

January 15, 2021  
Circular N° SBP-GSF-FID-0008-2021

General Manager

Subject: Adoption of New Health Measures. Suspension of procedural and administrative terms processed at the **Bank Customer Service Agency located in Chitré, province of Herrera**

Dear General Manager:

As you may be aware of, in view of the health situation the country is experiencing, the Executive Branch issued Executive Decree 62 dated 13 January 2021, which establishes a curfew nationwide and provides health measures for the provinces of Panama, Panamá Oeste, Coclé, Herrera, Los Santos and Veraguas, as of January 14, 2021.

Consequently, the Superintendency has issued General Resolution SBP-RG-0001-2021 dated 14 January 2021, which establishes the following:

- Suspension of the procedural and administrative terms only for the processes that are **currently being processed at the Bank Customer Service Agency located in Chitré, province of Herrera**, starting at 8:00 a.m. from January 18 to Monday, February 1, 2021, inclusive, and without this implying the closure of the Bank Customer Service Agency located in Chitré nor the suspension of operations. The course of open cases will continue its internal processing.
- Persons previously legitimized and who require to know the status of the administrative proceedings in process, in the aforementioned Agency, will be attended through phone calls at telephone numbers 970-2720 and 970-2722 for Claims. Similarly, claims may be submitted through our website and to follow-up on them accordingly. In case of ex-officio proceedings and administrative complaints, the query may be send via e-mail to the Procedural and Administrative Proceedings Department at [tprocesales@superbancos.gob.pa](mailto:tprocesales@superbancos.gob.pa) or through telephone numbers 506-7854 and 506-7902.
- In view of General Resolution SBP-RG-0010-2020 dated 29 December 2020, the procedural and administrative terms, **both at the Superintendency of Banks headquarters located in Panama City as well as at the Bank Customer Service Agency located in David, Chiriquí, will be resumed at 8:00 a.m. on Monday, January 18, 2021.**

*"Velando por la solidez del Centro Bancario Internacional"*

The Superintendency will be attentive to the development of these events and will keep this, and any other communication channel, open for whatever is required.

Best regards,

*Digitally signed by [S]  
NAME CASTILLO CHANG,  
AMAURI ARIEL – ID 8-238-386  
Date: 2021.01.15 14:48:51 - 05'00'*

Amauri A. Castillo  
Superintendent

Enc.: General Resolution SBP-RG-0001-2021

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