



**WHO IS
NAMFISA?**



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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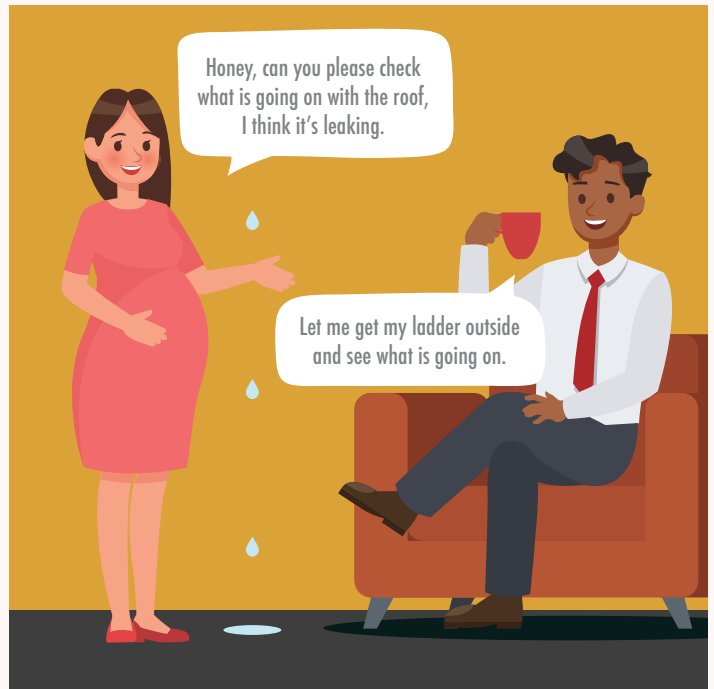
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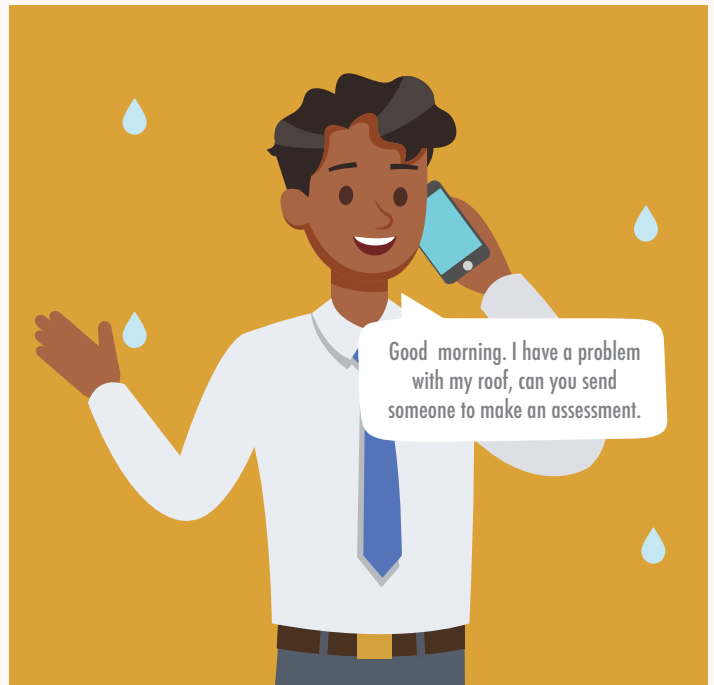
