest standards of trust, hard work, cooperation and communication.

### SERVICE EXCELLENCE

- We commit to operational, regulatory and supervisory excellence.
- We provide quality service on time.
- We are courteous, professional and respectful.

### INTEGRITY

- We act with honesty, fairness and transparency.
- We treat information confidentially.
- We act independently and consistently.

### ACCOUNTABILITY

- We are accountable to our customers and stakeholders.
- We are prudent in the management of our resources.
- We take accountability for our decisions.

### AGILITY

- We commit to being adaptable to our changing environment.
- We commit to embracing change while maintaining regulatory certainty.
- We commit to creating innovative solutions.

## DISCLAIMER

The NAMFISA Comic Booklet is distributed free of charge.

Views expressed by contributors are not necessarily those of NAMFISA. Reproduction, copying or extracting any part or whole of this publication may not be undertaken without prior permission from the Editor.

## EDITORIAL TEAM

Junias Erasmus  
Victoria Raimond  
Jaatjo Kaurimuje  
Joanette Eises

## LAYOUT

Creative Concepts

## COPYWRITING

Creative Concepts

## DISTRIBUTION

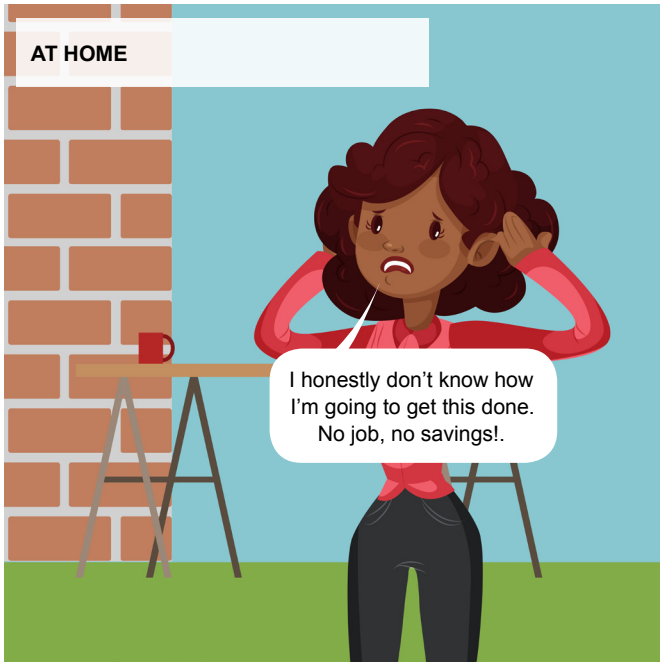
All distribution enquiries should be directed to the NAMFISA Corporate Communications and Consumer Education Department at the contact details listed below.

