

TRANSLATION



March 16, 2010
Circular No. 020-2010

Mr. (Mrs.)
General Manager

Subject: Three Months Claims Reports (Other Reports – Article 91,
number 3 of the Banking Law).

Dear Mr. (Mrs.) General Manager:

In regards to the provision set forth in Article 91, number 3 of the Banking Law, where it is provided that the Superintendency may request to the banks any information that it may require and with the frequency it determines, we would like to inform you that this Superintendency of Banks would like to request the remittance of the three-months reports, concerning to the claims received and assisted through the System for Assisting Complaints (SAC) and those shall be itemized by products and services, claim reason, and demographical areas per province.

The reports will be the base of a data structure that will be requested by this Superintendency by means of the information transference system ITBANK, opportunely.

This report shall be submitted to the closure of every quarter, within the first ten (10) working days of the next month.

Mr. Manager, we will highly appreciate to inform all your personnel of these instructions in order to fully comply with this circular.

Sincerely yours,

Alberto Diamond R.
Superintendent