

Complaints Handling Procedure

1. NASRIA Service-Level 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.

2. 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.

3. 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: 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 290 500