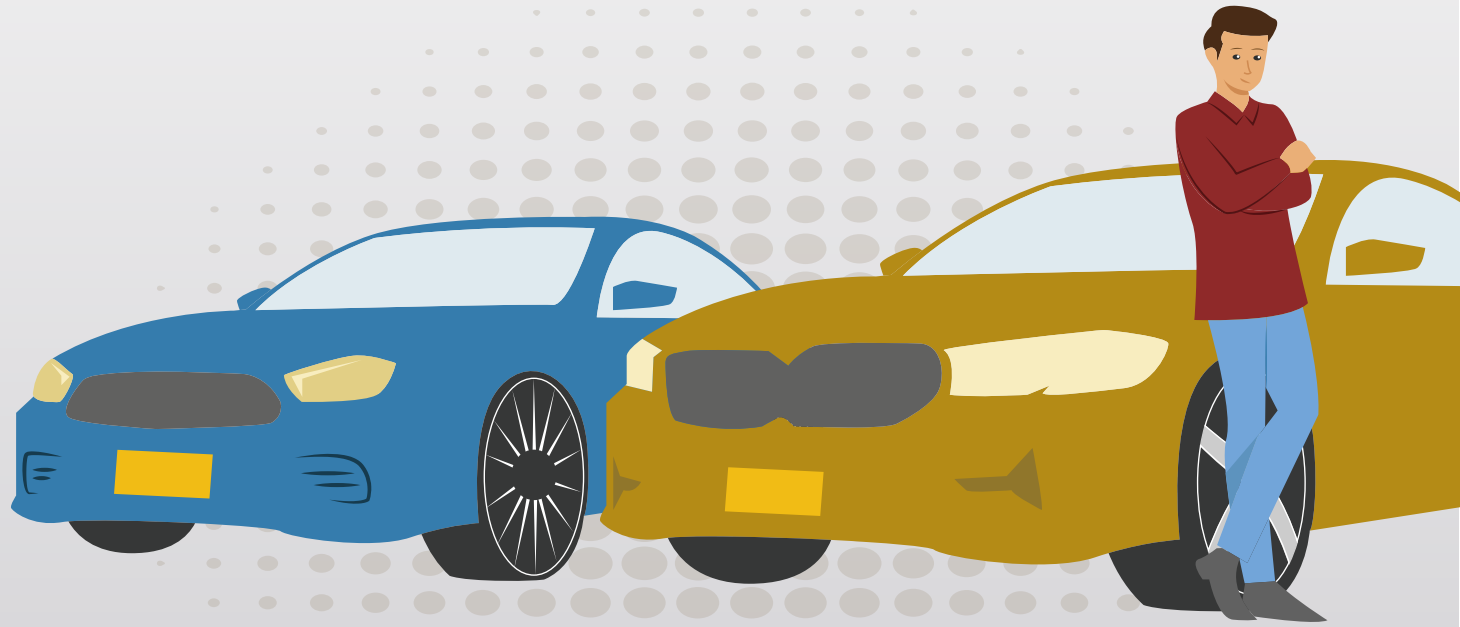


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DUTIES OF THE INSURED AFTER A LOSS: CHARLES, A WELL-INFORMED CONSUMER



NAMFISA COMIC BOOKLET: PART 14 • 10/2021

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.

