



Republic of Namibia
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COVID-19 – NATIONAL LOCKDOWN

ISSUED: MARCH 2020

Dear FIC & FIA Stakeholders

FIC herewith advise that we have been declared as an essential service as part of the Bank of Namibia services for purposes of the COVID-19 National Lock Down period.

We herewith assure all stakeholders that you and our staff, remain our number one priority. As such, we have aligned our response during the COVID-19 National Lock Down period as an essential service provider, accordingly.

FIC assures all stakeholders that:

- business will as far as is reasonably possible, continue as usual;
- FIC staff is available to assist in any matter, whilst working from home and where necessary, in office; and
- all efforts have been made to ensure continuous availability of all FIC services, during the lock down period;

Despite business continuing as usual, FIC continuously encourage limited social interactions and suggest that, should there be a need, you rather contact the FIC via phone, email, or schedule a virtual meeting using Microsoft Teams, Imeet or Skype with the relevant staff member/s who are hard at work and eager to assist;

FIC further advice that should a face-to-face visit be unavoidable, we would like to assure anyone planning on visiting our offices that the necessary measures and precautions have been taken to ensure everyone's safety. In this regard hand sanitizers and wipes are available at strategic points throughout the building in which FIC is hosted. Cleaners have also been informed and instructed on how to properly clean handles, railings, elevators, etc. and the landlord has taken all necessary precautions to ensure the building is effectively santized and safe for use.

FIC reminds all stakeholders that even with the safety measures in place, personal hygiene remains our collective and individual responsibility. FIC thus encourage all stakeholders to:

- strictly adhere to the lock-down guidance availed by Government;
- wash hands regularly and continuously practice personal hygiene;
- make use of the hand sanitizers and wipes being distributed by businesses;
- stay informed, calm and rational;
- follow trustworthy sources to distinguish between fact and fiction; and
- when noticing symptoms, visit a health care provider immediately.

FIC also encourages all stakeholders to only rely on trusted sources regarding COVID-19 updates nationally and internationally, throughout the national lockdown period.

Our prayers are that God continuously bless and protect our country, our nation, our leadership, each of our stakeholders and our family members.

Please remain safe.

FIC Management and Team