

March 31, 2026
SBP-DR-CIRCULAR-2026-0031

Mr./Ms.
General Manager

Subject: Information Submission System: Teammate Plus.

Dear General Manager,

The Superintendency of Banks of Panama has established a new methodology for submitting action plans corresponding to the Findings and Recommendations Matrix with the aim of strengthening the monitoring and control of the findings identified during inspection processes.

Since the cycle for submitting progress reports on action plans corresponding to previous inspections through TIDSO has been completed, please be advised that, from this date forward, the submission of action plans must be done exclusively through the TeamMate+ tool, which will be the only authorized means for managing, updating, and monitoring information related to the findings.

Consequently, action plans submitted through TIDSO will not be accepted, as submission and registration must be done exclusively through the TeamMate Plus tool.

Entities are requested to take the necessary measures to ensure compliance with this provision and guarantee that the information is uploaded to the platform in a timely manner.

In accordance with the above, the following document is attached for your reference and use: Instructions (PDF format).

Any inquiries may be submitted via email to: soporte@superbancos.gob.pa

This circular renders Circulars No. SBP-DR-0034-2020 of February 28, 2020, and No. SBP-DR-0088-2020 of March 24, 2020 null and void.

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

[QR-CODE]

We would greatly appreciate it if the Manager could provide the staff under supervision with the necessary instructions for compliance with this document.

Best regards,

(signed)
Milton Ayón Wong
Superintendent

Attached: Instructions in Spanish (PDF Format)