

PRESS RELEASE

For immediate release

LETSHEGO NAMIBIA HOLDINGS OFFERS RELIEF TO CUSTOMERS AND COMMUNITIES

WINDHOEK, NAMIBIA – Tuesday 7 April 2020: Letshego Namibia Holdings Ltd (“Letshego Namibia”), Namibia’s largest micro lender and a subsidiary of the 11 market strong Letshego Group, is taking proactive steps to support its customers through these emerging economic challenges caused by the Coronavirus pandemic. Letshego Namibia is offering customers the opportunity to apply for relief by way of a 3 month payment holiday, effective from 1 April 2020. Letshego’s Namibian Customers can apply for payment relief by sending an sms to 5626 with the word relief, followed by the name of their town. Relief will be considered on a case basis subject to normal terms and conditions and only if their salaried income was in anyway affected by the Covid 19 Pandemic.

Letshego Namibia’s Chief Executive, Ester Kali affirmed, *“Thanks to the proactive action of our national health authorities and government, supported by fellow members of the private sector, Letshego Namibia acknowledges that these trying times call for financial institutions to be responsive to the prevailing and unfolding socio economic environment. It is for that reason that Letshego Namibia will consider each application for relief on an individual basis, to assist our customers to manage their repayments through this challenging period.”*

Letshego’s Namibian Customers can apply for payment relief by sending an sms to 5626 with the word relief, followed by the name of their town.

Letshego Group has committed more than N\$4million (BWP3million) in direct financial support to regional government relief funds and non-profit organisations across its 11 market footprint in sub Saharan Africa.

Within this total regional contribution, **Letshego Namibia is donating N\$1.1 million** towards the COVID-19 pandemic. Letshego Namibia recognises the value of collaborative and collective action in the fight against Covid-19.

Kali reiterated, *“All Namibians, all companies and institutions – from both the public and private sectors – need to rally together to support national efforts in preventing the spread of the virus, caring for those infected with the virus, as well as sustaining local economic activity.”*

In line with social distancing practices and prioritising the health and wellbeing of both our staff and customers, a minimum of half of Letshego Namibia’s staff will be operating from home, while maintaining business continuity and service delivery for customers via safe and secure digital platforms. Since 27 March 2020 Letshego Namibia employees have supported customers through alternate channels including sms’s, whatsapp, emails, conference calls and video conferencing.

“Four of Letshego’s retail branches, namely Windhoek Katutura, Rundu and Swakopmund remain open to assist customers in need. However, customers are urged to take all national health measures and guidance into consideration, and use alternative channels wherever possible,” added **Kali**.

Letshego continues to partner with local government and health authorities to advocate official health guidelines, as well as align with international health advice from organisations such as the World Health Organisation (www.who.int) and the Center for Disease Control and Prevention (www.cdc.org). Letshego employees and customers have access to the latest facts and health information in an effort to collaborate in combatting the Coronavirus across Letshego’s footprint markets.

Letshego Namibia customers are encouraged to stay home and use any of the following options to access account information or apply for financial support:

Client Contact Centre Tel: **061- 2023500**

SMS line: **5626**

Email: namcustomer@letshego.com

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NAMIBIA NATIONAL HEALTH COVID-19 HOTLINE:
0800100100

ENDS.

For further enquiries, please contact:

PR Agency for all media enquiries:	Ilke Platt ilke@poiyahmedia.net M/ +264 855 555 444
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Notes to the Editor:

About Letshego Holdings Namibia

Letshego Holdings Namibia (LHN) opened its doors in 2002 as Edu Loan Namibia, providing consumer and micro-lending services. LHN is 79 percent owned by Letshego Holdings Limited (LHL), a Botswana Stock Exchange (BSE) listed entity. LHN focuses on financially underserved low to middle income earners in the economy, through the provision of financially inclusive solutions. Previously, it only offered payroll loans through the deduction at source model. To enable the new operating model that will support and deliver the financial inclusion and diversification strategy, Letshego applied for, and was awarded, a full unrestricted banking licence in July 2016. In 2017, Letshego Holdings Limited successfully floated their IPO on the Namibia Stock Exchange (NSX) through a nationwide campaign called "Ekwafu Letu" that offered a rare opportunity for customers, staff and Previously Disadvantage Namibians to own shares on the NSX.

For further information, please visit www.letshego.com/namibia

About Letshego Holdings Limited

The Letshego Group is a proudly African multinational organisation, headquartered and listed in Botswana and focused on delivering inclusive finance solutions to emerging consumers across 11 Sub Saharan Markets. With a staff compliment of over 3,000 – including both direct and indirect sales agents - and more than four hundred thousand customers, Letshego is synonymous with leveraging innovation and technology to improve the lives of individuals who have limited access to traditional financial services. In 2018, Letshego celebrates 20 years of supporting regional communities, with strong progress towards the Group's ambition to be Africa's leading inclusive finance organisation. For more info visit www.letshego.com