

FESTIVE SEASON SAFETY TIPS



NAMFISA COMIC BOOKLET: PART 10 | 2020



Mission

To effectively regulate and supervise financial institutions and to give 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

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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CELEBRATE FESTIVE SEASON SAFELY



Mr. Kenneth Simataa Matomola
CEO

Dear Reader

Welcome to the Festive Season Safety Tips edition.

NAMFISA has a mandate to receive and investigate complaints lodged against its regulated non-bank financial institutions. As such, over the years we have received complaints involving insurance claims, medical aid claims and financial borrowings amongst others. In this edition we share valuable Safety Tips that could serve as preventative measures during the festive season and that could hopefully lead to financial literacy and empowerment.

The likelihood of events such as family gatherings, travelling for holiday and spending time with loved ones are inevitable. It is therefore important for us to set our priorities right and do what is necessary to ensure that

our insurance policies and contracts are in order, before travelling this festive season. The following topics, as demonstrated in this edition, can be considered, to avoid problems at claim stage and when borrowing:

- Taking care of your household this holiday
- Decorate your Christmas tree beautifully and safely
- Don't drink and drive
- Care for your vehicle
- Have your personal documents ready
- Don't sign a blank or partially blank contract

Therefore, I urge you all to make your safety your number one priority during the festive season, amidst the COVID-19 pandemic.

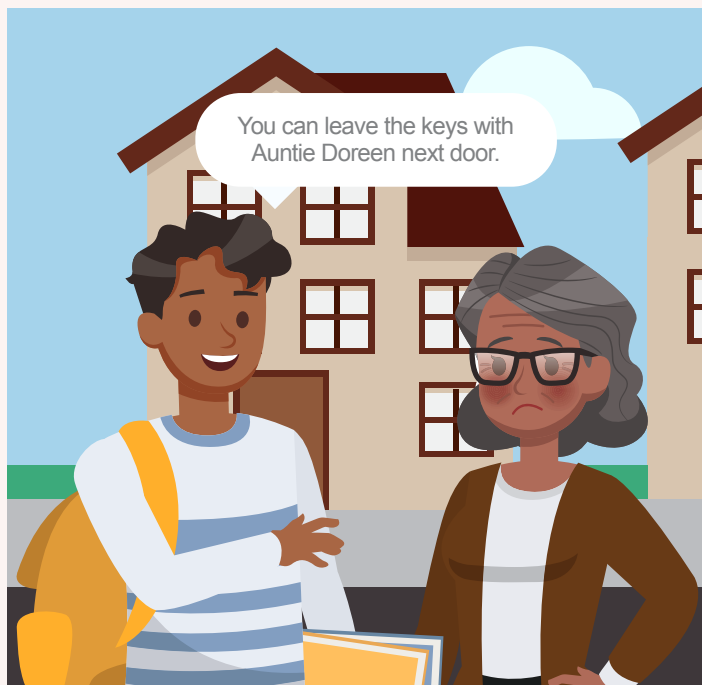
I further encourage you to observe the health protocols aimed at curbing the spread of COVID-19 by wearing face masks, regular washing or sanitising of hands, as well as social distancing.

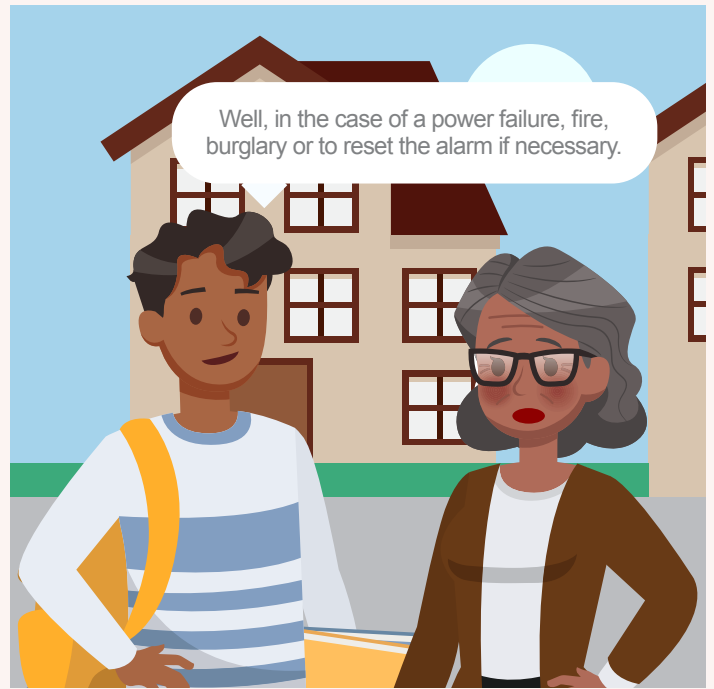


WE WISH YOU A SAFE FESTIVE SEASON!!!!!!!




