



**Bank of Namibia**

# YOUR RIGHTS AS A CUSTOMER

*Resolving Issues with Banking  
Institutions and Credit Bureaus*

*Are you facing challenges with products or services  
provided by banking institutions or credit bureaus?*

*Do you feel unsure about how to file a complaint or  
curious about your rights as a customer?*

The Bank of Namibia is here to support you! We prioritise fair treatment and dispute resolution for all customers of banking institutions, building societies, or credit bureaus.

## ***Bank of Namibia: Your Partner in Resolving Complaints***

At Bank of Namibia, we play a pivotal role in handling complaints against regulated entities. If you've encountered an issue that remains unresolved, and the regulated entity has not acted appropriately, we are here to assist you. It is essential to first lodge your complaint with the respective institution before reaching out to us.

## ***Advocating for Fairness***

Our commitment is to protect your rights as a customer. We are dedicated to enhancing your experience with banking institutions and credit bureaus.



## ***Channels to Report Complaints***

- You can report your complaints through various channels:
- Telephonically: Call us at 061-283 5111.
- Via Email: Send your complaint to [complaints@bon.com.na](mailto:complaints@bon.com.na).
- Electronically: Complete the form available on our website [www.bon.com.na](http://www.bon.com.na).
- In-Person Visits: Visit Bank of Namibia Head Office at 71 Robert Mugabe Avenue, Windhoek.

## ***WE ARE HERE TO HELP YOU!***

*The Bank of Namibia is committed to supporting you in resolving disputes and ensuring fair treatment.*

***Bank of Namibia:  
Advocating for Fairness,  
Protecting Your Rights***

#EmpoweringConsumers

