

February 3, 2021  
Circular N° SBP-DR-0025-2021

General Manager

Subject: Circular SBP-DJ-0263-2020

Dear General Manager:

We refer to Circular SBP-DJ-263 dated August 31, 2020, by means of which the Superintendency informed the design of a Portal de Seguimiento de Trámites y Consultas (Portal for the Follow-up of Proceedings and Queries – PTC, for its acronym in Spanish), a portal that was implemented on September 1, 2020.

In this regard, we would like to inform you that for the purposes of prior registration of authorized persons (**step 1**), and the submittal of requests, queries or proceedings (**step 2**), as of February 22, 2021, the e-mail address [superbancos@superbancos.gob.pa](mailto:superbancos@superbancos.gob.pa) must be used. Once the requests, queries or proceedings sent through the aforementioned e-mail address or in hardcopy have been registered, a confirmation e-mail containing the control number, a QR code and a URL address where you can verify the status through the portal will be send.

Requests or proceedings including or referring to documents that require their physical submittal to comply with the formalities established by law, must be submitted in person and will be followed up through the portal.

As for banks and trust companies that, prior the aforementioned date (February 22, 2021), have registered the authorized persons (**step 1**) by sending the information to [gdocumental@superbancos.gob.pa](mailto:gdocumental@superbancos.gob.pa), they do should not do it again.

Therefore, please be advised that the e-mail address [gdocumental@superbancos.gob.pa](mailto:gdocumental@superbancos.gob.pa) will be disabled as of February 22, 2021.

The queries regarding: technical reporting (atoms, BAN, etc.), on the technological systems that are available to our regulated entities (such as TIDSO, FIDSYS, ITBANK) and on the financial information related to these reporting entities, should be made through [soporte@superbancos.gob.pa](mailto:soporte@superbancos.gob.pa)

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

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

Best regards,

*Digitally signed by [S]  
NAME CASTILLO CHANG,  
AMAURI ARIEL – ID 8-238-386  
Date: 2021.02.03 14:54:01 - 05'00'*

Amauri A. Castillo  
Superintendent

ARV/adec