



Monday, March 16, 2020

COMMUNIQUE

SBP urges to keep calm and prudence against COVID-19

The Superintendency of Banks of Panama (SBP) calls for calm, prudence and good judgment that must be kept during the situation triggered by Covid-19.

The SBP reiterates the public in general that banks throughout the country are still providing their services and customer service in a normal fashion.

For its part, the SBP is performing its regular functions, serving reporting entities and bank customers and consumers in our regular business hour.

In order to protect the integrity of our employees, we have strengthened preventive measures such as the removal of all of our supervision staff from all reporting entities, to comply with the protocols issued by the Ministry of Health (MINSA, for its acronym in Spanish) and the National Government.

We also urge the public in general that, in case of having any enquiry or claim please use our customer service telephone numbers: Panama 506-7800 / 506-7897; Chitré 970-2720/21/22 and David 777-5611/12/13; the toll free line: 800-7897, or through e-mail addresses: atencionalclientebancario@superbancos.gob.pa or superbancos@superbancos.gob.pa.

The Superintendency of Banks recommends the community to pay attention only to official communications the institution issues and to ignore any unfounded rumor that may be posted on social media or other means.

Please bear in mind that anyone who disseminates fake news jeopardizing the national economy, as provided for in Article 260 of the Criminal Code (sic).