

When to Lodge a Complaint?

To lodge a complaint with NAMFISA, follow these clear and straightforward steps to ensure your concern is properly addressed:

Step 1 ➤ Confirm Your Complaint Validity

Before submitting your complaint to NAMFISA, verify that it is valid by contacting the NAMFISA Complaints Department at 061 290 5134 or emailing complaintsdept@namfisa.com.na. This helps ensure your issue falls within NAMFISA's jurisdiction.

Step 2 ➤ Attempt Resolution with the Financial Institution First

It is advisable to first raise your complaint in writing directly with the financial institution involved. Keep copies of all correspondence and relevant documents. If you are not satisfied with their response, you can then escalate the matter to NAMFISA.

Step 3 ➤ Prepare Your Complaint Documentation

Gather all supporting documents such as contracts, bank statements, policy documents, correspondence, and any proof of communication with the financial institution. Do not send original documents unless specifically requested. Record important details like names, dates, and contact information to facilitate investigation.

Step 4 ➤ Submit Your Complaint to NAMFISA

You can lodge your complaint through multiple convenient channels:

1. **In person:** Visit the NAMFISA office at 51-55 Werner List Street, Gutenberg Plaza, Upper Ground Floor, Windhoek.
2. **By telephone:** Call 061-290 5134 or 061-290 5000. Follow up any phone complaint with a written statement.
3. **By email:** Send your complaint and attachments to complaintsdept@namfisa.com.na.
4. **Online:** Complete the NAMFISA Complaints Online Form available on their website and submit it electronically.
5. **By post:** Mail your complaint to P.O. Box 21250, Windhoek.
6. **Fax:** Send documents to 061-290 5161.
7. **Toll-free:** You may also call 0800 290 500 for assistance

Step 5 ➤ Follow Up and Acknowledge Receipt

If you do not receive acknowledgment of your complaint within 24 hours, contact NAMFISA via their toll-free number or telephone lines to confirm receipt. This ensures your complaint is logged and will be investigated promptly.

Step 6 ➤ What to Expect After Lodging Your Complaint

NAMFISA's dedicated Complaints Department will investigate your case on your behalf. They handle a wide range of issues including insurance claim repudiations, pension benefit Disputes, illegal deductions, and more. The department aims to resolve complaints efficiently and keep you informed throughout the process.