Disclaimer

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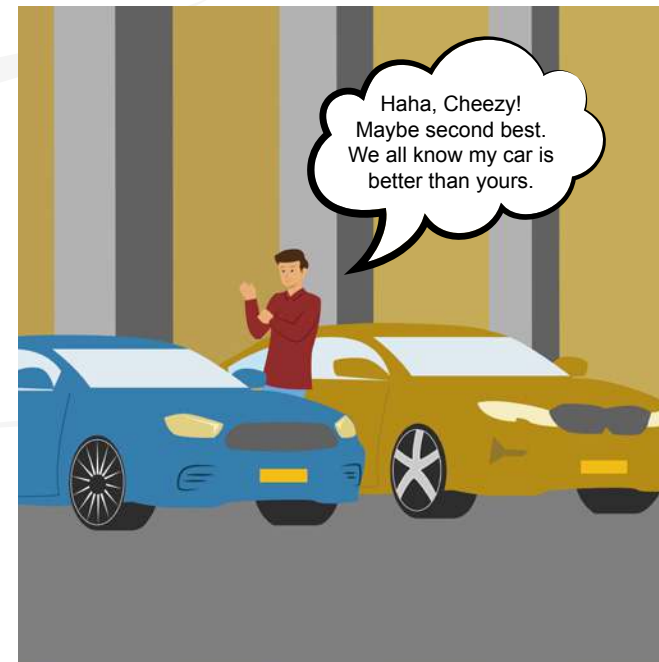
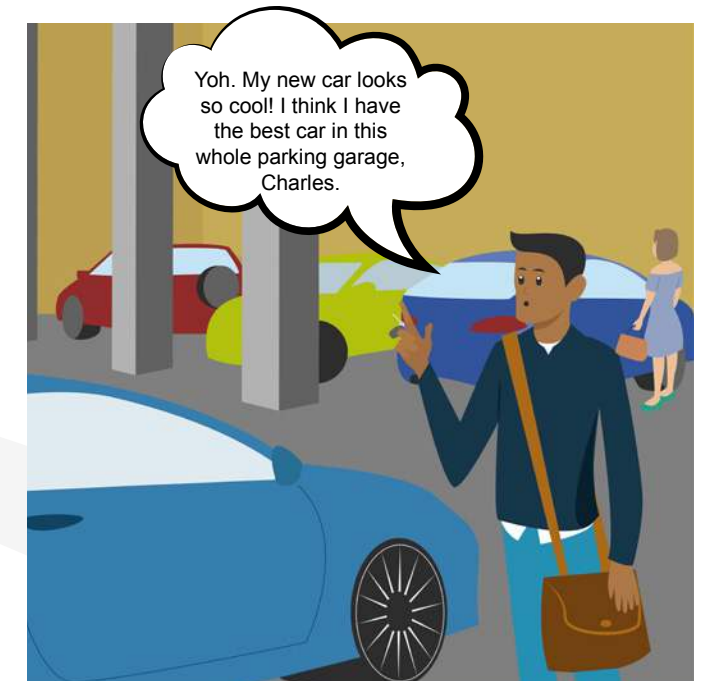
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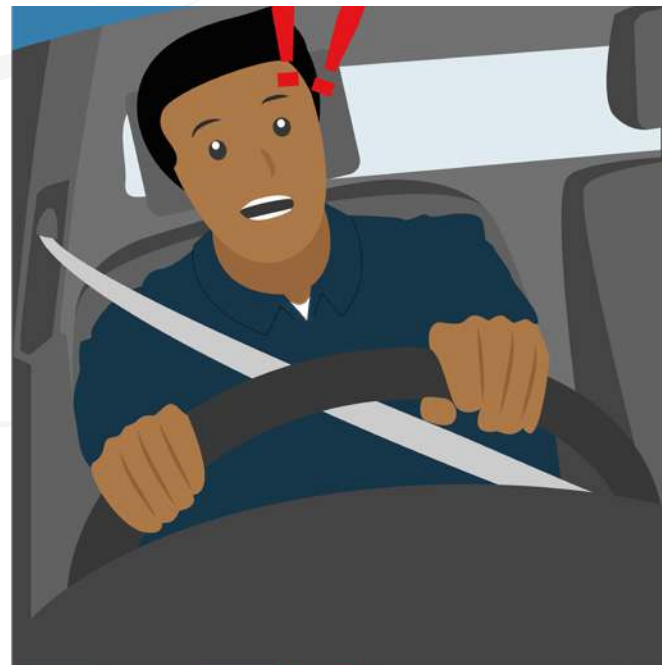
