



NAMFISA Consumer Education Website Launch

04 July 2025

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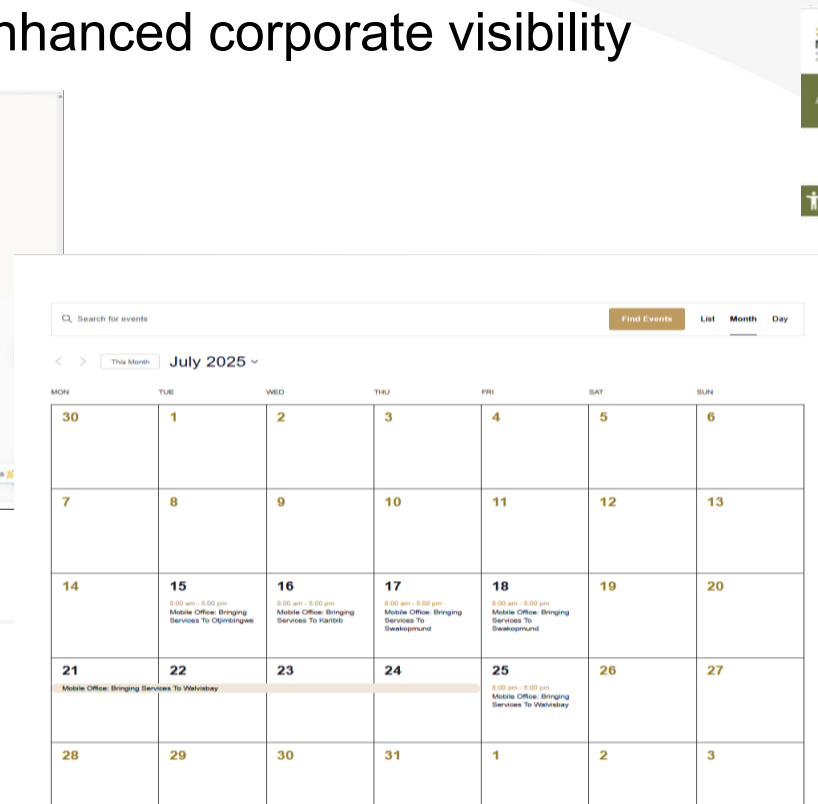
- Background and Context
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Background & Context

Why the revamp was necessary?

- ✓ Digital landscape changes
- ✓ Sites got outdated – Design and Content
- ✓ Stakeholders' expectations change
- ✓ NAMFISA commitment to stakeholder engagement
- ✓ Enhanced corporate visibility

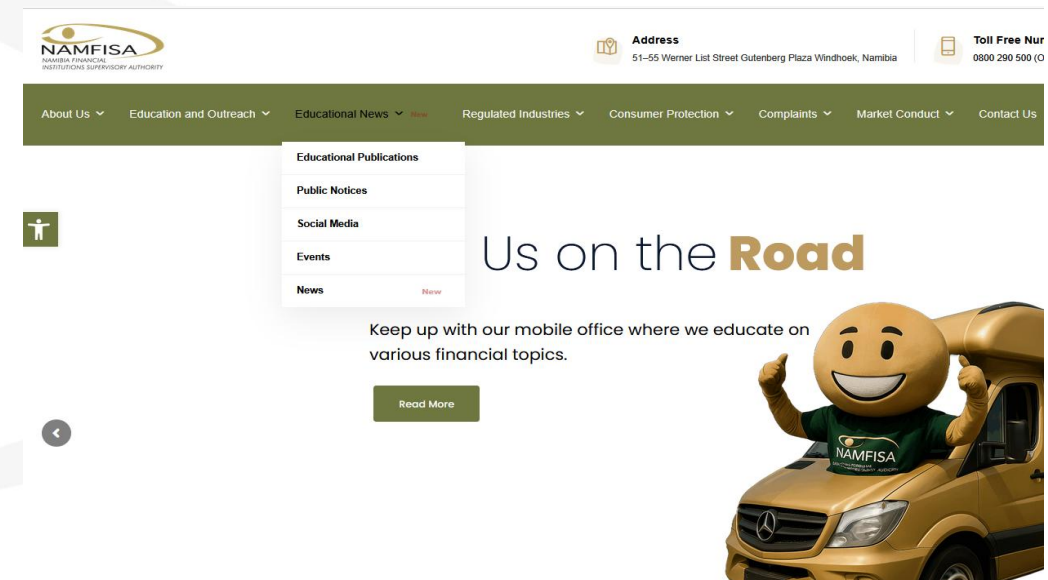


Project Objectives

- Improve website usability and accessibility
- Provide relevant and up-to-date information
- Enhance user experience and stakeholder engagement
- Strengthen security and compliance with best practices

Project Phases

- Phase 1: Corporate Website & Intranet (**Completed**)
- Phase 2: Consumer Education Website (**Completed**)





