

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

**RESOLUTION SBP-ADM-R-2023-01362**  
(30<sup>th</sup> October 2023)

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

**WHEREAS:**

By means of Resolution SBP-ADM-R-2023-01359, dated 24<sup>th</sup> October 2023, the suspension of procedural and administrative deadlines was ordered, starting from 8:00 a.m. on 24<sup>th</sup> October 2023 until 27<sup>th</sup> October 2023. This suspension does not imply the closure of services provided by the Superintendency of Banks.

During 30<sup>th</sup> October to 1<sup>st</sup> November 2023, it has been announced that activities will be carried out that could affect the personal safety and free transit of the public, limiting access for both employees and users to the Superintendency of Banks' offices.

The Superintendency maintains, as indicated in Resolution SBP-ADM-R-2023-01359, dated 24<sup>th</sup> October 2023, 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.

For the purposes of administrative proceedings that require the physical presence or hardcopy submission at the Superintendency's offices, we have deemed it advisable to maintain the suspension of procedural deadlines to ensure compliance with due process and the safety of our personnel and users.

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 Acting Superintendent of Banks,

**RESOLVES:**

**ONE: Extension of the suspension of procedural and administrative deadlines** effective from 8 o'clock on the 30<sup>th</sup> of October to the 1<sup>st</sup> of November 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.

**LEGAL GROUNDS:** Article 16(II)(6) of the Banking Law, Article 68 of Law 38, dated 31<sup>st</sup> July 2000, Article 26 of the Internal Regulations of the Superintendency of Banks.

Given in Panama City this thirtieth (30<sup>th</sup>) day of October, twenty twenty-three (2023).

**FOR COMMUNICATION AND ENFORCEMENT.**

**THE ACTING SUPERINTENDENT OF BANKS**

(signed)  
Michelle Arango

*The document bears a QR Code indicating that it is an official document signed with a Qualified Electronic Signature through the Superintendency of Banks of Panama's Document Transparency System – TRANSDOC, in accordance with Law 83, dated 9 July 2012, and Executive Decree 275, dated 11 May 2018. Please use the QR Code or the following URL address to verify the authenticity of this document: [URL]*  
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