

NAMFISA COMIC BOOKLET: PART 4 | 2019

## NAMFISA COMIC BOOKLET: PART 4 | 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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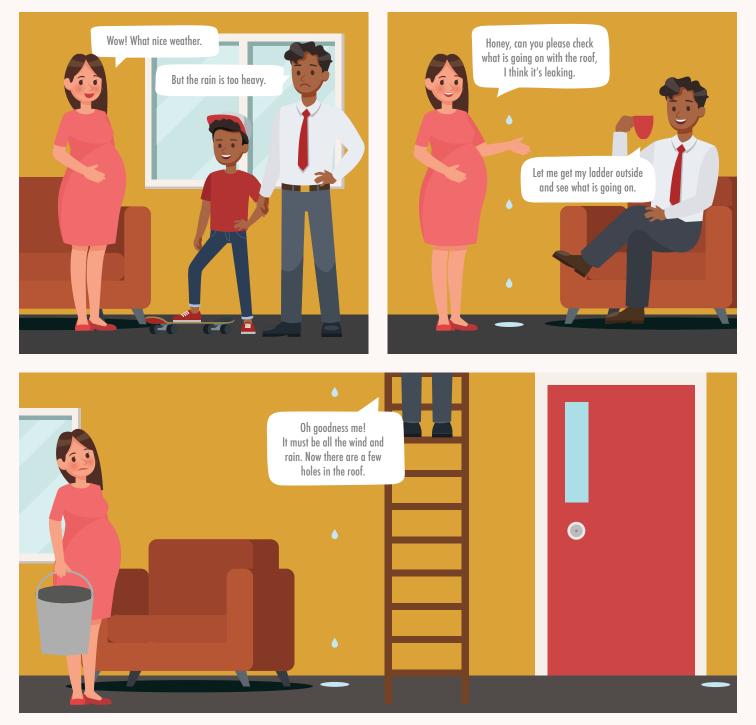
All distribution enquiries should be directed to the NAMFISA Consumer Education Department at the contact details listed below.

#### **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.

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Let me go and call them now.

Good morning. I have a problem with my roof, can you send someone to make an assessment.



Ε







Cheezy! They are talking about NAMFISA. They said we should go to the townhall

tomorrow at 14:00.



# NAMFISA

Good afternoon ladies and gentleman. Thank you for coming. I'm from NAMFISA. NAMFISA was established by act of parliament, act 3 of 2001 to supervise and regulate financial institutions such as insurance companies, pension funds, micolenders, investment institutions and medical aid funds.

## NAMFISA

NAMFISA also gives advise to the Minister of Finance and ensures compliance with the Financial Intelligence Act, No,13 of 2012, and any other laws governing non-banking financial institutions.

> As such, if consumers are treated unfairly by service providers in the financial sector, they may lodge a complaint with NAMFISA at no cost.

Wow, I had no idea. Where were they all along? They protect everyone in the industry including consumers against malpractice in the non-banking financial sector.

But how are we going to lodge a complainant?

Yes, and they also want to change consumer behavior by providing financial education, encouraging consumers to participate and become included in the financial sector.

We have to visit their offices tomorrow to lodge a complaint against TJ Insurance. They cannot get away with it.

their offices e a complaint rance. They ray with it.



HOW TO LODGE A COMPLAINT

Here is the information brochure on how to lodge a complainant.

NAMEISA

# • A complainant must first raise their issue with the service provider before they can lodge a complaint with NAMFISA.

HOW TO LODGE A COMPLAINT:

- In person at the Alexander Forbes Building Independence Avenue
- 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
- Or via email: complaintsdept@namfisa.com.na

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

- 1. Copy of 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 or www.educates.namfisa.com.na

W	LEARNED?		
	NAMFISA was established by an Act of parliament, NAMFISA Act 3 of 2001 with the objective being to:	5	Protect consumers against unfair treatment in the financial sector;
2	Exercise supervision over the business of financial institutions and financial services;	6	Avail recourse mechanism to consumers, but consumers must first lodge the complaint with the service provider involved before approaching NAMFISA;
3	Advise the Minister of Finance on matters related to financial institu- tions and services;	7	Ensure Financial Inclusion.
4	Enforce Compliance with the Financial Intelligence Act, 2012 (No. 13 of 2012);		



# HOW TO CONTACT NAMFISA

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DON'T MISS THE NEXT NAMFISA COMIC BOOKLET: Part 5, Healthcare expenditure that medical aid funds do not pay for.