

March 24, 2020  
Circular N° SBP-DR-0090-2020

General Manager

Subject: Communication of adopted measures

Dear General Manager:

In virtue of the issuance of Rule 2-2020 that permits banks to modify the originally agreed on loan conditions of those customers who are economically and financially affected by the situation triggered by COVID-19, we highly appreciate your submittal of the communication plan you have implemented to keep customers informed on the actions and measures you have adopted.

We also request that you inform us the name and contact information of the official responsible for sending the communications to the different bank customers, and whether that person will be the liaison party with the Superintendency of Banks, for the SBP to make the relevant queries on the measures the bank have adopted.

Any query related to this circular may be communicated through the Bank Helpdesk e-mail address: [soporte@superbancos.gob.pa](mailto:soporte@superbancos.gob.pa).

We would greatly appreciate your providing the necessary instructions to your staff for compliance with these provisions.

Best regards,

Amauri A. Castillo  
Superintendent

ARV/ygl