

May 29, 2020  
Circular N° SBP-DPC-REMDI-0196-2020

General Manager

Subject: New business schedule of the  
Superintendency of Banks

Dear General Manager:

As you may be aware of, by means of Resolution 405 dated 11 May 2020, issued by the Ministry of Health, the “Post-COVID-19 Guidelines for the return to normality of companies in Panama” were adopted.

Subsequently, the Ministry of Health (MINSAs, for its acronym in Spanish) has informed that, as of June 1, 2020, the opening of the second group of economic activities will begin and the mobilization by ID card number and gender will be changed to curfew from 7:00 p.m. to 5:00 a.m.

Therefore, after adopting the health and hygiene, mobility and labor measures recommended by the Ministry of Health, the Superintendency deemed it necessary to modify the business and customer service hours to continue providing its services to bank users, customers and consumers, all regulated entities and the general public, complying with the established protocols to preserve hygiene and health in the workplace and prevent the spread of COVID-19.

In this regard, please be advised that, starting Monday, June 1, 2020, the employees of the Superintendency of Banks will work in two temporary shifts, as follows: from 7:30 a.m. to 3:30 p.m. and from 8:00 a.m. to 4:00 p.m. and the customer service schedule will be from 8:00 a.m. to 4:00 p.m.

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

Best regards,

Amauri A. Castillo  
Superintendent

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