

# WHO IS NAMFISA?



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# NAMFISA COMIC BOOKLET: PART 4 | 2024 (Reprint)

## MISSION

Our mission is to regulate and supervise financial institutions and financial intermediaries to foster a stable and fair non- banking financial sector, to promote consumer protection, and provide sound advice to the Minister of Finance and Public Enterprises.

## VISION

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

## VALUES

### 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.

### SERVICE EXCELLENCE

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

### INTEGRITY

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

### ACCOUNTABILITY

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

### AGILITY

- We commit to being adaptable to our changing environment.
- We commit to embracing change while maintaining regulatory certainty.
- We commit to creating innovative solutions.

## DISCLAIMER

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## LAYOUT

Creative Concepts

## COPYWRITING

Creative Concepts

## DISTRIBUTION

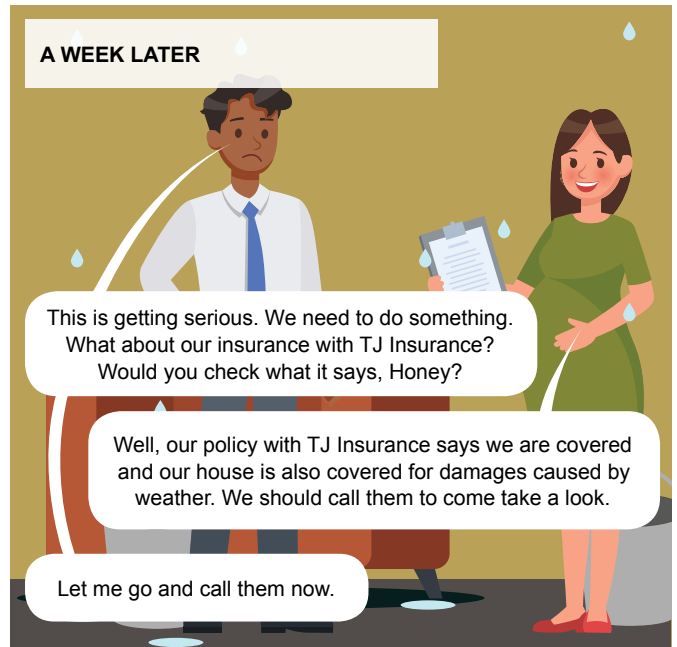
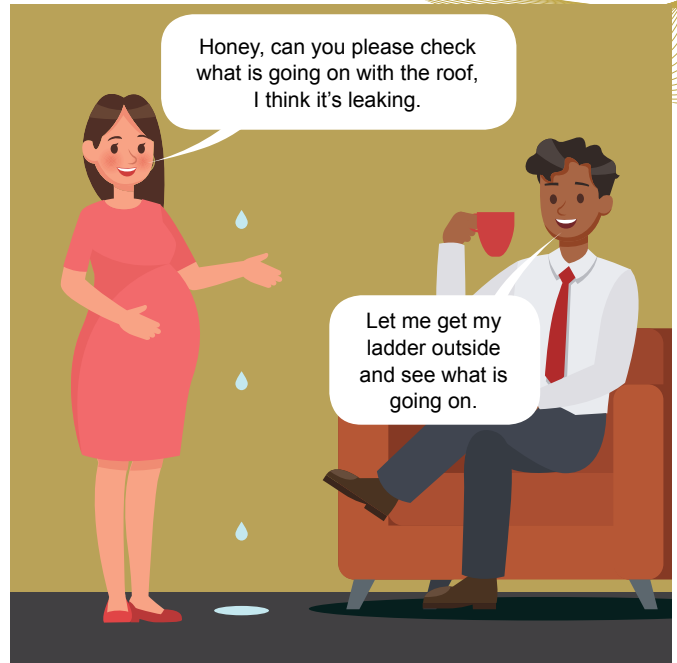
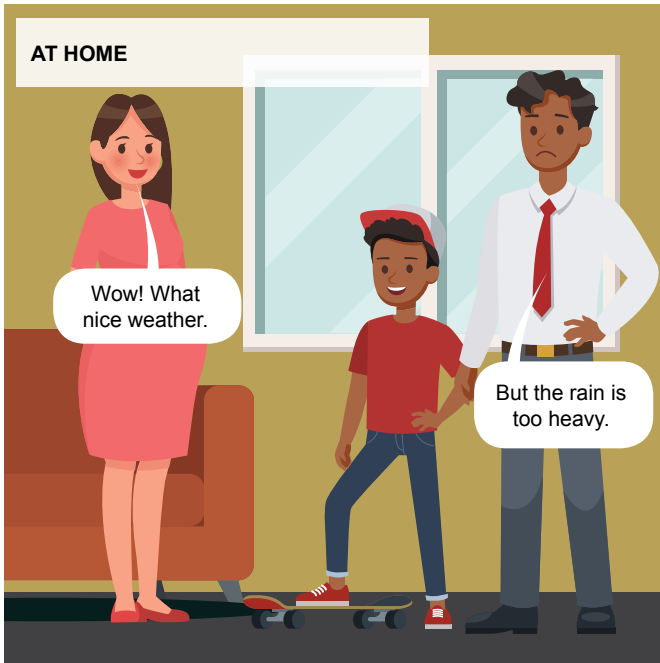
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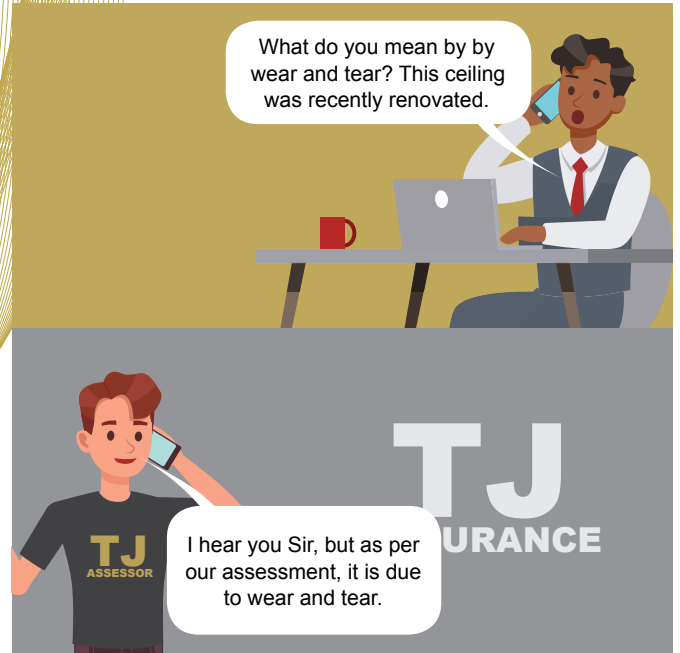
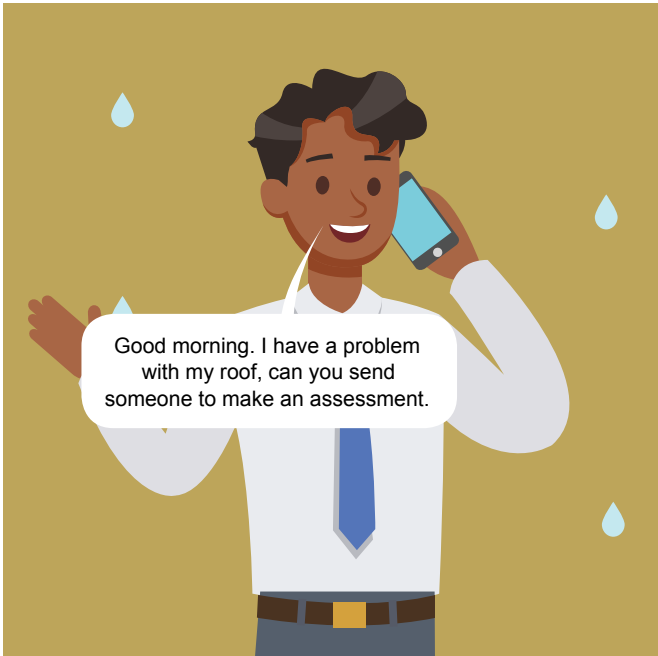
## CONTRIBUTIONS

