

Republic of Panama
Superintendency of Banks

GENERAL RESOLUTION SBP-RG-0001-2021
(dated 14 January 2021)

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, as a result of the pandemic declared by the World Health Organization (WHO/PAHO);

By virtue of the epidemiological report issued by the Ministry of Health, which accounts for the high level of contagion of COVID-19 cases throughout the national territory, the Executive Branch issued Executive Decree 62 dated 13 January 2021 that establishes a curfew nationwide and provides health measures for the provinces of Panama, Panamá Oeste, Coclé, Herrera, Los Santos and Veraguas, as of 14 January 2021;

Among the measures adopted, a lockdown for the province of Herrera is established, from Friday, 15 January 2021 to Monday, 1 February 2021;

Previously, and based on Executive Decree 1686 dated 28 December 2020, by means of Resolution SBP-RG-0010-2020 dated 29 December 2020, the Superintendency have ordered the suspension of procedural and administrative terms at the Superintendency of Banks, from Monday, 4 January 2021 to Friday, 15 January 2021, inclusive, resuming said terms at 8:00 a.m. on Monday, 18 January 2021;

However, in regards with aforementioned Executive Decree 62 of 2021, the Superintendency has a Bank Customer Service Agency in Chitré, province of Herrera, where administrative claims processes are processed in which there are terms, which require people to mobilize in order to claim their rights and meet the obligations imposed by law;

In accordance with the foregoing, the undersigned Superintendent of Banks

RESOLVES:

ONE: Order the suspension of procedural and administrative terms only for the processes that are **currently being processed at the Bank Customer Service Agency located in Chitré, province of Herrera**, starting at 8:00 a.m. from January 18 to Monday, February 1, 2021, inclusive, and without this implying the closure of the Bank Customer Service Agency located in Chitré nor the suspension of operations. The course of open cases will continue its internal processing

TWO: Persons previously legitimized and who require to know the status of the administrative proceedings in process, in the aforementioned Agency, will be attended through phone calls at telephone numbers 970-2720 and 970-2722 for Claims. Similarly, claims may be submitted through our website and to follow-up on them accordingly. In case of ex-officio proceedings and administrative complaints, the query may be send via e-mail to the Procedural and Administrative Proceedings Department at tprocesales@superbancos.gob.pa or through telephone numbers 506-7854 and 506-7902

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

THREE: Inform that, In view of General Resolution SBP-RG-0010-2020 dated 29 December 2020, the procedural and administrative terms, both at the Superintendency of Banks headquarters located in Panama City as well as at the Bank Customer Service Agency located in David, Chiriquí, will be resumed at 8:00 a.m. on Monday, January 18, 2021.

FOUR: Issue a Notice to the Public and Circulars to the Banking and Trust System, as well as to the new reporting entities, informing them of the provisions of this General Resolution.

LEGAL GROUNDS: Articles 4, 13, 16 (I) (16) and (27) and (II) (6) and (11) of the Banking Law. Article 68 of Law 38 of 2000.

Given in the city of Panama on the fourteenth (14th) date of January, two thousand twenty-one

FOR COMMUNICATION AND ENFORCEMENT,

THE SUPERINTENDENT OF BANKS,

*Digitally signed by [S]
NAME CASTILLO CHANG,
AMAURI ARIEL – ID 8-238-386
Date: 2021.01.14 16:39:24 - 05'00'*

Amauri A. Castillo