

Complaints Procedures

To ensure a fair and transparent process, all complaints should be submitted through the designated form on our website. When lodging a complaint, please provide detailed information including the nature of the issue, relevant dates, and any supporting documentation.

How to Lodge a Complaint

1. A complaint may be lodged at NAMFISA in English or in any local language of choice by a complainant or by an authorised representative.
2. It is advisable to first lodge your complaint in writing with the financial institution concerned. If not satisfied with the response, you can contact NAMFISA.
3. Keep copies of all relevant documentation to send with the complaint for record purposes.
4. Keep copies of all correspondences between you and the financial institution.
5. Do not submit original documents unless you are required to do so.
6. Record names, dates, contact details, and valuable information. This makes the investigation easier and faster to conclude.
7. If you lodge your complaint via telephone, always follow up the call with a letter.
8. Back up your claim in writing as far as possible.

Complaints Can Be Submitted

1. In-person (51 -55 Werner List Street, Gutenberg Plaza, Upper Ground Floor)
2. Telephonically 061-290 5134//290 5000
3. By letter/statement or by filling complaints form which can then be faxed to 061-290 5161 or posted (P O Box 21250, WHK)
4. Toll-free number 0800290500
5. Online form or via email at complaintsdept@namfisa.com.na