Address

51–55 Werner List Street Gutenberg Plaza Windhoek, Namibia



Toll Free Number

0800 290 500 (Office Hours)

About Us ▾

Education and Outreach ▾

Educational News ▾ *New*

Regulated Industries ▾

Consumer Protection ▾

Complaints ▾

Market Conduct ▾

Contact Us

Roadshows

Workplace Forums

Games

Calendar

Videos and Audios

Gallery

More Activities

Welcome to

Consumer Education

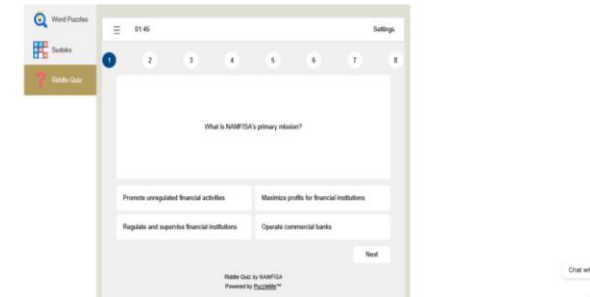
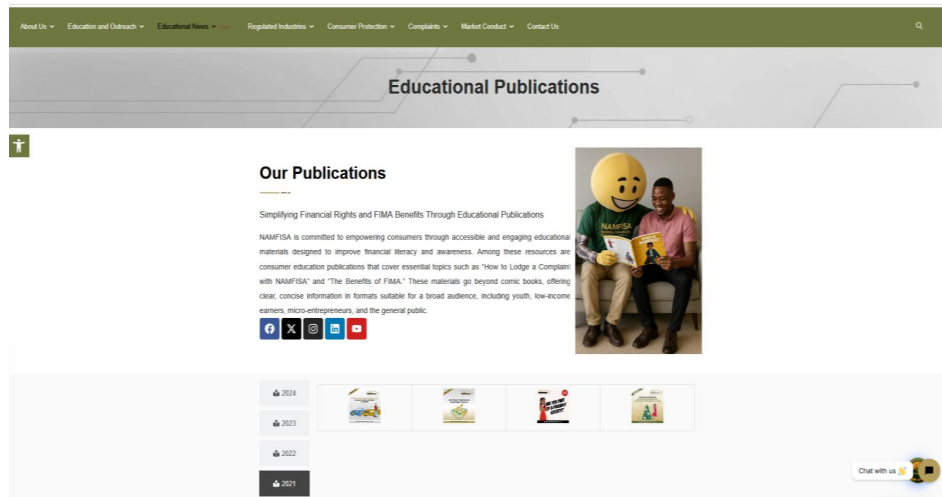
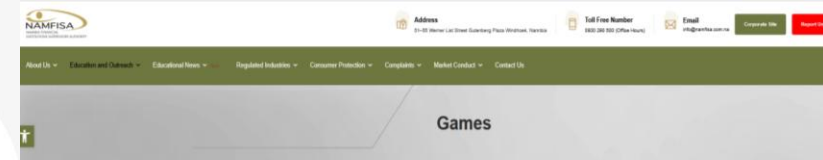
The Consumer Education Programme is designed to equip consumers with the necessary knowledge to understand their rights, obligations, and the Authority's role in protecting their interests.