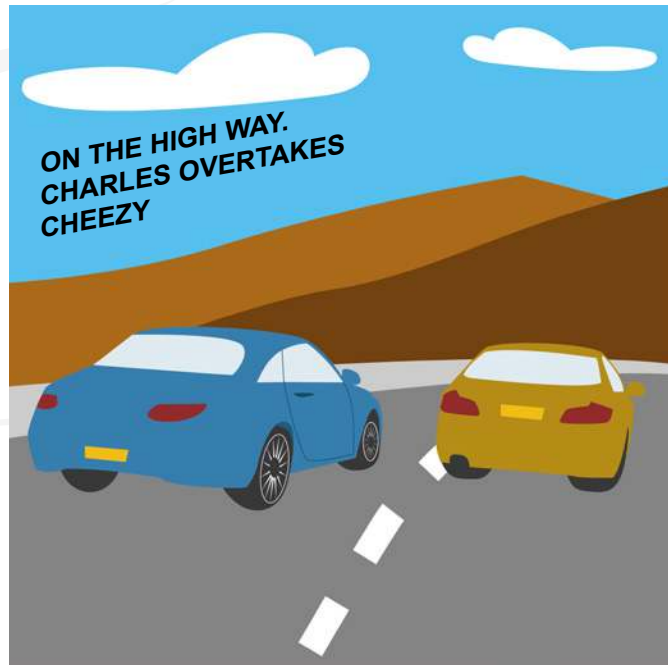
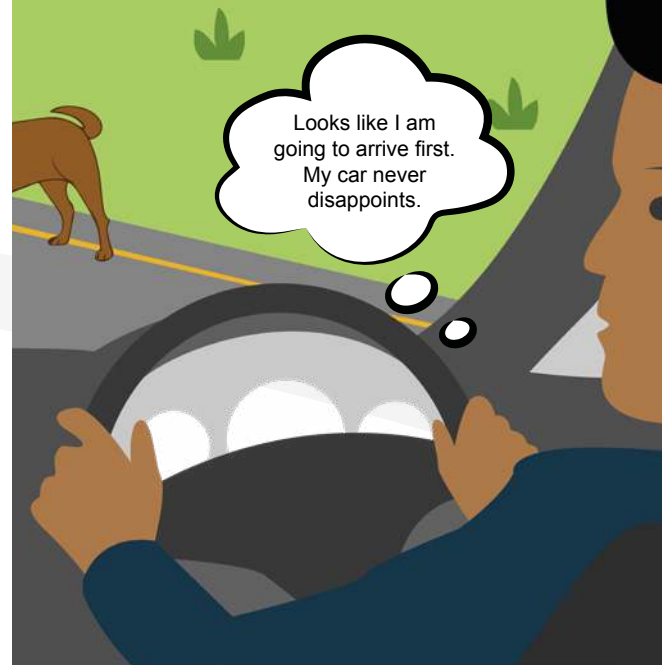
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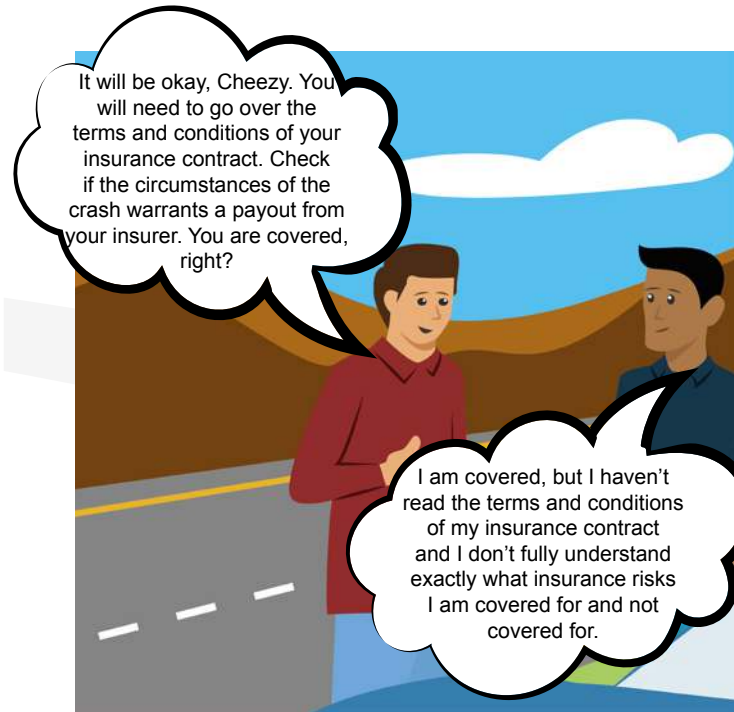
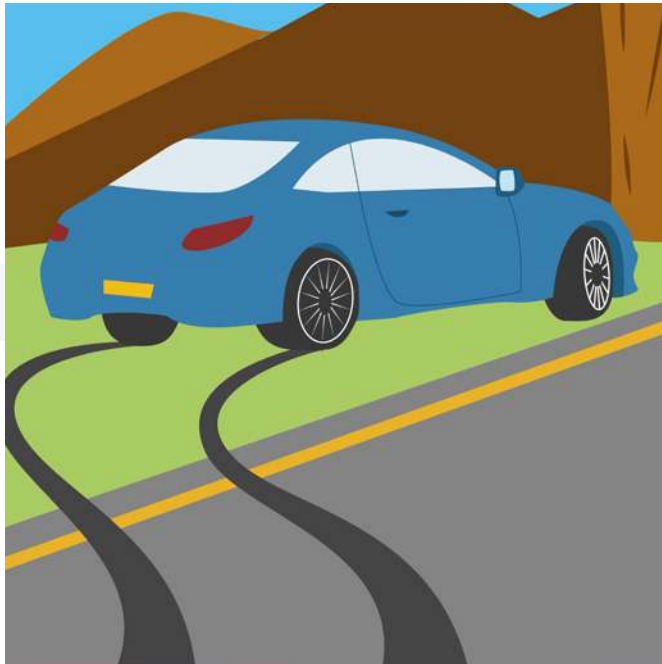
