

October 18, 2023  
Circular No. SBP-GSF-FID-0059-2023

General Manager

Subject: Temporary customer and business schedule –  
Superintendency of Banks

Dear Sir/Madam:

We would like to inform you that our offices will be closed on Thursday, November 2, 2023, in observance of All Souls' Day. Therefore, please be advised that from Monday, October 23 to Thursday, October 26, 2023, the Superintendency of Banks will follow a temporary schedule from 8:00 a.m. to 4:30 p.m. to compensate for the business hours of November 2.

We also take this opportunity to inform you that, due to the national holidays, our offices will be closed on Friday, November 3; Monday, November 6; Friday, November 10; and Tuesday, November 28, 2023. As a result, procedural and administrative deadlines will be suspended, as appropriate.

Please note that any inquiries or complaints during the abovementioned dates, may be submitted electronically through our website at <https://www.superbancos.gob.pa/sac>.

We would like to emphasize that customer service provided by banks will be governed by the business schedule that each bank may adopt, following Resolution SBP No. 124-2006, dated 4<sup>th</sup> December 2006.

We kindly request that you inform your staff about the provisions outlined in this Circular.

Sincerely yours,

Amauri A. Castillo  
Superintendent

/aas

*“Solidez y confianza: garantes de los derechos de los consumidores bancarios”*