Contributions to this booklet are welcome. The Editor reserves the right to edit submissions. Send your contributions to the Editor at: [info@namfisa.com.na](mailto:info@namfisa.com.na)

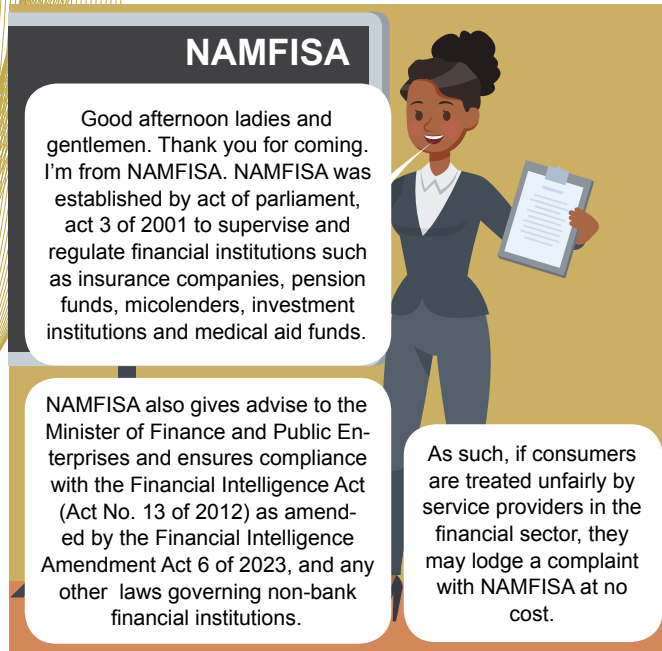
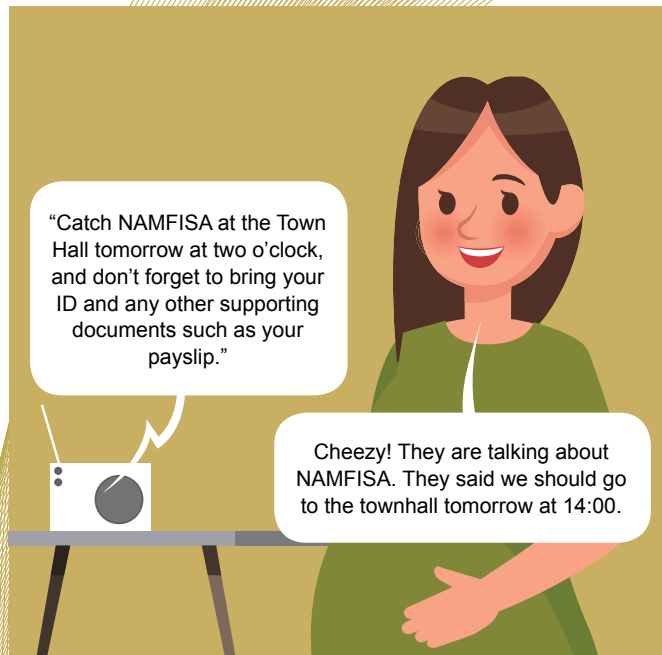
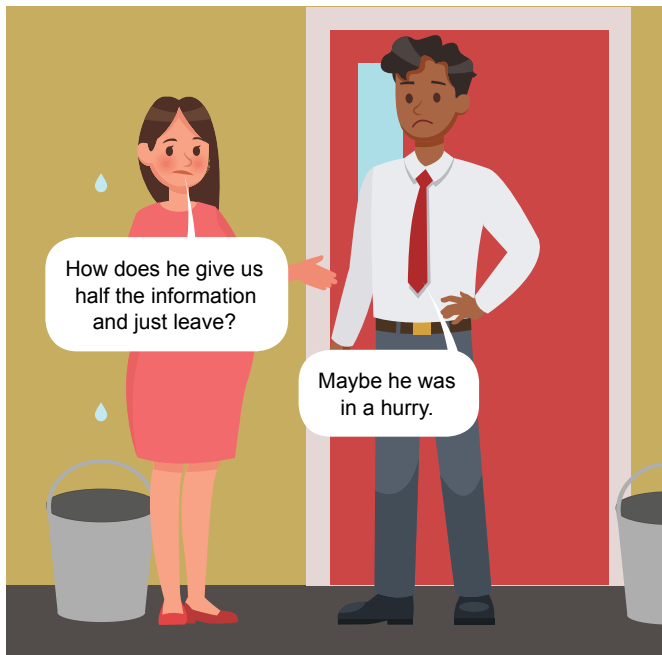
## CONTACT DETAILS

