

ConsumerConnect — Namibia's Multi-Regulator AI Platform for Financial and Telecom Complaints

AI in the Public Sector · Good practice · Namibia

Quality score: 60/100

Evidence strength: Descriptive / self-reported

Summary

The Bank of Namibia, NAMFISA and CRAN launched ConsumerConnect, a Gates Foundation-funded AI agent platform that lets citizens file banking, insurance and telecom complaints by WhatsApp, webchat or voice in four languages, routing each case to the right regulator automatically.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-17

[Bank of Namibia](#) — accessed 2026-08-17

[Proto: Namibia to launch AI agents for citizen support and complaint resolution](#) — accessed 2026-08-17

[The Brief: Namibian banks lose over N\\$65m to fraud in 10 months](#) — accessed 2026-08-17

Cite this — Evidoria. *ConsumerConnect — Namibia's Multi-Regulator AI Platform for Financial and Telecom Complaints*. Persistent ID: 9d438efd-f16c-44e3-aa3f-fc5fd54e1048.