FINANCING

Understanding balloon payments in vehicle financing p. 09



The best time to seek legal advice



APPOINTMENT
Namibia Hydrogen
Fund Managers appoint
Mercia Geises CEO



ГНЕ

BR/EF

News Worth Knowing



MAIN STORY



etshego Holdings Namibia Ltd was the standout performer on the Namibia Securities Exchange (NSX) in 2024, recording a total return of 49.2%, latest data shows.

According to data from Cirrus Capital, Nictus Holdings Ltd followed with 30.4%, while Capricorn Group Ltd achieved a 24.7% total return.

In terms of price return, Cirrus Capital

Crucial Dates

- Bank of Namibia Monetary Policy announcement date:
 - * 12 February 2025
 - * 16 April 2025
 - * 18 June 2025
 - * 13 August 2025
 - * 15 October 2025
 - * 3 December 2025



Marketing - 081 676 4441 / thebriefnam@gmail.com Editorial - 081 461 2969 / newsdesk@thebrief.com.na P. O. Box 5422, Ausspannplatz, Windhoek, Namibia (Pty) Ltd Fixed Income Analyst Pandu Shaduka said Letshego Holdings led at 27.9%, with Capricorn Group at 21.4% and Nictus Holdings at 12.6%.

Namibia Breweries Ltd recorded the lowest total return among local stocks, closing the year at 1.9%.

"The NSX Local followed on a strong 2023, with all but one of the local tickers generating positive returns in 2024," said Shaduka.

Meanwhile, Namibia Breweries Ltd (NBS) saw the highest volume traded on the NSX Local in December 2024, with N\$9.1 million exchanged.

FirstRand Namibia Ltd (FNB) followed with N\$6.4 million traded, while other tickers, including Oryx Properties and Mobile Telecommunications, recorded less than N\$1.0 million each.

December trading on the NSX Local Index totalled N\$18 million, down from N\$69.5 million in November.

"For the fourth quarter, SBN Holdings (SNO) led with N\$46.3 million traded, followed by FNB with N\$33.4 million and Capricorn Group Ltd at N\$22.0 million. Quarterly trading activity reached N\$124.0 million, up from N\$92.3 million in the second quarter and N\$59.4 million in the third quarter," said Shaduka.

Namibia Breweries Ltd was the most traded local stock in 2024, recording N\$110.1 million in transactions. FNB followed with N\$84.7 million, surpassing SBN Holdings at N\$82.2 million.

Cirrus noted that the NSX Local recorded N\$421.1 million in cumulative value traded for the year, marking it as the third-lowest annual volume on record.

On the dual-listed front, Anglo American plc (ANM) was the most active in December, recording N\$124.8 million traded.

FirstRand Ltd (FST) followed with N\$99.7 million, while Shoprite Holdings Ltd (SRH) saw N\$79.3 million exchanged.

Overall trading volume on the NSX in December totalled N\$612.7 million, above the 12-month rolling average of N\$551.0 million.

"Despite low volumes traded in December, SBN Holdings led the value exchanged for the second consecutive quarter," said Shaduka.

For 2024, N\$6.2 billion was traded on the NSX Overall Index, making it the lowest annual value traded in over a decade.

Anglo American remained the most traded dual-listed counter, with N\$908.3 million in transactions.



Invitation - Scope of Work Information Sharing

The Namibia Students Financial Assistance Fund (NSFAF) invites all interested bidders to attend a scope of work information session for the Request for Proposal (RFP) concerning the Development of a Predictive Model for Student Funding Budget Estimates.

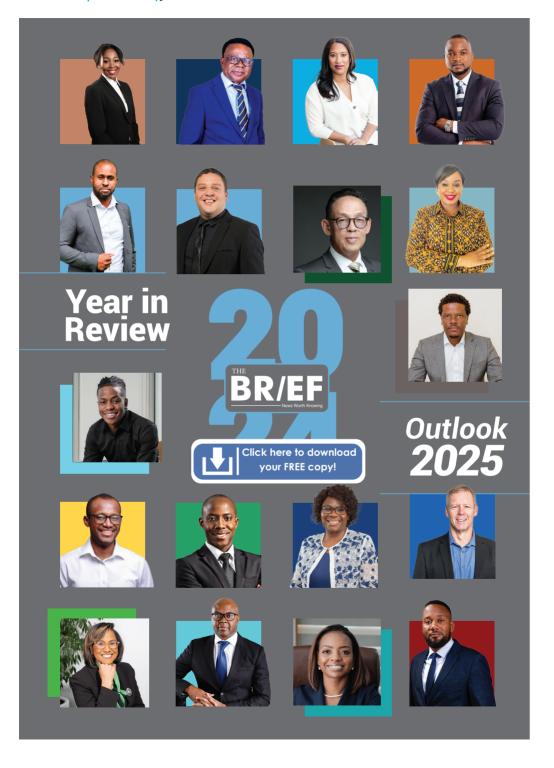
Details of the session:

Date: Monday, 13 January 2025 **Time:** 10:00 AM to 11:00 AM

Venue: NSFAF Head Office, 746 Erosweg, Eros, Windhoek

For further information or inquiries, please contact: Allenah Matengu: 061 434 6055 / Agnes Dawid: 061 434 6070 / Email: Procurement@nsfaf.na







Namibian individuals secure over N\$2bn in credit over 12 months

he private sector in Namibia received a total of N\$3.73 billion in credit over the past 12 months, with individuals accounting for N\$2.07 billion and corporations securing N\$1.66 billion, according to the latest data.

IJG Securities says that private sector

credit extension (PSCE) rose by 0.8% m/m in November 2024, equivalent to N\$908.8 million. This brought the annual growth rate down to 3.3%.

"After adjusting for interbank swaps recorded by the Bank of Namibia (BoN) under non-resident private sector



claims, the normalised cumulative credit outstanding stood at N\$116.3 billion," said LJG.

Credit extended to individuals increased by 3.1% y/y in November. Overdraft facilities for individuals recorded a 0.4% y/y increase, while mortgage loans rose modestly by 1.0% y/y.

"Other loans and advances, including credit cards, personal loans, and term loans saw an 8.0% y/y rise. However, the growth rate of instalment credit slowed to 9.7% y/y," said the firm.

Meanwhile, credit extended to corporates slowed in November, with annual growth easing to 3.6% y/y compared to 4.4% y/y in October.

"The deceleration was primarily driven by reduced credit demand from companies in the real estate sector. Corporate overdrafts continued to contract, posting an 8.8% y/y decline, while mortgage loans fell by 3.9% y/y," noted IJG.

In contrast, other loans and advances increased by 11.9% y/y, and instalment credit registered another substantial rise of 21.3% y/y.

The firm noted that the subdued growth in corporate credit highlights the continued muted demand for credit within this sector.

This comes as commercial banks' overall

liquidity increased by N\$1.48 billion in November, averaging N\$8.14 billion compared to N\$6.65 billion in October.

Higher diamond sales primarily drove the increase during the month.

On the other hand, in November, international reserves fell by N\$45.0 million, reaching N\$60.83 billion. This level continues to provide 4.1 months of import cover, unchanged from the previous month.

"The BoN attributed the decline mainly to higher net outflows from commercial banks, partially offset by increased customer foreign currency placements, leading to a slight drop in the reserve stock," said IJG.





Over 450 road crashes recorded during festive season

he Namibian Police recorded 472 road crashes during the festive season road safety campaign, which runs from 15 November 2024 to 17 January 2025.

According to Deputy Commissioner Kauna Shikwambi, the police's national

spokesperson, the crashes resulted in 918 injuries and 80 fatalities.

"Contributing factors observed include, driver behaviour and fatigue, drunk and driving, speeding, reckless and negligent driving and disobeying traffic rules," she said.



Authorities issued 12,227 summonses, 1,867 warnings and suspended 657 vehicles during the campaign. Shikwanbi said drivers are further advised to be prepared for changing weather conditions as rainfall in some areas leads to flash floods which damage road infrastructure and/or make the road surface slippery. "More people are expected to travel back to various destinations as the festive season concludes next week and schools re-open. Road safety remains a collective responsibility, therefore, the Namibian

Police Force is cautioning all road users to remain patient, be alert and obey all traffic rules," she said.

This comes as Namibia loses over N\$1.3 billion annually due to road crashes, with efforts underway to reduce the fatality rate to single digits per 100,000 people.