1. TAKING CARE OF YOUR HOUSEHOLD THIS HOLIDAY






2. DECORATE YOUR CHRISTMAS TREE BEAUTIFULLY AND SAFELY




Dad, why did you not buy the other big lights. I like how they twinkle.

Well my dear, those lights can cause a fire if we are not too careful. So it's better to be safe.



Oh ok. I just like how they twinkle and twinkle like stars.

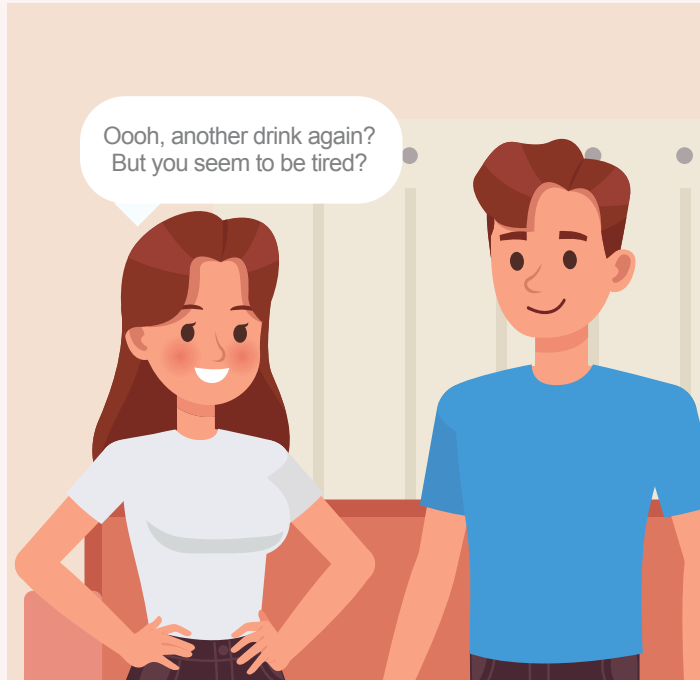


I know angel. It is also important to check the electrical wires in case there are gaps that may cause electrical failure. We need to make sure that we switch off all electrical plugs and sockets attached to the Christmas tree before we go to bed.



