



November 22, 2016
Circular N° SBP-DR-0128-2016

General Manager

Subject: Press Release on weather conditions

Dear General Manager:

In connection with the press releases recently issued by the Executive Branch and the law enforcement agencies on the weather conditions in the country and the security measures that should be adopted by citizens, we urge banks to assess the significant risks that these unusual events may pose to daily activities, so you can implement the measures you deem advisable.

In that regard, the Superintendency urges banks to inform customers of the measures being taken in order to guarantee the safety and security of bank facilities, including the safety of your employees.

We also remind banks that customer service is governed by the schedule each bank may adopt and that the Superintendency should be informed, when changing the Bank's regular business schedule. This notification can be made through the Superintendency's general email account.

We would greatly appreciate your providing your staff with the necessary instructions for compliance with these provisions.

Sincerely yours,

Ricardo G. Fernandez D.
Superintendent

ARV/vb