

NOTICE TO THE PUBLIC

THE SUPERINTENDENT OF BANKS

ANNOUNCES:

At the face of the emergency situation in the national territory due to the spread risk of the Coronavirus outbreak, declared by the Cabinet Council by means of Cabinet Resolution 6 dated 28 January 2020, and later expanded by means of Cabinet Resolution 10 dated 3 March 2020, the Superintendency of Banks, by means of General Resolution SBP-RG-0001-2020 dated 18 March 2020, has taken the following actions:

- The suspension of administrative and procedural deadlines is ordered for fifteen (15) business days, extendable, as of eight o'clock (8:00 a.m.) on Thursday, March 19, 2020 and without implying the closure of the Superintendency of Banks, nor the suspension of operations. The course of open files will continue its regular internal processes.
- Any person who deem it necessary to lodge any Administrative Compliant or Claim, for any highly relevant reason, and deems it necessary to go to the facilities of the Superintendency, must **PREVIOUSLY** request **AN APPOINTMENT (no exceptions)** to the Bank Customer Service Office (SAC, for its acronym in Spanish), for the case of claims, to telephone number 506-7954, or to the Administrative Proceedings Department, for Administrative Complains, to telephone numbers 506-7854 and 506-7902.
- Persons previously legitimized of the administrative proceedings being processed and who need to know the status of the proceedings, will be attended by telephone, through telephone numbers 506-7954, 506-7800 or 800-7897 for Claims (Bank Customer Service Office – SAC) or through 506-7854 and 506-7902 for Administrative Complaints (Administrative and Punitive Proceedings Department). The Superintendency will reserve the right to furnish information it deems confidential.

Notwithstanding the above, we wish to emphasize that claims and complaints can be submitted via the Internet, through our website.

Panama, March 18, 2020.

(Original signed)
Amauri A. Castillo
Superintendent of Banks