

Republic of Panama  
Superintendency of Banks of Panama

**GENERAL RESOLUTION SBP-RG-0010-2020**  
(dated 29 December 2020)

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

**WHEREAS:**

By means of Cabinet Resolution 11 dated 13 March 2020, the State of National Emergency was declared and other provisions were prescribed, due to the COVID-19 pandemic declared by the World Health Organization (WHO/PAHO);

In view of the epidemiologic report issued by the Ministry of Health that refers to the high contagion rate of COVID-19 in the provinces of Panama and Panamá Oeste, the Executive Branch has deemed it imperative to reinforce citizen mobility restriction measures in order to contain the spread of the disease;

In connection with the above, as a result of the health situation the country is experiencing, the Executive Branch issued Executive Decree 1686 dated 28 December 2020, which establishes certain sanitary measures to restrict citizen mobilization in the provinces of Panama and Panamá Oeste;

Among the measures adopted, a curfew and a mobility restriction based on gender and ID card number for Panamanians, or passport number for foreigners who are in the provinces of Panama and Panamá Oeste were established, as of Monday, January 4, 2021 and until Thursday, January 14, 2021;

At 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:** Order the suspension of procedural and administrative deadlines as of eight o'clock (8:00 a.m.) on Monday, January 4, 2021 until Friday, January 15, 2021, inclusive, and without it implying the closing of the offices of the Superintendency of Banks or the suspension of operations. The course of open cases will continue with its internal processing.

**TWO:** People previously legitimized and who require knowing the status of the administrative proceedings in process, they will be attended through phone calls at telephone numbers 506-7954, 506-7800, 506-7897 and 800-7897 for Claims (Bank Customer Service – SAC). In case of administrative complaints, the inquiry may be send via e-mail to the Procedural and Administrative Department at [tprocesales@superbancos.gob.pa](mailto:tprocesales@superbancos.gob.pa) or through telephone numbers 506-7854 and 506-7902.

The Superintendency reserves the right to supply information that is considered confidential within the file.

**THREE:** 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, 16 (I) (16) and (27); (II) (6) and (11) of the Banking Law, Article 68 of Law 38 of 2000.

Given in the city of Panama on the twentieth (20<sup>th</sup>) day of November, two thousand twenty (2020).

**FOR COMMUNICATION AND ENFORCEMENT,**

**THE SUPERINTENDENT OF BANKS,**

(Original signed)  
Amauri A. Castillo

