

November 14, 2022  
Circular No. SBP-DPC-OSF-0083-2022

General Manager

Subject: Suspension of the business and customer service schedule. Superintendency of Banks

Dear General Manager:

We would like to inform you hereby that the Superintendency of Banks will close its headquarters, located in Panama City, and its Bank Customer Service Office, located in David, Chiriquí, on Wednesday, November 30, 2022, as its employees will attend the “Annual Meeting for the presentation of the summary of 2022 Achievements” and the “2022 Employee Integration Workshop”. The suspension of the regular business schedule will be as follows:

- a. During the entire day of Wednesday, November 30, 2022, we will suspend the regular business schedule at the headquarters of the Superintendency of Banks of Panama, located in Panama City, and
- b. During the entire day of Tuesday, November 29, 2022; Wednesday, November 30, 2022; and Thursday, December 1, 2022, the regular business schedule is suspended at the Bank Customer Service Office, located in the city of David, province of Chiriquí, so that the employees who work in said office can travel to Panama City to participate in the Annual Meeting and the “2022 Employee Integration Workshop” and return to the city of David.

As a result, we will extend the administrative and procedural processes managed at the headquarters of the Superintendency of Banks and at the Bank Customer Service Office in David, province of Chiriquí until the next business day, as established in Resolution SBP-2022-06233 dated 11 November 2022.

Please bear in mind that customers can submit their queries and complaints through our website.

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

Best regards,

*Digitally signed by [S]*  
NAME CASTILLO CHANG,  
AMAURI ARIEL – ID 8-238-386  
Date: 2022.11.15 18:22:49 - 05'00'

Amauri A. Castillo  
Superintendent

*“Velando por la solidez del Centro Bancario Internacional”*