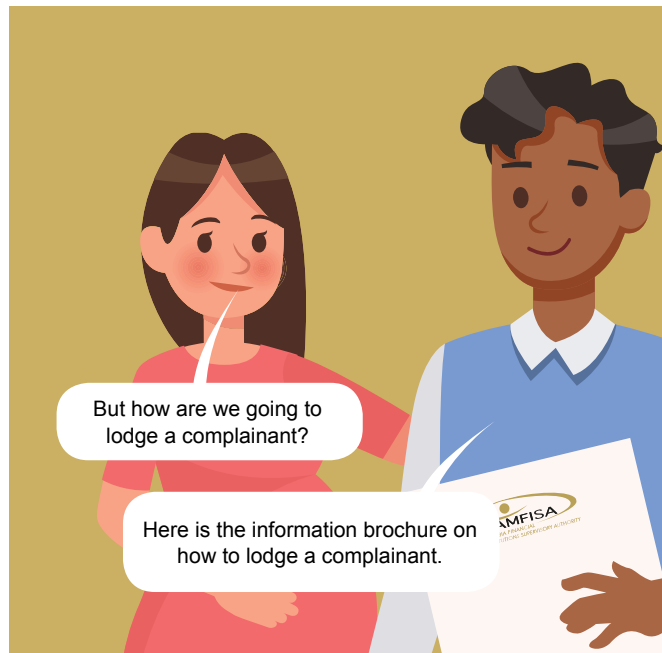
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P.O. Box 21250, Windhoek, Namibia  
Lower Ground Floor, 51-55 Werner List Street,  
Gutenberg Plaza, Windhoek











### 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 Lower Ground Floor, 51-55 Werner List Street, Gutenberg Plaza, Windhoek
- 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](http://www.namfisa.com.na)
- Or via email: [complaintsdept@namfisa.com.na](mailto: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](http://www.namfisa.com.na) or [www.educates.namfisa.com.na](http://www.educates.namfisa.com.na)

## WHAT HAVE YOU LEARNED?

- 1 NAMFISA was established by an Act of parliament, NAMFISA Act, 2001 (No.3 of 2001) with the objectives to:
- 2 Exercise supervision over the business of financial institutions and financial services;
- 3 Advise the Minister of Finance and Public Enterprises on matters related to financial institutions and services;
- 4 Enforce Compliance with the Financial Intelligence Act (Act No. 13 of 2012) as amended by the Financial Intelligence Amendment Act 6 of 2023.
- 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.



**Call:** 0800 290 500 Toll-free (during office hours only)

**Email:** [complaintsdept@namfisa.com.na](mailto:complaintsdept@namfisa.com.na)

**Website:** [www.namfisa.com.na](http://www.namfisa.com.na)

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