

NAMFISA COVID-19 BUSINESS CONTINUITY MEASURES

The Namibia Financial Institutions Supervisory Authority (NAMFISA) exists to supervise financial institutions and financial services, and to advise the Minister of Finance on matters relating to financial institutions and financial services in terms of the Namibia Financial Institutions Supervisory Authority Act, 2001 (Act No. 3 of 2001).

Following reports of confirmed cases of the Corona Virus in Namibia and the declaration of the state of emergency by the President of the Republic of Namibia, Dr. Hage. Geingob. NAMFISA is compelled to act accordingly and is taking the necessary measures to help with the prevention of the spread of COVID-19, while ensuring business continuation. NAMFISA offices will be closed for the public and industry for the next twenty-one (21) days starting 27 March 2020 at 11h00 until midnight Thursday 16 April 2020 or otherwise advised by the relevant authorities. However, limited operations will be done by NAMFISA staff working from home.

NAMFISA encourages all its customers to use the following channels:

1. All consumer related complaints matters:
 - Website: www.namfisa.com.na
 - E-mail: complaintsdept@namfisa.com.na
2. All applications related matters:
 - NAMFISA online: Electronic Regulatory System (ERS)
 - E-mail: licensing@namfisa.com.na
3. Pension fund rule amendments: pf@namfisa.com.na
Medical Fund rule amendments: maf@namfisa.com.na
4. All applications related to Asset Managers and Collective Investment: cm@namfisa.com.na
5. Any payments or finance queries:
 - For levies and debtor account queries the e-mail address should be finance@namfisa.com.na
 - For creditor/ supplier payment matters the e-mail address should be creditors@namfisa.com.na
6. Any media queries:
Ms. Victoria Muranda Corporate Communications Manager
Email: vmuranda@namfisa.com.na or jeises@namfisa.com.na
7. Any other NAMFISA related queries:
 - E-mail: info@namfisa.com.na
 - Facebook @Namfisa