Motor Vehicle Accident (MVA) Fund CEO Rosalia Martins-Hausiku, during the campaign launch underscored the importance of collective responsibility in reducing road fatalities. "Last year's festive season claimed 70 lives. Imagine

an entire congregation disappearing; that's the scale of loss we face. We must change our behaviour on the roads and openly discuss road safety in our homes," she said. Campaign activities span multiple regions, targeting identified hotspots with in-person activations and media engagements.

Key regions include Khomas, Otjozondjupa, Kavango East, Oshana and Erongo, with focused efforts to raise awareness about road safety during the festive season and upcoming elections.

"With a current fatality rate of 14 per 100,000 people, Namibia has made progress from the 26-per-100,000 rate recorded a few years ago. This is something to celebrate, but not while losing sight of the fact that these are lives lost," she said.



TENDER NO: DBMNE0506 PROVISION OF ACCESS CONTROL AND RELATED SECURITY FUNCTIONS AT THE NAMDEB CENTRE

DESCRIPTION:

Debmarine Namibia is seeking an experienced Service Provider for Security Services

SCOPE OF WORK:

- 1. The scope of the tender without limitation includes the provision of Security Services.
- Demonstrate five (5) years' experience of relevant security services considering the scope. A key criteria will be companies of suitable size and dealing with complexities in line with the requirements needed for bigger corporate clients.
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- Training manuals.
- Number of staff allocated to the scope of work, describing their skill, background and relevant experience and qualification for this scope of work.
- 6. Show services rendered in other regions in Namibia

CLOSING DATE: 17 JANUARY 2025 at 12:00

REQUEST FOR ELECTRONIC TENDER DOCUMENT:

Registered businesses interested in providing such services are requested to register at Asite Marketplace: https://za.marketplace.asite.com/ to obtain a tender document with reference number DBMNE0506 ACCESS CONTROL AND RELATED SECURITY FUNCTIONS AT THE NAMDEB CENTRE

ENQUIRIES:

The Procurement Officer Tel: +264 61 297 8481

Email Address: e-tender@debmarine.com

Subject line: DBMNE0506 ACCESS CONTROL AND RELATED SECURITY FUNCTIONS AT THE NAMDEB CENTRE

Bidders must register on our electronic platform Asite Marketplace: https://za.marketplace.asite.com/ to participate in this tender.

DISCLAIMER

Debmarine Namibia shall not be responsible for any costs incurred in the preparation and submission of a response to this tender and furthermore reserves the right not to extend this tender into any future tenders, negotiations and or engagements.

Debmarine Namibia shall not accept submissions rendered after the closing date and time.





Understanding balloon payments in vehicle financing

By Max Lodewyk

Buying a vehicle is a major financial decision, and for many Namibians, vehicle financing is the most practical way to afford their dream car. One popular option offered by banks is the balloon payment. While this option can lower your monthly repayments, it's important to understand both its benefits and risks before committing.

What is a Balloon Payment?

A balloon payment is a large lump sum due at the end of your vehicle loan. Unlike traditional loans where you pay the same amount each month (interest rate depended), a balloon payment allows you to make lower monthly repayments and move part of the loan amount to the end. As an example, if you finance a N\$400,000 vehicle with a 20% balloon payment:

- You pay monthly instalments based on 80% of the loan (N\$320,000);
- The remaining 20% (N\$80,000) is due as a lump sum at the end of the loan term.

Balloon payments are commonly offered by banks to help reduce monthly repayments and balloon payments usually range from 10% to 30% of the total loan balance.

Pros of Balloon Payments Lower Monthly Payments -

Balloon payments lower your monthly instalments, making it easier to manage your budget. For example, a N\$300,000 car could cost you N\$4,000 per month instead of N\$6,000.

2. Access to More Expensive Vehicles -

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A balloon
payment is a
large lump sum
due at the end of
your vehicle loan.

This option allows you to afford luxury or premium vehicles that might otherwise be out of reach with traditional financing.

3. Flexibility -

At the end of the loan, you have several options which is either to pay off the balloon payment in full, refinance the balloon payment or sell the car to cover the balloon payment or trade it in for a new one.

4. Short-term Relief -

Balloon payments can be ideal for those who expect their income to rise in the future or who plan to sell the vehicle before the balloon is due.

Cons of Balloon Payments Lump Sum Payment -

The lump sum at the end can be difficult to manage, especially if you haven't saved for it or made extra payments during the loan term. Many buyers may find this a challenge when the time comes to settle the balloon payment.

