



March 21, 2007  
Circular No. 022-2007

General Manager  
Panama City

**Reference:** Delivery of Group Insurance Contract  
(Policy) Document

Dear General Manager:

We hereby address you regarding the accusations, complaints and queries lodged by the users of the banking services in reference to the failure to deliver the document (Contract/Policy) that sets the terms and conditions of the Collective Insurance Contracts offered by the different banking entities that compose the International Banking Center.

As you know, the Collective Insurance Contracts set the terms and conditions to which the contracting parties are subject, Insurance Company - Consumer/Customer.

The banking entities that offer group insurance must make sure that any user with whom they have underwritten a banking transaction is given a copy or photocopy of the mentioned document, as it is absolutely necessary for the contracting parties to have full knowledge of the terms and conditions to which they are subject.

We are grateful to the Manager for giving the staff under his charge the corresponding instructions for the observance of this circular.

Attentively,

Amauri A. Castillo  
Interim Superintendent