



Superintendencia  
de Bancos de Panamá

TRANSLATION

## NOTICE TO THE PUBLIC

The Board of Directors of the Superintendency of Banks of Panama (SBP) approved Rule 13-2020, which allows banks and customers to continue making the necessary modifications to maintain a feasible and sustainable credit relationship.

The amendment to our banking regulation covers several measures, including the following:

- Extend until June 30, 2021 the deadline for banks and customers to continue doing, in a responsible manner, the necessary modifications to maintain a feasible and sustainable credit relationship. Customers who keep presenting difficulties to meet their payment obligations due to the loss of their source of income, their employment, the temporary suspension of the work contract, the reduction of working hours, among others, as well as the companies that have seen their sales and income levels plummet, may have an additional six (6) months, after the end of 2020, to agree on the modifications to the terms and conditions of their loans with the banks, in accordance with their new payment capacity.
- Loan modifications may include granting grace periods, depending on the new payment capacity of individual customers, loan maturity extensions, adjustments to monthly installments, among other options. The financial relief measures will continue to be carried out within the aforementioned six (6) -month period, on the financial condition of each client.
- Banks will not execute the guarantees of the loans that are already modified or those that are modified, in the new term granted, including homes, farms, land, commercial premises, cars, buses and other guarantees.
- Modified loans will not be charged late interest or charges or penalties.
- During the additional period to agree on loan modifications, customers' credit records will not be affected.
- Banks will strengthen and robust the different bank customer and consumer service channels in order to process any inquiry or claim regarding modified loans. To protect the rights of the bank customer, the Superintendency of Banks will continue receiving, both at the headquarters and at its Chitré and David branch offices, any claim or query in accordance with the procedures established in the Banking Law.



Superintendencia  
de Bancos de Panamá

TRANSLATION

The financial impact of the debtor must be documented in the credit files of the banks, so clients must ensure that they provide the corresponding support.

It is important to stress that this is an additional period in which banks and customers will be able to agree on new terms and conditions based on their new payment capacity or their current financial situation. This measure should not be understood as debt forgiveness.

Modifications are aimed at maintaining the viability and sustainability of 1,920,677 existing loan operations between banks and their customers. The payment culture that has traditionally characterized the Panamanian debtor is a fundamental element on the road to normalize the credit relationships affected by the pandemic.

Those clients whose employment or income has not been affected must continue to comply with their banking obligations.

With this measure, the Superintendency manages to maintain an adequate balance of the banking system, ensuring financial stability and public confidence in the system, particularly with regard to depositors.

The Banking Rule 13-2020 is, in accordance with the provisions of the Banking Law, a regulation of general application to banks, mandatory compliance, and whose non-observance is subject to sanctions by the Superintendency.