

March 26, 2020  
Circular N° SBP-DR-FID-0094-2020

General Manager

Subject: Temporary modification of customer service schedule. Temporary closing of offices due to Covid-19

Dear General Manager:

We wish to inform you hereby that we have been receiving your notifications on the temporary modification of customer service hours and/or temporary closing of offices to implement telecommuting and thus be able to support your customers.

We understand that the foregoing is the result of the situation in the country is experiencing and that they are decisions made by each entity to comply with the provisions stipulated by the authorities due to the COVID-19 situation, and we are aware of them, making it clear that we all must comply with these measures to prevent contagion.

All notifications received in this regard, and those that will be received in the coming days, will be included in the relevant files, and will be registered as a notification to the Superintendency of Banks. To the extent that the Trust Company deems it appropriate to make new modifications to the business hours or temporary closings, please send those to our e-mail address: [soporte@superbancos.gob.pa](mailto:soporte@superbancos.gob.pa).

We remind the Trust Company that the tools to be used in its business continuity plan must ensure, among other things, confidentiality of customers' information and the duty to keep them informed on the actions taken, for them to be aware of these measures.

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

Best regards,

Amauri A. Castillo  
Superintendent