

**Republic of Panama**  
**Superintendency of Banks of Panama**

**RESOLUTION SBP-ADM-R-2023-01359**  
(24<sup>th</sup> October 2023)

**THE SUPERINTENDENT OF BANKS**  
In exercise of his legal powers, and

**WHEREAS:**

The various events currently occurring have disrupted the free transit and security, limiting access for both employees and users to the Superintendency of Banks' offices.

Ensuring the safety of the Superintendency's personnel, as well as users, suppliers, and third parties requiring access to the institution, is of paramount importance and is currently under evaluation.

The Superintendency has appropriate electronic service mechanisms and channels to maintain its operations and carry out institutional tasks. It also offers electronic channels for processing all inquiries, claims, complaints, and general proceedings.

Notwithstanding the foregoing, for the purposes of administrative proceedings that require hardcopy submission at the Superintendency's offices, we have deemed it advisable to suspend procedural and administrative deadlines to ensure compliance with due process.

The Superintendent of Banks possesses the authority to make exceptional modifications to the institution's business hours. Additionally, under Article 68 of Law 38 of 2000, which is applied as supplementary law, the Superintendent is vested with the authority to suspend deadlines.

In this regard, the Superintendent of Banks,

**RESOLVES:**

**ONE: Suspension of procedural and administrative deadlines** is effective from October 24 to October 27, 2023. Please note that this suspension does not imply the closure of services provided by the Superintendency of Banks. Active files will continue to undergo their internal processing as usual.

**TWO: Maintenance of public service.** Regular public service and the standard functions of the Superintendency will continue primarily through electronic channels available to both Superintendency employees and the public.

**THREE: Issuance** of a Notice to the Public and a Circular to the banking and trust system and to Financial Reporting Entities, informing them of the changes to the face-to-face customer service hours.

**FOUR: Instruct** the Human Resources Division and the Administration Division of the Superintendency to make the necessary arrangements to ensure compliance with the provisions of this Resolution.

**FIVE: Communicate** that any inquiry, request, claim, or complaint arising during the period mentioned in Clause One will be processed electronically through the digital reporting channels, as well as the Customer Service channels.