

**Law 135  
(dated 31 December 2013).**

**Which amends Law 24 of 2002 regulating the provision  
of information on consumer and customer credit records**

**THE LEGISLATIVE ASSEMBLY  
DECREES:**

**Article 1.** Paragraph 12 is added to Article 28 of Law 24 of 2002 as follows:

**Article 28. Duties of data information agencies.** Individuals and legal entities acting as data information agencies have the following rights and obligations:

...

12. To include in the credit records of consumers and customers, owners, directors and managers of micro and small companies and entrepreneurs, the payment history of basic residential public services such as telephone service, electricity, water, sewage, and garbage collection sent by the economic agents once the consumer has granted them his/her consent.

**Article 2.** Paragraph 6 is added to Article 29 of Law 24 of 2002 as follows:

**Article 29. Rights and obligations of economic agents.** Economic agents have the following rights and obligations:

...

6. The economic agents providing basic residential utility services must provide updated, accurate, and reliable information on the customers and consumers for whom they maintain payment records and that, at the same time, have expressly consented to and requested this data be submitted to the data information agencies to which the economic agents are affiliated.

The data provided by the economic agents that provide basic residential public services will become part of the credit records of consumers and customers, owners, directors and managers of micro and small companies and entrepreneurs, such that these can be used as additional elements to be assessed

# TRANSLATION

by other economic agents when granting loans, as long as they have the express consent and authorization of the consumer or customer.

After the consumer or customer provides the express consent for the submittal of his data on basic public services, this data will only be excluded from the data information agencies' databases if and when the consumer or customer requests, in writing (including notification by current technological means), that the economic agent exclude this information.

Economic agents providing basic public services must inform clients and consumers in their statements of account that the relevant payment record of that basic public service has been submitted to a data information agency with which it has a data exchange relationship, so that the consumer or customer can exercise the right of exclusion referred to herein.

Without prejudice to the above, in no case may the economic agent condition the provision of the relevant public service to the consumer or customer on the signing of the authorization or express consent referred to herein.

**Article 3.** This Law adds Paragraph 12 to Article 28 and Paragraph 6 to Article 29 and rescinds Paragraph 1 of Article 30 of Law 24 dated 22 May 2002.

**Article 4.** This Law shall become effective one hundred and twenty days following its promulgation.

## FOR COMMUNICATION AND ENFORCEMENT.

Bill 659 of 2013 approved at the third reading in Palacio Justo Arosemena, Panama City, on the fifteenth (15<sup>th</sup>) day of October, two thousand thirteen (2013).

The President,

[Signed]  
Sergio R. Galvez Evers

# TRANSLATION

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The Secretary General,

[Signed]

Wigberto E. Quintero G.

NATIONAL EXECUTIVE BRANCH. PRESIDENCY OF THE REPUBLIC.  
PANAMA, REPUBLIC OF PANAMA, 31 DECEMBER 2013.

[Signed]

RICARDO MARTINELLI BERROCAL  
President of the Republic

[Signed]

LUIS EDUARDO CAMACHO G.  
Minister of Commerce and Industry, ad interim