



Nasria Ltd Complaints Handling Procedure

Namibia Special Risks Insurance Association (NASRIA) Ltd is a 100% state-owned insurance company and resorting under the Ministry of Finance and Public Enterprises. In terms of Namibia Special Risks Insurance Association Act (Act 5 of 2017), the company is mandated to carry-on short-term insurance business relating to special risk covers, promote the development and participation of the Namibian people in the insurance industry in Namibia, as well as to adhere to best practices in the provision of insurance cover for special risks.

1. Company Ethos

1.1 Vision

- To be the leading special risk insurer.

1.2 Mission

- To provide relevant and innovative insurance solutions for special risks.

1.3 Core Business Values

The company culture is Identified by seven core business values abbreviated as “SPECIAL”, defined hereunder:

- **Service** – the company is unwavering in its quest to deliver exceptional service to its Clients and Namibia at large.
- **Professionalism** – the company is in pursuit of excellence in its professions and therefore is on a quest of life-long learning and growth to deliver unrivalled value.
- **Ethical Business** – the company is always honest and ethical in everything it does.



- **Caring** - the company cares about the wellbeing of all our stakeholders and shall therefore be sensitive to their needs.
- **Innovation** – the company is curious about ways to improve the way it works and, therefore, is on a journey of continuous improvement in everything it does.
- **Accountability** – the company accepts the consequences of its decisions and actions.
- **Leadership** – the company inspires trust by coaching, mentoring, and living up to its values.

2. NASRIA Service Commitment

NASRIA places its clients first and at the centre of everything that we do. The company further promises to provide professional service, always conduct itself ethically, while embracing care, innovation, accountability, and leadership in resolving complaints and providing timely feedback and courteously, aligned with Client service principles.

3. As a valued Client and or Policyholder, you have the right to:

- Raise your complaints.
- Be listened to and treated fairly.
- Be provided with timely feedback and to,
- Be informed of NASRIA complaints process.

4. Client Lodging Complaint process

Step 1: Lodging a Complaint

- Kindly submit your complaint in writing to NASRIA via email complaints@nasria.com.na or hand-deliver to NASRIA's offices at Namlex Chambers, 5th Floor, 333 Independence Avenue, Windhoek, Namibia



- Your complaint will be registered, acknowledged, and referred to the relevant department within a day of receipt thereof.
- NASRIA shall resolve to provide comprehensive feedback within ten (10) business days. In an event where the department is unable to provide feedback within ten (10) business days, the Client shall be informed for the reason for the delay and shall furthermore be advised of the date when feedback will be provided.

Step 2: Complaints Review Committee

- In an event where the Client is dissatisfied with the feedback provided by NASRIA, the Client can lodge an appeal, stating detailed reasons for the appeal, together with any supporting documentation and addressed to the “Complaints Review Committee” at the following e-mail address, complaints@nasria.com.na.
- NASRIA shall acknowledge receipt of complaint resubmission/petition within one (1) business day of receipt. The Complaints Review Committee shall investigate the complaint by gathering all relevant facts, review and make fair pronouncements and provide Client with final feedback within ten (10) calendar days.
- NASRIA may contact the Client and or other source in order to verify information for purposes of successfully resolving the Client’s complaint.

Step 3 (if needed/ applicable): NAMFISA

- In an event where the Client is still not satisfied with the feedback/ relief sought, the Client can lodge a complaint with NAMFISA through either of the following contact details:



E-mail: complaints@namfisa.com.na

Postal address: P.O. Box 21250, Windhoek, Namibia

Physical address: No. 51-55 Werner List Street,

Gutenberg Plaza, Windhoek, Namibia

Telephone number: 061 – 290 5000

Toll free: 0800 290 50