

Republic of Panama
Superintendency of Banks

GENERAL RESOLUTION SBP-RG-0001-2020
(dated 18 March 2020)

THE SUPERINTENDENT OF BANKS
in use of his legal powers, and

WHEREAS:

The country is currently suffering a health emergency as a result of the pandemic declared by the World Health Organization, triggered by the Coronavirus identified as COVID-19;

Given the announcement made by the authorities of the Ministry of Health regarding COVID-19 and the declaration of a pandemic, it is necessary to mitigate the risk of possible infections in the society due to crowds and to control the gathering of people in common areas;

The National Government, through the Ministry of Health, issued Executive Decree 64 dated 28 January 2020, which adopts the necessary essential and urgent measures, contained in the National Plan in the face of the threat due to the novel Coronavirus outbreak, as well as extraordinary measures that are necessary to avoid the introduction and spread of this public health problem;

Faced with the threat of an emergency situation in the territory due to the risk of the spread of the Coronavirus outbreak, the Cabinet Council, by means of Cabinet Resolution 6 dated 28 January 2020, declared the of high risk of the spread of the Novel Coronavirus (COVID-19) in the national territory;

Subsequently, in order to expand Cabinet Resolution 6 of 2020 and to reinforce surveillance measures to contain the epidemic, the Cabinet Council, by means of Cabinet Resolution 10 dated 3 March 2020, rose to very high the threat of the spread of the novel Coronavirus (COVID-19) outbreak in the national territory and other provisions were prescribed;

By means of Cabinet Resolution 11 dated 13 March 2020, the State of National Emergency was declared due to a health crisis and other provisions were prescribed;

In the Superintendency administrative proceedings are processed in which deadlines were set, which require people to mobilize in order to continue with the processes imposed by Law;

In accordance with the foregoing, the undersigned, the Superintendent of Banks

RESOLVES:

ONE: To inform all the people who deem it necessary to file any Administrative Complaint or Claim, or for any highly relevant matter that they consider it is necessary to go to the facilities of the Superintendency, they must request an **APPOINTMENT IN ADVANCE (without exception)** to the Claim Management System (SAC) for claims at telephone number 506-7954 or to the Procedural and Administrative Proceedings Department for Administrative Complaints at telephone numbers 506-7854 and 506-7902. This measure is to avoid crowds for the safety of both users and consumers as well as our staff.

Claims and Complaints may be filed via the Internet, through our website.

TWO: Order the suspension of procedural and administrative deadlines for fifteen (15) business days, extendable, as of eight o'clock (8:00 a.m.) on Thursday, March 19, 2020 and without it implying the closing of the Superintendency of Banks nor the suspension of its operations. The course of active files will continue with its internal processing normally.

THREE: People previously served and who require to know the status of the administrative proceedings in process, will be attended through the phone at telephone numbers 506-7954, 506-7800, 506-7897 and 800-7897 for Claims (Bank Customer Service – SAC) and 506-7854 and 506-7902 for Administrative Complaints (Procedural and Administrative Proceedings Department).

The Superintendency reserves the right to supply information considered confidential contained in the file.

FOUR: Issue a Notice to the Public and Circulars to the Banking and Trust System, as well as to the new reporting entities, informing the suspension of deadlines and recommending to make inquiries by phone or through our website.

LEGAL GROUNDS: Articles 4, 13, (I) (16) and (17); (II) (6) and (11) of the Banking Law, Article 68 of Law 38 of 2000.

Given in the city of Panama on the eighteenth (18th) day of March, two thousand twenty (2020).

FOR COMMUNICATION AND ENFORCEMENT,

THE SUPERINTENDENT OF BANKS,

Amauri A. Castillo