

## MEDIA RELEASE

*(Commencement of NFIS)*

03 October 2025

NSA HEAD OFFICE

### **2025 NAMIBIA FINANCIAL INCLUSION (NFIS) MAIN SURVEY OFFICIALLY COMMENCES ON 06 OCTOBER 2025**

#### **Empowering Policy Through Data: Enhancing Access to Financial Services for All**

The Namibia Statistics Agency (NSA), in collaboration with the Bank of Namibia, is pleased to inform the nation that we will be commencing with the 2025 **Namibia Financial Inclusion Survey (NFIS)**. The survey will run from **06 October to 04 November 2025**, taking place in all 14 regions, but only in selected constituencies and selected households (since this is a sample survey).

The Namibia Financial Inclusion Survey (NFIS) is a national survey aimed at collecting data on how individuals and households access and use financial services. These include banking, insurance, mobile money, savings, credit, and informal financial services.

**The key objective of the 2025 NFIS** is to measure and profile levels of access to and use of financial services by all adults, across income ranges and other demographics, and making this information available for use by key stakeholders such as policy-makers, financial regulators, and financial service providers.

**The 2025 NFIS questionnaire content** will include questions on personal & household information, banking services, savings, credit and loans, insurance, mobile money & digital services as well as financial literacy. These questions are designed to understand:

- **Financial Access:** Who is currently excluded from the financial system and why.
- **Usage Patterns:** How different financial services are used, and how frequently.
- **Barriers to Access:** What prevents people from using formal financial services.
- **Informal Alternatives:** How people cope in the absence of formal financial services.
- **Financial Education Needs:** What knowledge gaps exist around money management.



## Data Collection Methodology:

Survey questions during interviews will be posed to eligible household members who at the time of data collection, will be at least 15 years or older, available for the duration of the survey, and mentally/physically capable to be interviewed. **These persons should have been part of the household for at least six months prior to the survey.**

A random selected representative sample of households from urban and rural areas across all regions of Namibia will be visited. There are 196 Primary Sampling Units (PSUs) selected across the regions and constituencies, and from each sampled PSU, 10 households will be selected to be interviewed. Hence countrywide, we expect 1 960 Households to be visited and interviewed for the 2025 Namibia Financial Inclusion Survey (NFIS).

All information collected during the NFIS is strictly confidential and protected under the Statistics Act, 2011 (Act No. 9 of 2011). The data will be used only for statistical purposes and will never be shared in a way that identifies personal information of individual respondents.

## NFIS Staff Recruitment & Training:

The recruitment composition is **198 NFIS field staff in total, from all 14 regions**, inclusive of 42 reserves and the actual number of field staff that will be **deployed to the field is 156** consisting of 52 Team Supervisors and 104 Interviewers.

All the 198 field staff were trained in NFIS questionnaire, field operations and related logistics from 22 September 2025 to 03 October 2025. The training was held in three centers: *Rundu, Ongwediva and Otjiwarongo*, with each training center accommodating staff from multiple regions. **The trainings are to conclude on Friday, 03 October 2025 (today) and on this date, the staff will be deployed from these training centers to their respective regions to start with fieldwork (data collection).**

## Confidentiality of collected data and information:

To ensure confidentiality of gathered information from selected households, all field staff will be sworn in as per the Statistics Act before they commence with main survey data collection activities. This swear in of field staff will be done at all training centres.



## Vehicles:

Just like during the 2023 Census project, the NSA sourced a **total of 52 (4x4) vehicles** from private individuals across all regions. The field staff will be transported in these vehicles, branded with NSA logos.

## Field Staff Composition and Identification:

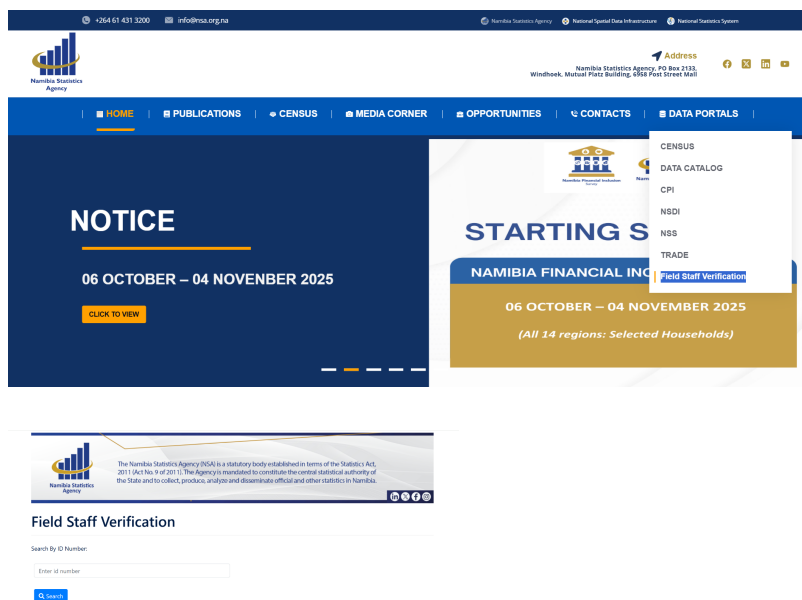
The 2025 NFIS data collection will be conducted by trained NSA field staff who will visit selected households across all 14 regions and administer structured interviews using digital data collection devices (tablets). Selected households can anticipate visits from a team of two (2) NFIS staff (1 Supervisor and 2 interviewers) who can further be identified as, NSA field staff will:

- Carry **official NSA identification cards for ease of identification** .
- Wear **NSA-branded attire** (such as reflective vests or shirts).
- Be able to explain the purpose/objectives of the survey and your rights as a respondent.

If in doubt, households can verify field staff's identity by contacting NSA directly on +264 61 431 3200 or on email at: [info@nsa.org.na](mailto:info@nsa.org.na) .

We also have a field verification system where households can log on NSA website: [www.nsa.org.na](http://www.nsa.org.na) navigate to data portals: **"Filed Staff Verification"** and enter the staff ID number on the identification card as presented to the household, to verify if such details on the staff card matches the details that will be on the screen, as shown below:





## Dual Surveys namely NFIS & NHIES:

It is important to note that the NSA will be conducting two different surveys at the same time, **The Namibia Household Income and Expenditure Survey (NHIES) (ongoing since 28 April 2025 to date) and the Namibia Financial Inclusion Survey (NFIS) (official starting from 06 October 2025)**. These two surveys serve different purposes: NHIES looks broadly at household income, expenditure, and living conditions and it has already commenced on **28 April 2025 and will go up to 22 April 2026**; whereas NFIS focuses specifically on how people access, use, and understand financial services such as banking, insurance, and savings and will commence on **06 October 2025 up to 04 November 2025**.

However, both surveys complement each other and provide required data to inform development planning. The NHIES data gives a wide picture of the economy at household level while and the NFIS data provides detailed insights into financial inclusion. Both surveys provide required and critical data which are all needed for evidence base planning to foster a culture of data-driven decision making in Namibia at all levels.

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## Conclusion

The NSA urges all selected households to **cooperate with our field staff** who will be visiting the selected household by providing honest and accurate information. Your participation is critical in helping the government and its partners to understand how to better serve you through inclusive financial services.

The information you share today can help shape better financial services for tomorrow.

I thank you



**ALEX SHIMUAFENI**  
**STATISTICIAN-GENERAL & CEO**

## About Us

Namibia Statistics Agency is mandated with collecting, producing, analyzing, and disseminating official statistics. Find us at [www.nsa.org.na](http://www.nsa.org.na)

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