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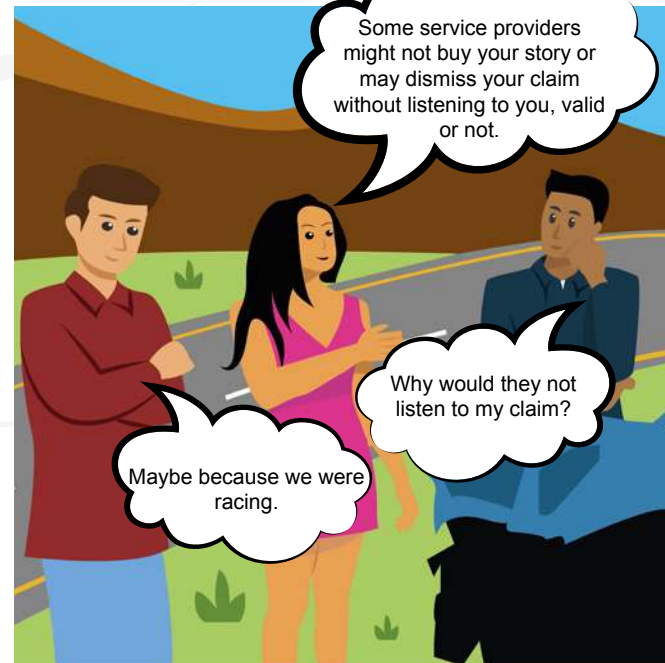
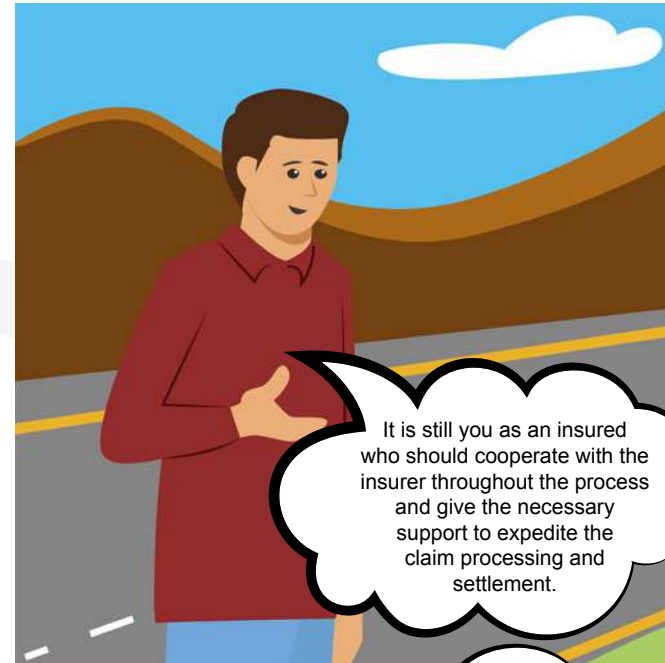
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What have you learned?



