



CUSTOMER FEEDBACK

LMFSN

At Letshego, we highly value your feedback about our products, services, and staff. If you are dissatisfied in any way, please let us know so we can improve our service to you. We will address your feedback promptly and constructively.

You can submit your feedback through any of the following channels:

- Directly contact the officer in charge at any Letshego branch.
- Write in the Letshego's Customer Complaints Book.
- Email us at **namcustomer@letshego.com**.
- Call our Letshego Call Centre on **+264 61 202 3500**.
- Send a letter addressed to the Customer Experience Manager, Letshego Namibia Limited, 1st Floor, Letshego Place, 18 Schweringsburg Road, Windhoek, Namibia.

You may escalate your complaint to the Regulator – Namibian Financial Institutions Supervisory Authority (NAMFISA) – by completing a Complaint Intake Form, available from their website at **www.namfisa.com.na** or their offices. NAMFISA will review your complaint and advise on the next steps. The completed form can be submitted directly to NAMFISA by:

- Telephone: **+264 61 290 5134**
- Toll-free number: **0800290500**
- Fax: **+264 61 290 5161**
- Email: **complaintsdept@namfisa.com.na**
- Letter: The Registrar, NAMFISA, PO Box 21250, Windhoek, Namibia.
Alternatively, bring the supporting documents personally to NAMFISA at 51-55 Werner List Street, Gutenberg Plaza, Windhoek, Namibia.