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# **GRADUATION BLUES:**

## **A STORY OF INVESTMENT POLICIES**

# NAMFISA COMIC BOOKLET: PART 3 | 2019

## Mission

To effectively regulate and supervise financial institutions and to give sound advice to the Minister of Finance.

## Vision

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

## Values

### WE ARE COMMITTED TO TEAMWORK

- We create a conducive and enabling work environment
- We have a shared urgency to achieve our vision
- We support each other, treat each other with respect and are collectively responsible for our actions

### WE ARE PASSIONATE ABOUT SERVICE

- We provide quality service
- We provide our service on time
- We are courteous, professional and respectful

### WE ACT WITH INTEGRITY

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

### WE DRIVE PERFORMANCE EXCELLENCE

- We commit to regulatory and supervisory excellence
- We commit to operational excellence
- We commit to the highest standards of performance

### WE ARE ACCOUNTABLE

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

### WE ARE AGILE

- We commit to being adaptable to our changing environment
- We commit to embrace change whilst maintaining regulatory certainty
- We commit to creating innovative solutions

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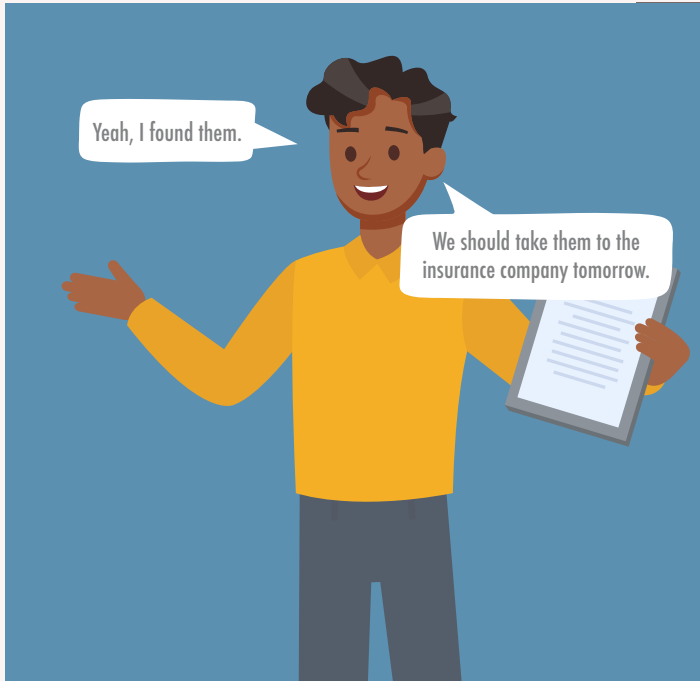
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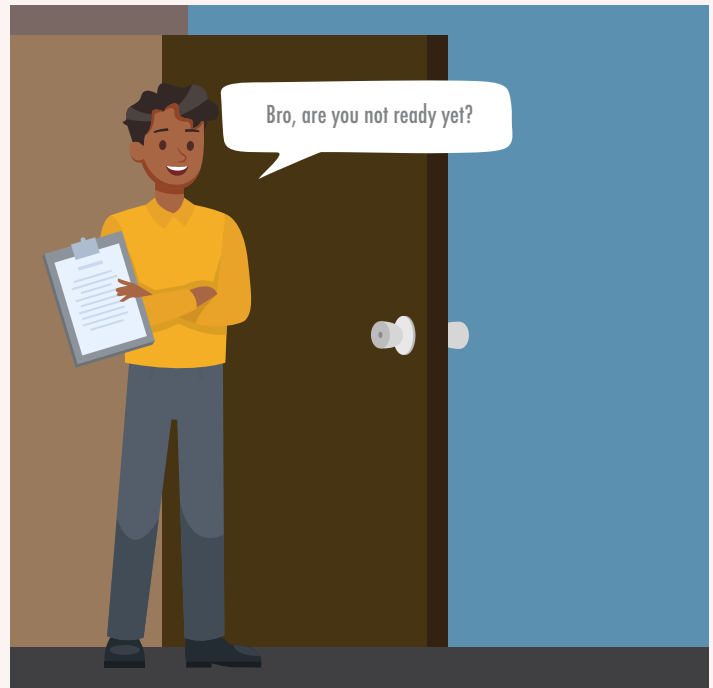
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**LATER THAT DAY...**

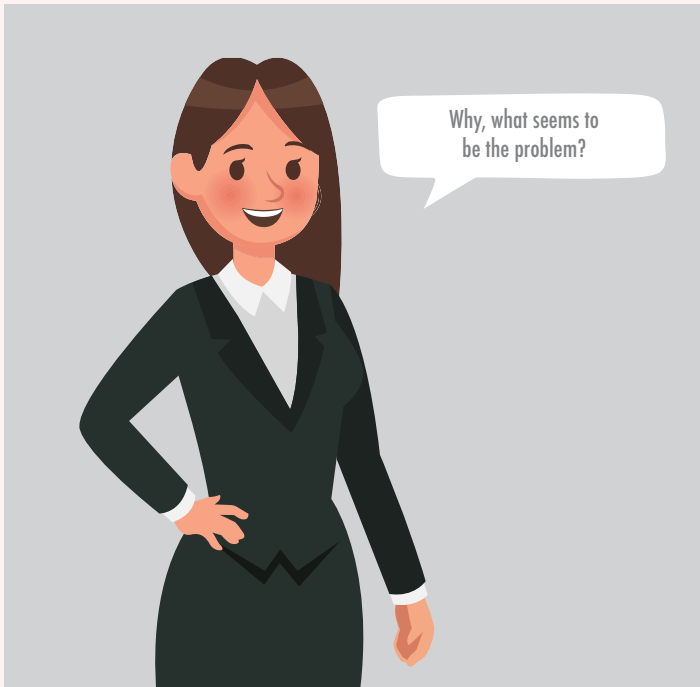


# T-INSURANCE

Gentlemen, my name is Lucy.  
How can I help you?