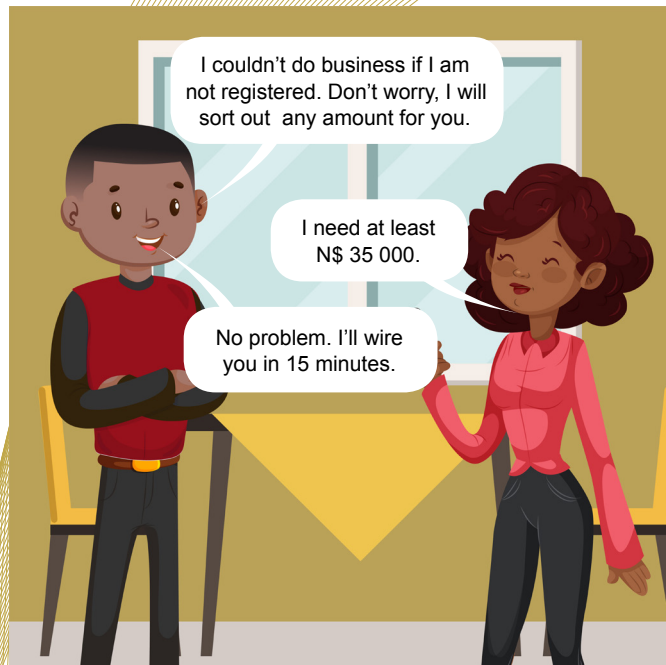
## CONTRIBUTIONS

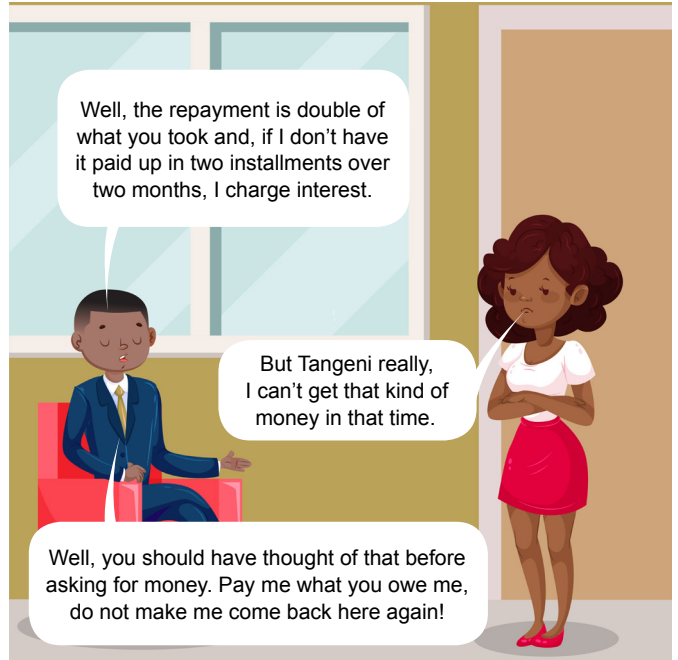
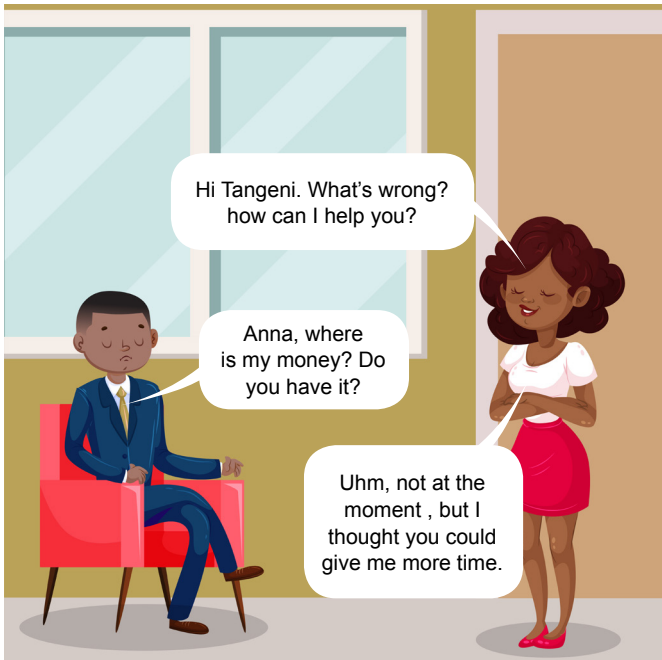
Contributions to this booklet are welcome. The Editor reserves the right to edit submissions. Send contributions to the Editor at [info@namfisa.com.na](mailto:info@namfisa.com.na)

