

August 31, 2020  
Circular N° SBP-DJ-0263-2020

General Manager

Subject: Portal for the follow-up of proceedings and queries submitted to the Superintendency of Banks

Dear General Manager:

As part of the digital transformation process of the Superintendency of Banks, we have designed a Portal de Seguimiento de Trámites y Consultas (Portal for the Follow-up of Proceedings and Queries – PTC, for its acronym in Spanish), which will permit our regulated entities to know, in real time, the status of the different requests, inquiries and proceedings submitted and managed before this entity.

This Portal will be enabled as of September 1, 2020 and may be accessed through our website [www.superbancos.gob.pa](http://www.superbancos.gob.pa), side menu, Portal de Seguimiento de Trámites (in Spanish) or directly through the following URL address: [https://pst.sbancos.gob.pa/SBP-TRAMITES/n\\_control.html](https://pst.sbancos.gob.pa/SBP-TRAMITES/n_control.html)

Below you may find the steps to follow to use the Portal:

STEP 1 – Prior registration of authorized person(s):

The solicitor must register the name(s) and e-mail address(es) of the person(s) authorized to receive confirmation of receipt and to access the Portal. For such purposes, the solicitor must previously submit the data to the e-mail address [gdocumental@superbancos.gob.pa](mailto:gdocumental@superbancos.gob.pa)

STEP 2 – Submittal of request, inquiry or proceeding:

The request, query or proceeding may be submitted by e-mail to the e-mail address [gdocumental@superbancos.gob.pa](mailto:gdocumental@superbancos.gob.pa) or in person. Once the request, query or proceeding is registered, the authorized person(s) will receive a confirmation e-mail that will include the general data, the control number assigned to the proceeding, a QR code and the URL address to access the Portal de Seguimiento de Trámites y Consultas.

STEP 3 – Consultation:

To know the status of a request, query or proceeding:

1. Scan from your cell phone or mobile device the QR code that has been sent to you through the confirmation e-mail, or,

2. Access the Portal de Seguimiento de Trámites y Consultas, through the URL address provided in the confirmation e-mail. Then enter the assigned control number.

3. Once you entered the Portal, the information on the status of your request, query or proceeding will be displayed, including the subject matter, the sender, the person authorized by the regulated entity, the area responsible for processing the proceeding, the registration date, the response date.

We kindly remind you that the e-mail address [gdocumental@superbancos.gob.pa](mailto:gdocumental@superbancos.gob.pa) is the digital channel established by the Superintendency to receive requests, queries and proceedings.

In view of the above, we kindly request your informing to your staff in order to comply with the provisions of this Circular.

Best regards,

*Digitally signed by [S]  
NAME CASTILLO CHANG,  
AMAURI ARIEL – ID 8-238-386  
Date: 2020.08.31 16:03:00 -05'00'*

Amauri A. Castillo  
Superintendent

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