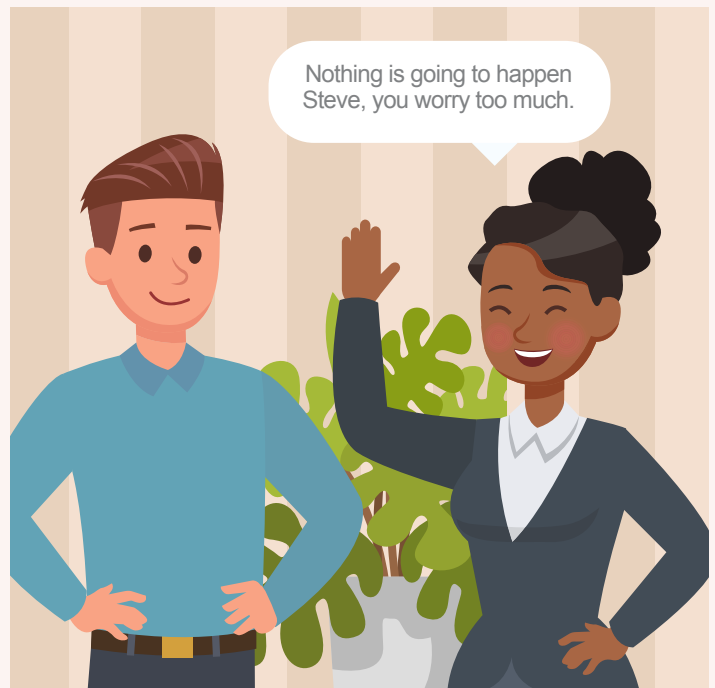


3. DON'T DRINK AND DRIVE





4. CARE FOR YOUR VEHICLE



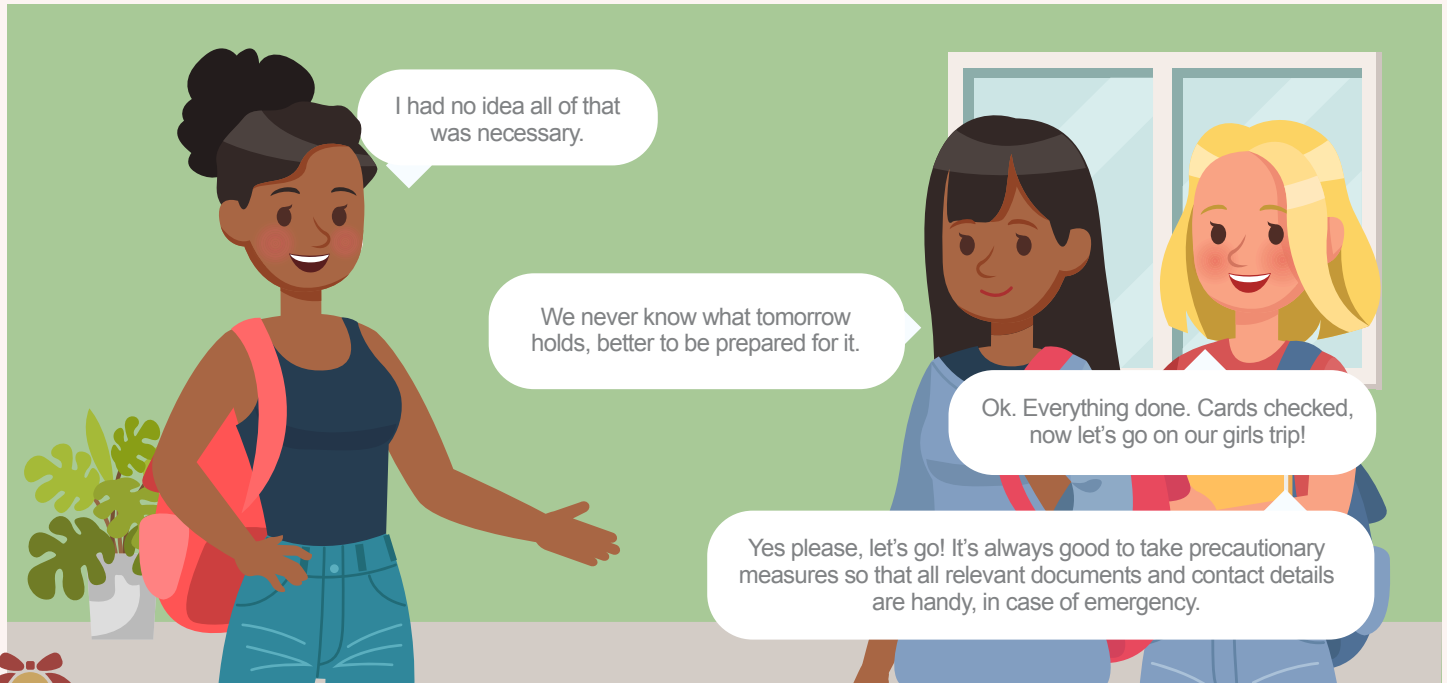


5. HAVE YOUR PERSONAL DOCUMENTS READY

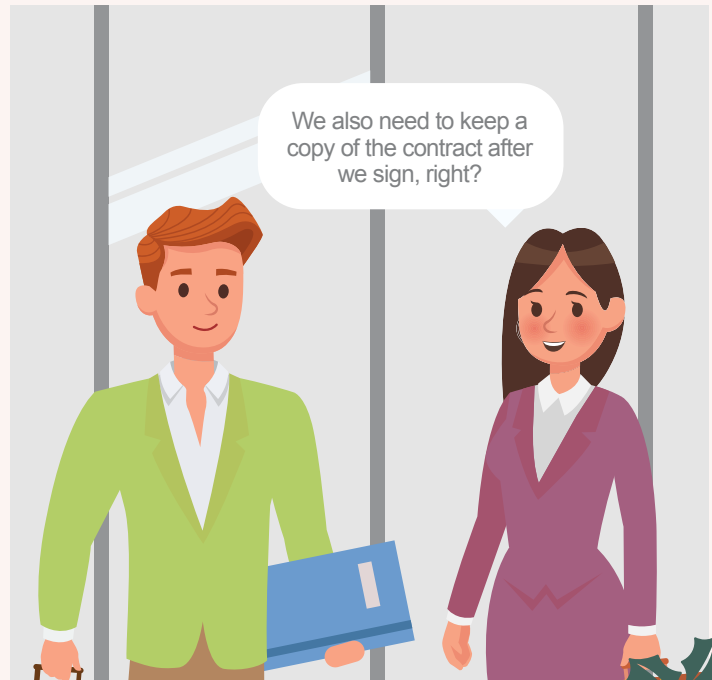
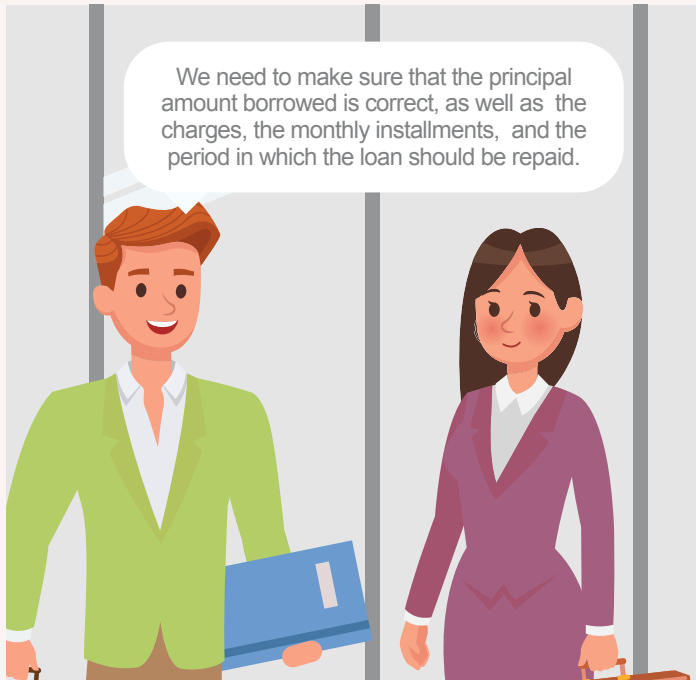
Ok ladies. Do we have everything?