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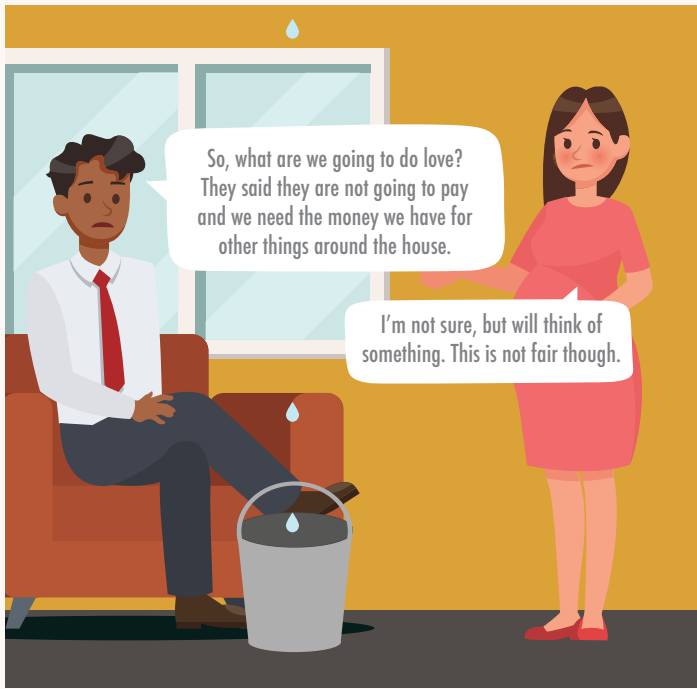
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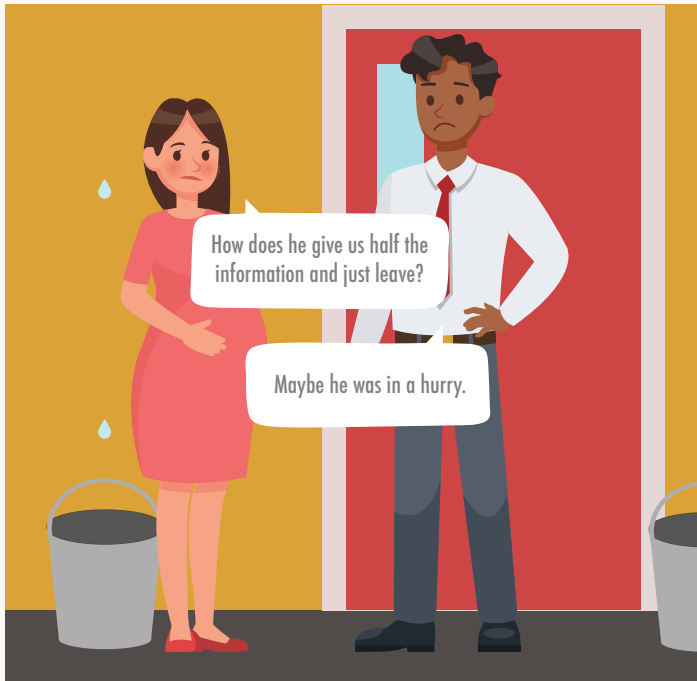
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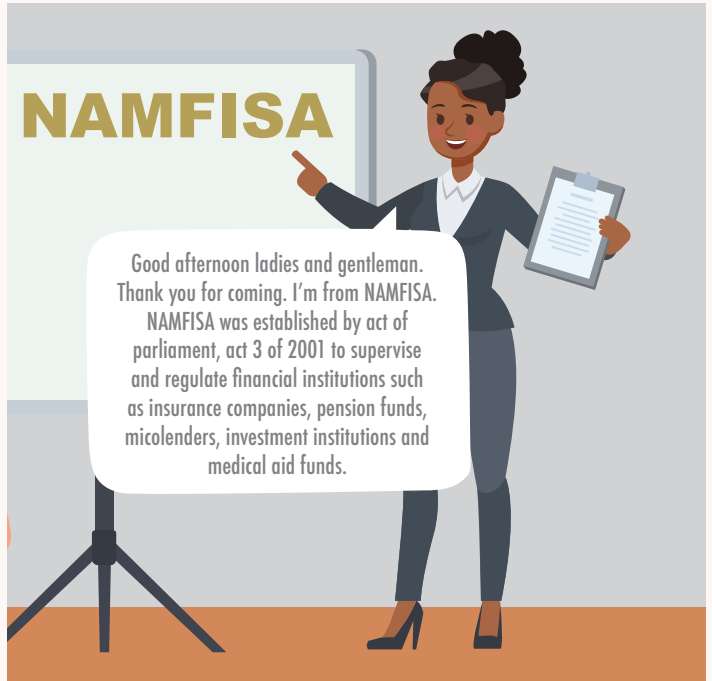
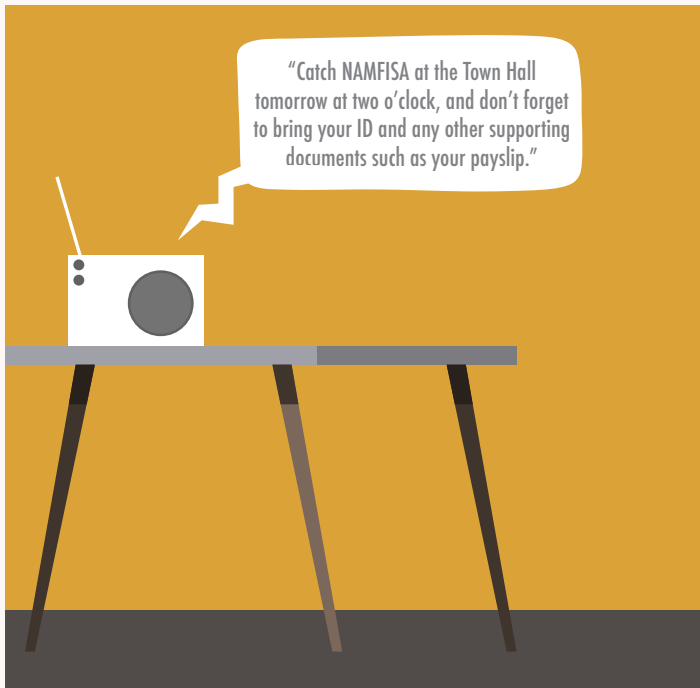


