

NOTICE TO THE PUBLIC

In response to the epidemiological report issued by the Ministry of Health, which highlights the high contagion rate of COVID-19, the Executive Branch has deemed it imperative to strengthen citizen mobility restriction measures to contain the spread of the disease.

In line with the above, the Executive Branch issued Executive Decree 1686, dated 28th December 2020, which establishes certain sanitary measures to restrict citizen mobility.

As a result, the Superintendency of Banks has issued General Resolution SBP-RG-0010-2020, dated 29th December 2020, which establishes the following:

- The suspension of procedural and administrative deadlines from eight o'clock (8:00 a.m.) on Monday, January 4, 2021, until Friday, January 15, 2021, inclusive. This suspension does not imply the closure of the offices of the Superintendency of Banks or the suspension of operations. The processing of ongoing cases will continue internally.

Individuals previously verified and in need of information regarding the status of ongoing administrative proceedings will be assisted through phone calls at telephone numbers 506-7954, 506-7800, 506-7897, and 800-7897 for Claims (Bank Customer Service – SAC). For administrative complaints, inquiries can be sent via e-mail to the Procedural and Administrative Department at tprocesales@superbancos.gob.pa or through telephone numbers 506-7854 and 506-7902.

Despite the above, we emphasize that bank consumer claims and complaints can be submitted via the Internet through our website. Please note that general correspondence intended for the Superintendency can be sent to the e-mail address: gdocumental@superbancos.gob.pa.

Panama, December 29, 2020

(Original signed)
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Superintendent