



- Safeguarding the Nation's Wealth! -

BORROWER'S COMPLAINTS PROCEDURE

The Namibia Financial Institutions Supervisory Authority (NAMFISA) regulates and supervises non-bank financial institutions, including Microlenders. Microlenders are regulated under the Usury Act, 1968 (Act No. 73 of 1968) and Exemption Notices made by the Minister of Finance. If a Microlender has treated you unfairly, you may complain to NAMFISA

by filling out a Complaint Intake Form. You can get a Complaint Intake Form from your Microlender. Please ask for a form.

PLEASE FOLLOW THESE STEPS BEFORE MAKING A COMPLAINT WITH NAMFISA

Step I

Take up the matter with the staff of the Microlender.

State the problem and ask for a solution.

Specifically ask if the staff is able to resolve the complaint or not.

Step II

If the staff is unable to resolve the complaint, make an appointment with the Principal Officer/Owner of the Microlending business. Put the problem in writing, ask for a solution within a certain period and hand the complaint to the Principal Officer/Owner at the day of the meeting. If the Principal Officer/Owner does not want to meet you or cannot give you a date within a reasonable time for a meeting, go to Step III

Step III

If the Microlender fails to reply or the complainant is not satisfied with the reply, or could not meet with the Principal Officer/Owner-,

- Complete a Complaint Intake Form – request a form from the Microlender and should they not furnish you with a form, bring your complaint directly to NAMFISA with all relevant supporting documents.
- Give the Complaint Intake Form plus any relevant supporting documents to the Complaints Department of NAMFISA.
- You can also fax the Complaint Intake Form to NAMFISA at fax no: (+264 61) 290 5157/ 290 5158/ 290 5122.
- Should you want to make the complaint by e-mail, send it to info@namfisa.com.na and mail the relevant supporting documentation to NAMFISA at the following postal address:
The Registrar: NAMFISA
P O Box 21250, Windhoek NAMIBIA

Alternatively, bring the supporting documentation personally to:

The Registrar: NAMFISA
Sanlam Building, 2nd Floor
Independence Avenue, WINDHOEK

Refer to the e-mail complaint, particularly the date when it was sent.

- NAMFISA will study the complaint and let you know on what action will be taken.

However, the simplicity or complexity of the complaint will impact on how speedily NAMFISA will respond to your complaint.