2. Risk of Negative Equity -

If the car's value depreciates faster than expected, you could owe more on the balloon payment than the vehicle is worth.

3. Refinancing Risks -

Many people refinance the balloon payment into another loan, but this can lead to more debt and a longer repayment period.



Refinancing is not always guaranteed, it depends on your creditworthiness.

4. Risk of Repossession -

If you are unable to refinance or sell the car to settle the balloon, the bank may repossess the vehicle to recover the outstanding debt.

To Balloon or Not? Yes, if:

- You need lower monthly payments.
- You are confident in your ability to save or earn enough to cover the balloon payment.
- You plan to sell or trade in the car before the balloon payment is due.

No, if:

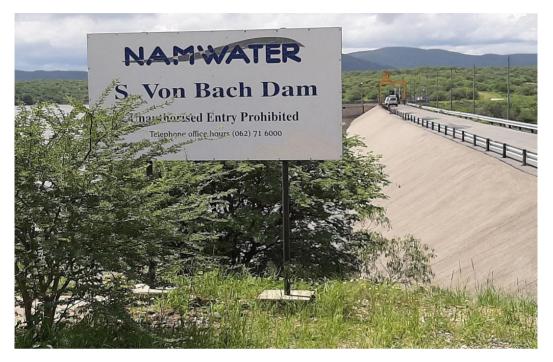
- You struggle with long-term financial planning or saving.

- You want full ownership of the car at the end of the term.
- The car you are buying depreciates quickly.
- The balloon payment is the only way you can afford the car.

In conclusion, balloon payments can make vehicle ownership more affordable in the short term, but they come with significant risks. It's important to carefully consider whether this financing option fits your financial situation and long-term goals to ensure it doesn't pop.

*Max Lodewyk is a motoring enthusiast.

Youtube: maxlodewyk_na
Tiktok: maxlodewyk_na



NamWater records 49.6 million m³ inflows as dam levels rise across Namibia

amWater says recent rainfall added 49.6 million cubic meters of inflows to Namibia's key dams, significantly improving water availability.

According to NamWater's Head of Public Relations and Corporate Communications, Lot Ndamanomhata, this development marks a critical improvement in dam levels across the country, bringing relief to households, agriculture, and industries.

"Collectively, the recent rains have added 49.605 million cubic meters (Mm³) of water, marking a significant step towards improved water availability," he said.

He further explained that notable improvements in dam levels include the Swakoppoort Dam, which rose from 15.9% to 24.4% of full capacity, and the Von Bach Dam, which increased from 10.7% to 23.5%.

The Omatako Dam increased from 0.0% to 2.4%, while the Hardap Dam saw a significant jump from 5.5% to 14.8%, receiving 27.419 million cubic meters of water.

The Neckartal Dam, already near capacity, recorded a slight increase from 76.8% to 77.8%.

"While we celebrate this positive development, NamWater is mindful of the challenges faced by communities affected by flash floods. Our thoughts are with all those whose households, properties, and livelihoods have been impacted. We stand in solidarity with you during this difficult time," he said.

The developments come as on 22 May 2024, the government declared a State of Emergency following the worst drought that the country has experienced in 100 years.

The best time to seek legal advice: A guide for the public

By Nambili Mhata

new year, it is an opportune moment for individuals to reflect on the measures needed to safeguard their interests and rights.

As a Windhoek-based lawyer, I often encounter clients who only consult legal counsel after they become entangled in disputes or face problematic transactions. Unfortunately, by this point, their interests and rights may already be compromised, often leading to more complex—and more expensive—resolutions. This article explains why seeking legal advice early can help you avoid common pitfalls and protect your interests.

Proactive Steps to Safeguard Your Rights

Many people believe that legal assistance is only necessary when problems arise. However, a reactive approach can be detrimental. Consulting a lawyer at the earliest stage of a deal or transaction saves you time, money, and stress in the long run. It allows you to understand your legal obligations, identify potential risks, and develop preventive strategies.

Common Misconceptions

Two widespread misconceptions often deter people from seeking timely legal advice:

1. Legal services are only for dispute resolution: In reality, lawyers can offer invaluable guidance for drafting business contracts, negotiating property deals, and 66

Many people believe that legal assistance is only necessary when problems arise.

preparing personal documents such as wills and estate plans.