Hi, yes. We want to find out what the  
maturity values of our policies are.










# T-INSURANCE

Brother, you are my only hope now.

Haha, next time avoid partial withdrawal, but don't worry too much about it bro. I have your back.

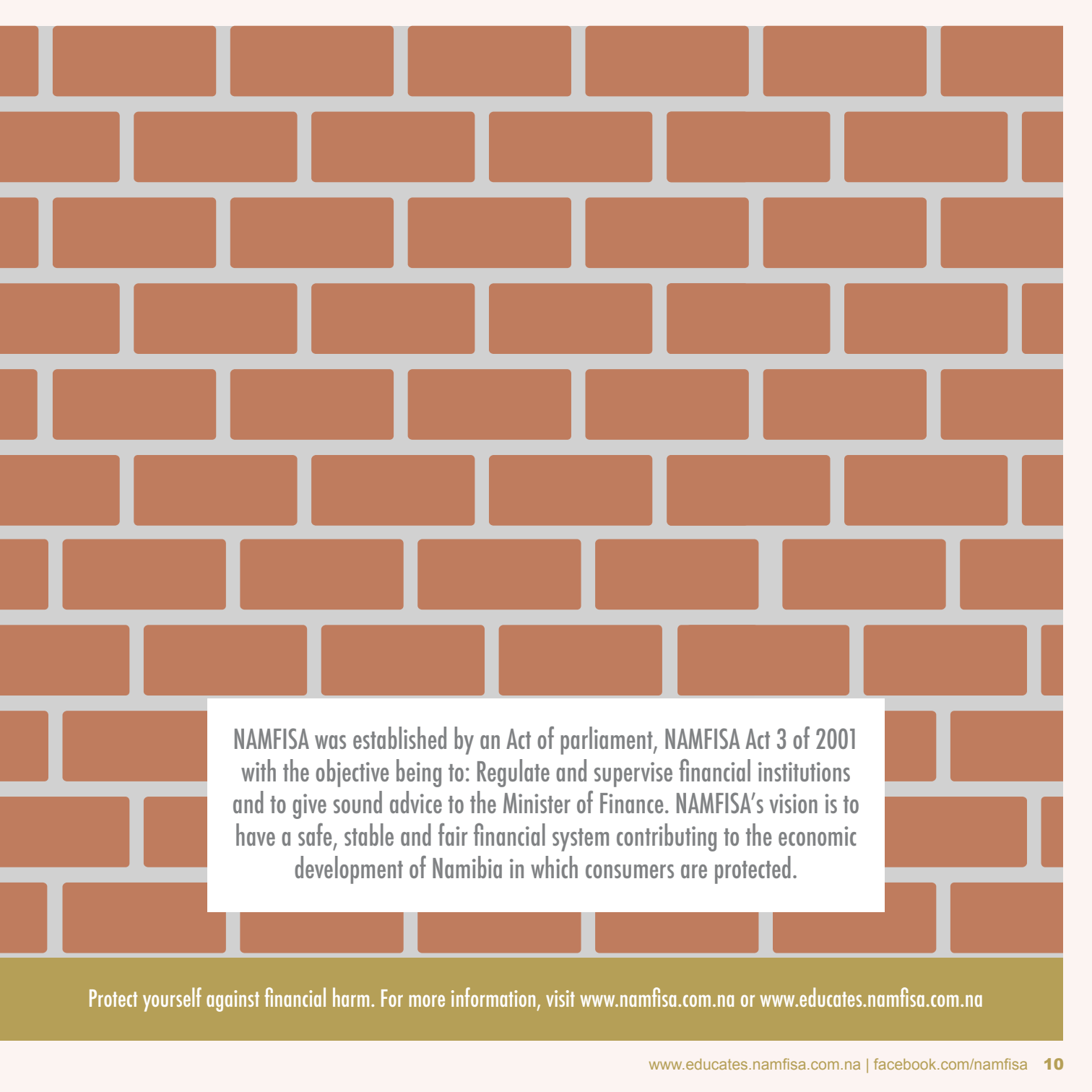
**WHAT HAVE WE LEARNED?**



Please remember that the two investors (Agmat and Bokomo) took out the same products on the same day, with the same premiums and same maturity (end of investment) period but they ended up getting two different maturity values. The one that did not effect any partial surrenders/withdrawals (amount) received more money at the maturity date of the investment.

# NEGATIVE CONSEQUENCES OF PARTIAL SURRENDER:

- 1 You may not achieve your intended financial goal.
- 2 You may lose financial benefits accumulated over years.
- 3 You may be charged high penalties.
- 4 You may not be able to get an investment with similar beneficial conditions in the future, as you may have to pay a high premium in the view of your age.



NAMFISA was established by an Act of parliament, NAMFISA Act 3 of 2001 with the objective being to: Regulate and supervise financial institutions and to give sound advice to the Minister of Finance. NAMFISA's vision is to have a safe, stable and fair financial system contributing to the economic development of Namibia in which consumers are protected.

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)

# ALWAYS REMEMBER!



Often, consumers take out investment policies as a form of saving money which they wish to access in the future. The date of accessing the investment is normally in future. However quite often consumers, due to other financial hardships will access their investments before the predetermined future date.

Under many circumstances, this is permissible. However, accessing the investment before the predetermined future date actually has negative consequences.

NAMFISA is here to help you if you have been treated unfairly by a financial service providers. However, before you visit NAMFISA try to resolve the issue with the service providers.

Visit our website, or call our consumer hotline for assistance.

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