

March 30, 2020
Circular N° SBP-GSF-FID-0097-2020

General Manager

Subject: Temporary schedule. Business and customer service schedule. Superintendency of Banks

Dear General Manager:

As you may be aware of, by means of Executive Decree 507 dated 24 March 2020, a 24-hour national lockdown was declared, starting at 5:01 a.m. on March 25, 2020, which will remain in force, while the declaration of National Emergency lasts.

Therefore, the Superintendency, in order to continue providing its services to bank users, customers and consumers and to all banks in the market and other reporting entities, deems it appropriate to adequately organize the customer service and business hours for its employees both physically and telecommuting, which to this date constitutes a significant percentage of the human resources of this Institution.

In this regard, please be advised, that as of Monday, March 30, 2020, the customer service schedule at the Superintendency of Banks and for those employees personally working in its facilities, will be from 8:30 a.m. to 12:30 p.m.

We remind you that the provisions of General Resolution SBP-RG-0001-2020 dated 18 March 2020, on the suspension of deadlines, remain in force.

We would greatly appreciate your informing your staff of the provisions of this Circular.

Best regards,

Amauri A. Castillo
Superintendent