2. Early legal advice is prohibitively expensive: While legal services do come at a cost, addressing issues proactively can prevent far more expensive disputes and complications down the road.

Ideal Times to Seek Legal Advice

Below are some key situations in which early legal consultation can make a crucial difference:

- Business Transactions: Whether you are forming a new company, entering a partnership, or negotiating a contract, a lawyer can ensure you comply with regulations, protect your intellectual property, and draft enforceable agreements.
- Real Estate Deals: Because buying or selling property involves significant financial commitments, a lawyer's guidance is critical. Legal review of contracts, due diligence, and checks on zoning or liabilities can help avoid costly mistakes.
- Estate Planning: Drafting wills and trusts ahead of time ensures that your assets are distributed according to your wishes. Early consultation also helps minimize taxes and reduce conflicts among

beneficiaries

- Employment Matters: Employers and employees alike benefit from legal advice on contracts, workplace policies, and compliance with labour laws. Early input can help avoid disputes that escalate into litigation.
- Family Law Issues: Divorce, child custody, and adoption can be emotionally and legally complex. A lawyer's advice at an early stage can protect everyone's interests and clarify your options.

The Cost-Effectiveness of Early Legal Advice

The perception that legal services are unaffordable can lead people to delay seeking counsel. However, it is more cost-effective to engage a lawyer before problems occur. By identifying potential legal issues upfront, you can avoid disputes and the costs associated with drawn-out litigation. For instance, a carefully drafted partnership agreement or a properly reviewed property contract can save you substantial time and money in the future.

A Cautionary Example

A small business owner in Windhoek entered into a partnership based solely on a verbal agreement. When a dispute later arose regarding profit distribution and decision-making authority, resolving the conflict required prolonged and expensive litigation.

Had the entrepreneur sought legal advice before finalizing the partnership, an enforceable written agreement could have prevented the misunderstanding.

Conclusion

Seeking legal advice before entering into a deal or transaction is a proactive strategy that protects your interests and saves money over time.

Whether you are establishing a business, purchasing property, planning your estate, navigating employment issues, or handling family law matters, early consultation is key.

Do not wait until your interests are jeopardized—seek legal advice at the outset and safeguard your future.

Best wishes for a prosperous new year,

*Nambili Mhata is an admitted Legal Practitioner of the High Court and Supreme Court of Namibia, and Founder of Nambili Mhata Legal Practitioners. For inquiries, please email: info@nmlp.com.na.





amibia Hydrogen Fund Managers has named Mercia Geises, former CEO of Standard Bank Namibia Holdings, as its new Chief Executive Officer.

Nam-H2 Fund Managers, an infrastructure asset management firm, was established to spearhead the incubation of Namibia's synthetic fuels sector. Through its flagship initiative, the SDG Namibia One Fund, the firm recently facilitated the Namibian government's acquisition of a 24% equity stake in Hyphen Hydrogen Energy.

Hyphen Hydrogen Energy, a joint venture between Nicholas Holdings Limited and ENERTRAG SE, was selected by the Namibian government as the preferred bidder to develop the country's first green hydrogen project. The landmark project, upon completion, is projected to produce two million tonnes of green ammonia annually, powered by approximately 7GW of renewable energy generation capacity and 3GW of electrolyzer capacity. The project aims to reduce carbon emissions by an estimated 5-6 million tonnes per year.

The SDG Namibia One Fund serves as the country's dedicated green hydrogen financing vehicle, playing a central role in supporting Namibia's green hydrogen initiatives. The fund will oversee infrastructure projects vital to the production, transportation, transmission, storage, and utilization of green hydrogen and its derivatives.

The establishment of these projects is expected to significantly contribute to Namibia's energy transition by creating jobs, reducing emissions, and driving sustainable economic growth while positioning the country as a key player in the global green hydrogen market.

Namibia's customer service crisis: Why we deserve better and how to fix it

By Johannes Kanuku

ustomer service is
the lifeblood of any
thriving business,
yet in Namibia, this critical
aspect of commerce often
falls short. Complaints
about poor customer service
are rife, from long waiting
times in retail stores to apathetic
responses in the hospitality industry.

Customers frequently encounter dismissive or rude responses from frontline staff, adding to their frustration. This trend is not only frustrating for customers but also detrimental to businesses' reputations and profitability. It is high time we examine why this issue persists and explore ways to transform Namibia's customer service landscape.

Why Is Customer Service Important?

