

August 7, 2024
SBP-DJ-CIRCULAR-2024-0042

Mr./Ms.
General Manager

Subject: Superintendency of Banks working hours and customer service.

Dear Sir/Madam,

We hereby inform you that on the Anniversary of the Founding of Panama City, the Ministry of Government has declared Thursday, August 15, 2024, as a public holiday, in accordance with Executive Decree No. 27 of December 29, 2023, ordering the closure of public and municipal offices in the District of Panama.

Consequently, the offices of the Superintendency of Banks located in the District of Panama will remain closed for the entire day on Thursday, August 15, 2024, suspending procedural and administrative deadlines until the following business day, but only for those administrative processes currently being handled at the main headquarters of the Superintendency of Banks.

The Customer Service Agency, located in the city of David, Chiriquí Province, will remain open during its regular schedule.

Compliance with Resolution S.B.P. No. 124-2006 of December 4, 2006, is hereby reiterated.

We kindly request the General Manager to communicate this information internally within the institution.

Sincerely

(signed)
Mauro A. Castillo
Superintendent

“Solidez y confianza: garantes de los derechos de los consumidores bancarios”

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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, dated 11 May 2018. Please use the QR Code or of the following URL address to verify the authenticity of this document:
<https://sigob.superbancos.gob.pa/consulta?id=JhMZ6DXE8AhMmkAczBayUI02QtOMLdFTMdR%2Bd00pT3g%3D>

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