Below are a few guidelines to follow in the event of a loss:

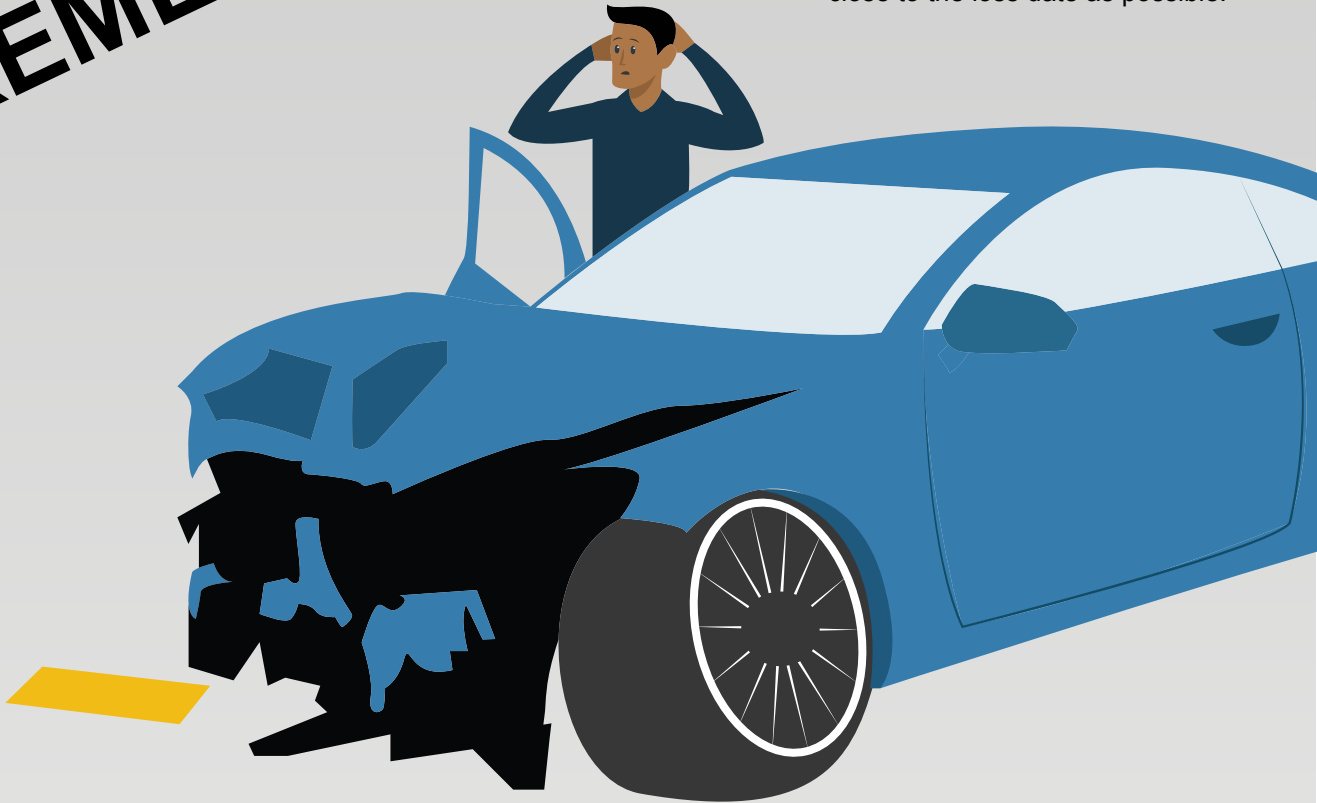
- Familiarize yourself with the Terms and Conditions of your insurance contract.
- Give the insurer prompt notice of the loss.
- Give full description of how, when and where the loss occurred.
- Take all reasonable steps to be protected from further damage(s).
- Permit the insurer to inspect the property and records proving the loss.
- Promptly send the insurer any legal papers or notices received concerning the loss.
- Notify the police if a law may have been broken.

What to do when treated unfairly:

In the event that the insurer does not resolve your complaint and you feel aggrieved by the decision, you can lodge a complaint with NAMFISA by sending an email to complaintsdept@namfisa.com.na or fax to +264 61 290 5161 or call 0800 290 500 (Office Hours).

ALWAYS REMEMBER!

“It is important to observe the period of time within which a claim is reported. This is usually stipulated in the policy contract and serves to ensure that the insurer has sufficient time to conduct a reasonable investigation of the condition(s) of the insured item as close to the loss date as possible.”



Toll Free: 0800 290 500 (Office Hours)
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Part 15**