At its core, customer service is about building relationships and fostering loyalty. A single positive interaction can turn a casual buyer into a lifelong advocate for a brand. Conversely, a bad experience can alienate customers and spread negative perceptions through word-of-

mouth or social media. In today's competitive global market, exceptional customer service is often the key differentiator for businesses.

The importance of customer satisfaction cannot be overstated. It boosts repeat business, enhances brand reputation, and often justifies premium pricing. Moreover, in an economy like Namibia's, where businesses are vying for a relatively

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At its core, customer service is about building relationships and fostering loyalty.

small consumer base, retaining customers is significantly more cost-effective than acquiring new ones.

The Current State of Customer Service in Namibia Unfortunately, customer service in Namibia often leaves much to be desired. Here are some common issues:

- Lack of Training: Many frontline staff lack the necessary skills and knowledge to handle customer interactions effectively. This often results in slow service, miscommunication, and a lack of problem resolution.
- Cultural Attitudes: A pervasive "I'm just doing my job" mindset can sometimes lead to indifference toward customers' needs.
- Inefficient Systems: Outdated technology and poorly managed processes contribute to delays and errors, frustrating both customers and employees.
- Accountability Gaps: Businesses often fail to address complaints promptly or use customer feedback to improve their services.

How Can We Improve?

Addressing Namibia's customer service challenges requires a multi-faceted approach:

The importance of customer satisfaction cannot be overstated. It boosts repeat often justifies premium pricing.

1. **Prioritize Customer Service Training**

Businesses should invest comprehensive training programs for their staff, focusing on communication skills, empathy, and problem-solving. Employees who feel equipped and valued are more likely to deliver exceptional service.

Customer-Centric 2. Foster a Culture

Organizations need to instill a mindset that views customer satisfaction as a priority, not an afterthought. Recognition and rewards for excellent service can motivate employees to go the extra mile.

3. Leverage Technology







Implementing modern customer relationship management (CRM) tools can streamline operations, reduce waiting times, and improve overall efficiency. Simple solutions like online booking systems, chatbots, and feedback platforms can make a big difference.

4. Actively Address Feedback

Businesses must take customer complaints seriously and treat them as opportunities to improve. Establishing clear channels for feedback and demonstrating a commitment to resolving issues can help rebuild trust.

5. P u b l i c Awareness Campaigns

Encouraging a shift in societal attitudes toward valuing and expecting good customer service can create a ripple effect. Campaigns to educate both businesses and consumers about the importance of customer experience could transform overall the perception.

Conclusion

Improving customer service in Namibia is not merely a business challenge but a national opportunity. prioritizing customer satisfaction, businesses can foster loyalty, enhance competitiveness. and contribute to a more vibrant economy. For Namibians. demanding better service businesses celebrating that deliver can encourage a culture of excellence.

Ultimately, a concerted effort from all stakeholders can change the narrative, ensuring that exceptional customer service becomes the norm rather than the exception.

*Johannes Kanuku is an SME owner currently pursuing an LLM in International Energy Law and Policy at the University of Dundee. For further inquiries, you can contact him at kanukufudheni@gmail.com.



First date of publication: 06 December 2024

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ENQUIRIES:

The Procurement Officer Tel: +264 61 297 8481

Email Address: e-tender@debmarine.com

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Commodities	
Spot Gold	2635.87
Platinum	942.01
Palladium	927.38
Silver	30.06
Uranium	71.75
Brent Crude	77.23
Iron Ore	95.87
Copper	8781.21
Natural Gas	3.57
Lithium	9.85

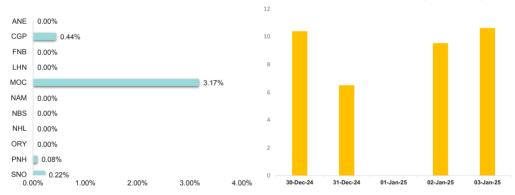
Currencies	
USD/ZAR	18.5588
EUR/ZAR	19.2689
GBP/ZAR	23.2091
USD/CNY	7.3218
EUR/USD	1.0382
GBP/USD	1.2506
USD/RUB	107.5001
CPI	3.00%
Repo Rate	7.00%
Prime Rate	10.75%

| 1.06% | 1.06% | 1.06% | All Share

4% 5%

NSX Local Stocks: Month on Month in %





-1%