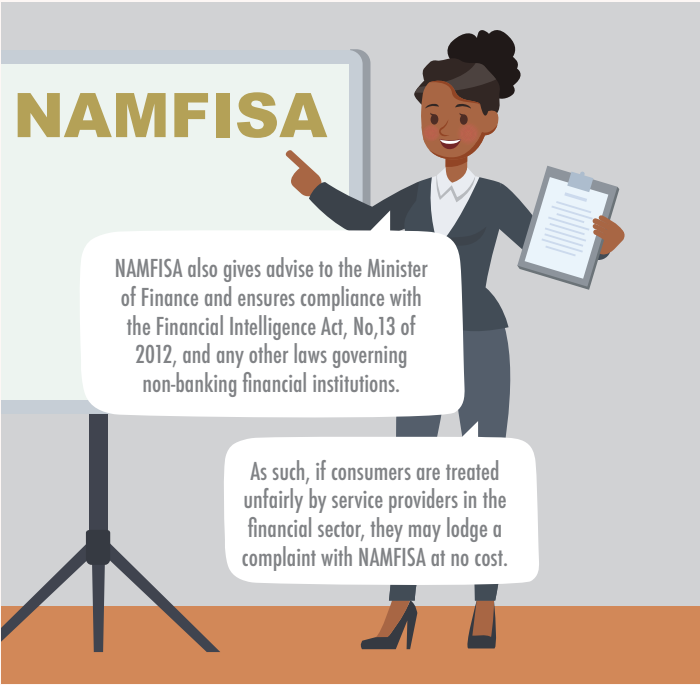












HOW TO LODGE A COMPLAINT:

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

WHAT HAVE WE LEARNED?

1 NAMFISA was established by an Act of parliament, NAMFISA Act 3 of 2001 with the objective being to:

2 Exercise supervision over the business of financial institutions and financial services;

3 Advise the Minister of Finance on matters related to financial institutions and services;

4 Enforce Compliance with the Financial Intelligence Act, 2012 (No. 13 of 2012);

5 Protect consumers against unfair treatment in the financial sector;

6 Avail recourse mechanism to consumers, but consumers must first lodge the complaint with the service provider involved before approaching NAMFISA;

7 Ensure Financial Inclusion.





HOW TO CONTACT NAMFISA

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