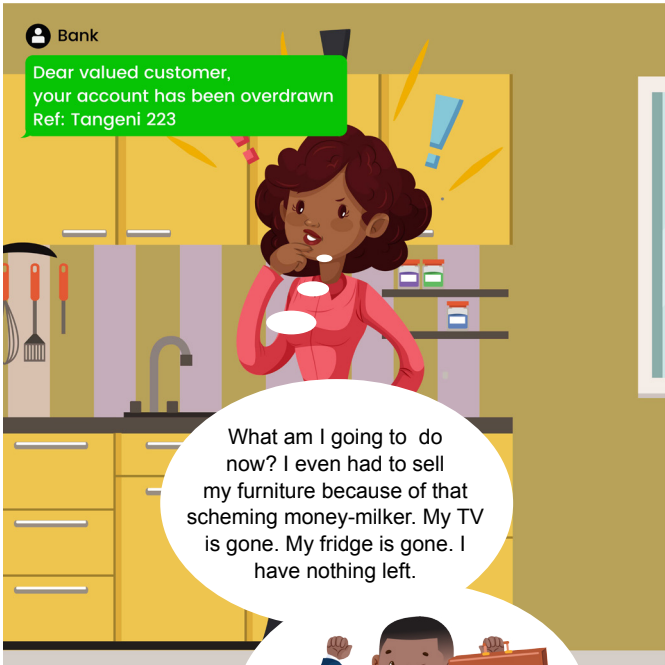
## CONTACT DETAILS

+264 61 290 5000  
Toll Free: 0800 290 500 (Office Hours)  
[consumer@namfisa.com.na](mailto:consumer@namfisa.com.na)  
[www.educates.namfisa.com.na](http://www.educates.namfisa.com.na)  
[www.facebook.com/namfisa](http://www.facebook.com/namfisa)  
P.O Box 21250, Windhoek, Namibia  
Lower Ground Floor, 51-55 Werner List Street,  
Gutenberg Plaza, Windhoek









## HOW TO LODGE A COMPLAINT WITH NAMFISA?

- A complainant must first raise their issue with the service provider before they can lodge a complaint with NAMFISA.
- In person: at the Lower Ground Floor, 51-55 Werner List Street, Gutenberg Plaza, Windhoek
- Telephonically: 061-290 5134/290 5000
- By letter/statement:
- Fax 061 290 5161
- Post (PO Box 21250, WHK)
- Toll free number 0800 290 500
- Online: [www.namfisa.com.na](http://www.namfisa.com.na)
- Or via email: [complaintsdept@namfisa.com.na](mailto:complaintsdept@namfisa.com.na)

### **Required documents when lodging a complaint:**

1. Copy of Certified ID
2. Contact details
3. Copies of supporting documents (as per check list on the complaints application form) and anything deemed necessary to substantiate your claim.

Protect yourself against financial harm. For more information, visit [www.namfisa.com.na](http://www.namfisa.com.na) or [www.educates.namfisa.com.na](http://www.educates.namfisa.com.na)



The Microlending Act, 2018 (No. 7 of 2018) is there to protect borrowers who are disadvantaged by illegal conducts of microlender.

## ...How to lodge a complaint?

When borrowing money from a micro-lender, always remember the story of Anna. If you do not take the necessary precautions, you may be left in a bad spot. Remember to only borrow money you can afford to pay back by first considering your existing payment obligations before taking out new loans. All microlenders are required to obtain from you, all your payment obligations (e.g. groceries, school fees, other accounts, water, electricity, maintenance payments etc...before advancing you with a new loan, or another further loan. People like Tangeni are out there to take advantage of the financially illiterate consumer, leaving you exposed, if you are not cautious.

NAMFISA is here to help consumers if you have been treated unfairly by the non-banking financial service providers such as microlenders, medical aid funds, pension funds and insurance companies.

Visit our website, or call our consumer toll-free number for assistance. Don't wait until you are in debt that you cannot pay back.

0800 290 500 Toll Free | During office hours only  
[www.namfisa.com.na](http://www.namfisa.com.na)



**Call:** 0800 290 500 Toll-free during office hours only

**Email:** [complaintsdept@namfisa.com](mailto:complaintsdept@namfisa.com)

**Website:** [www.namfisa.com.na](http://www.namfisa.com.na)

**DO NOT MISS THE NAMFISA COMIC BOOKLET**