

**NOTICE TO THE PUBLIC  
THE SUPERINTENDENT OF BANKS**

**INFORMS:**

In view of the epidemiological report issued by the Ministry of Health, which accounts for the high level of contagion of COVID-19 cases throughout the national territory, the Executive Branch issued Executive Decree 62 dated 13 January 2021 that establishes a curfew nationwide and provides health measures for the provinces of Panama, Panamá Oeste, Coclé, Herrera, Los Santos and Veraguas, as of 14 January 2021.

Among the measures adopted, a lockdown for the province of Herrera is established, from Friday, 15 January 2021 to Monday, 1 February 2021

Due to the foregoing, the Superintendency of Banks has issued General Resolution SBP-RG-0001-2021 dated 14 January 2021, which establishes the following:

- Suspension of the procedural and administrative terms only for the processes that are **currently being processed at the Bank Customer Service Agency located in Chitré, province of Herrera**, starting at 8:00 a.m. from January 18 to Monday, February 1, 2021, inclusive, and without this implying the closure of the Bank Customer Service Agency located in Chitré nor the suspension of operations. The course of open cases will continue its internal processing.
- Persons previously legitimized and who require to know the status of the administrative proceedings in process, in the aforementioned Agency, will be attended through phone calls at telephone numbers 970-2720 and 970-2722 for Claims. Similarly, claims may be submitted through our website and to follow-up on them accordingly. In case of ex-officio proceedings and administrative complaints, the query may be send via e-mail to the Procedural and Administrative Proceedings Department at [tprocesales@superbancos.gob.pa](mailto:tprocesales@superbancos.gob.pa) or through telephone numbers 506-7854 and 506-7902.
- In view of General Resolution SBP-RG-0010-2020 dated 29 December 2020, the procedural and administrative terms, **both at the Superintendency of Banks headquarters located in Panama City as well as at the Bank Customer Service Agency located in David, Chiriquí, will be resumed at 8:00 a.m. on Monday, January 18, 2021.**

Panama, 15 January 2021

*Digitally signed by [S]*  
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