

March 31, 2020
Circular N° SBP-DR-0106-2020

General Manager

Subject: Revision of the collection of fees and charges

Dear General Manager:

In view of the current global situation due to the COVID-19 disease, declared pandemic by the World Health Organization, which has resulted in the deterioration of the people's economy, we urge banks to review the collection of fees and charges for the benefit of customers, in order to alleviate in a way their financial situation before the high unemployment scenario that has resulted from the measures adopted by the National Government to prevent the spread of the disease and the collapse of our health system.

Should you deemed it appropriate to make adjustments, these may be applied temporarily, however, the main purpose of this flexibility is to make a direct impact for the customer's benefit, before the current emergency situation of the country.

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

Best regards,

Amauri A. Castillo
Superintendent