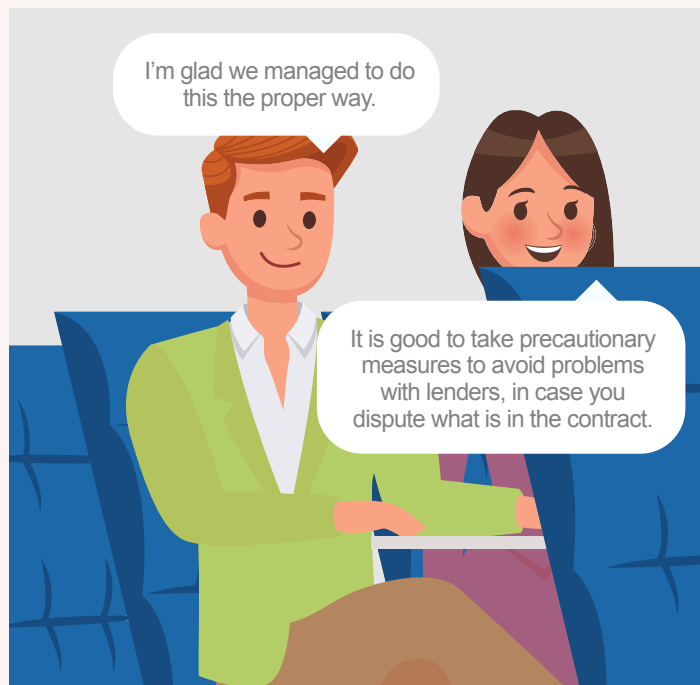
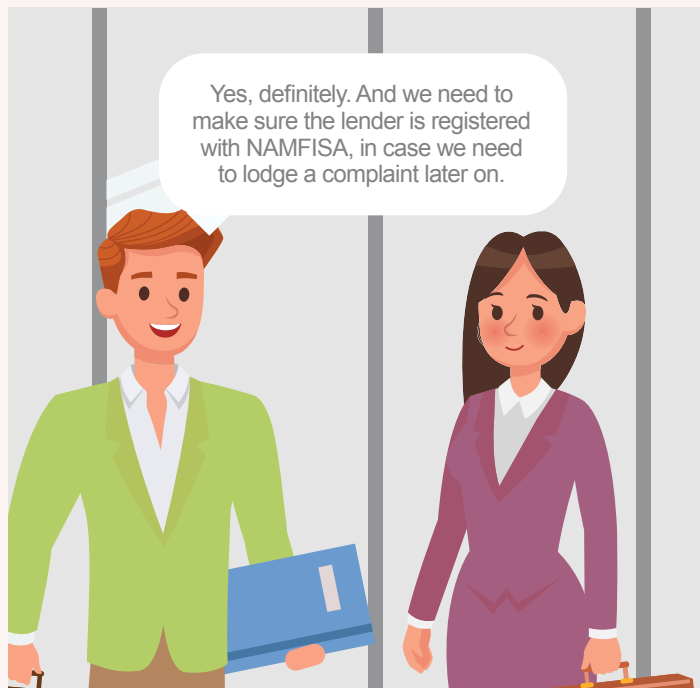
I think we do. We just need to check if we have all our I.D.s, documents and licences.





6. DONT SIGN A BLANK OR PARTIALLY BLANK CONTRACT





WHAT HAVE WE LEARNED



Take precautionary measures:

- to avoid problems at claim stage as your claim can then be rejected by an insurer;
- when it comes to electrical connections and flammable candles that may cause home fires, resulting into deaths and injuries;
- so that details are handy in case of an emergency;
- by inspecting your vehicle before your trip;
- so that details are handy in case of an emergency;
- to avoid problems with lenders, in case you may want to dispute any terms and conditions in the contract. Remember: do not sign a blank contract.

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