Read More



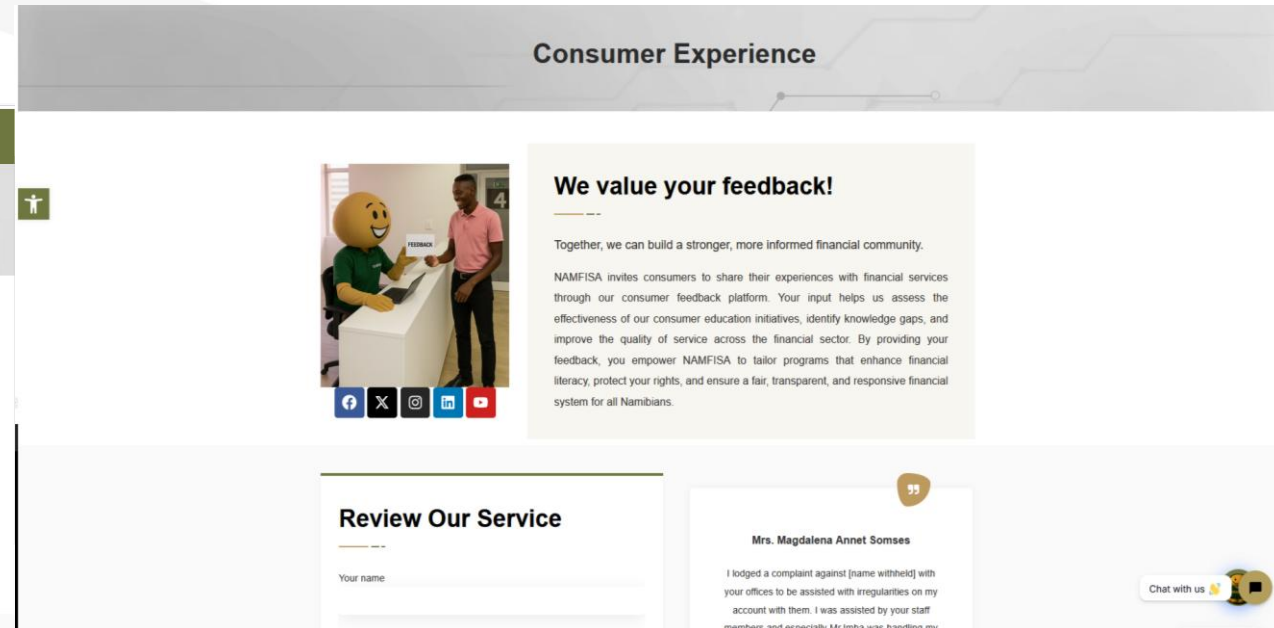
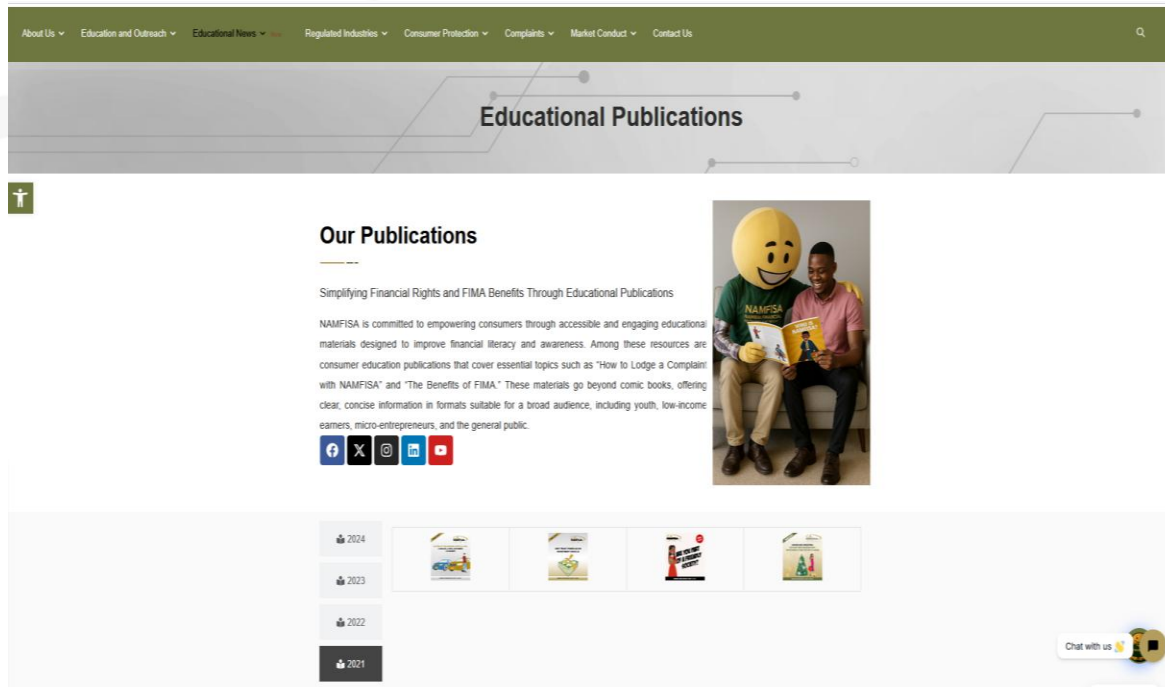
Key Features & Deliverables

- ✓ **Modernized Homepage & Navigation** (Intuitive layout, Refreshed corporate identity alignment, Contact information, Feedback forms, Accessibility, Quick Links, NAMFISA Consumer Education Engagements)
- ✓ **Enhanced consumer education engagements calendar** (Workplace Forums, Roadshows)
- ✓ **Integration with NAMFISA corporate website** (Optimized for referencing to the regulated sector information)
- ✓ **Educational Resources** (Innovation-driven engagement including Games, Comics, Videos & Audios)
- ✓ **Consumer Protection & Complaints guidance** (Streamlined guidance for complaints lodging)
- ✓ **Market conduct Section** (Market conduct awareness and malpractices)
- ✓ **News & Events Section** (Updated information on educational new & events)



Security & Compliance Enhancements

- Strengthened cybersecurity measures
- Compliance with regulatory and data protection standards
- Secure access to critical financial regulatory information
- Secure content management system



Appreciation & Acknowledgments

- Project team members from
 - Green Enterprise Solutions and
 - NAMFISA Staff
 - Appreciation for other stakeholders input and support
 - Encouraging continued engagement and feedback
-
- Officially launching the revamped NAMFISA Consumer Education Website



THANK YOU

- Explore the site at <https://www.namfisa.com.na/educates>

