

December 6, 2024  
SBP-DR-CIRCULAR-2024-0087

Mr./ Ms.  
General Manager

Subject: Reporting events and attempted fraud in  
Electronic Banking

Dear Sir/Madam,

We refer to Circular No. 0063-2010 dated December 15, 2010, whose objective was to establish that banks report all fraud events and attempts that are detected in any of their electronic channels, as well as Circular No. SBP-DRB-0016-2011 of February 15, 2011, which establishes the frequency for sending these reports, including the security measures for their transmission.

In this regard, this Superintendency has considered it convenient to modify the structure, frequency and means of sending reports of fraud attempts and events in electronic banking, with the objective of facilitating and standardizing the information sent by banking entities.

For such purposes, as of the closing of March 31, 2025, banking entities must send the information monthly, within the first ten (10) business days of the month following the reported period. This Superintendency will communicate the new structure and means of delivery in due time.

However, banking entities must continue to make reports until February 28, 2025, in the manner established in the aforementioned circulars No. 0063-2010 of December 15, 2010, and circular No. SBPDRB-0016-2011 of February 15, 2011, and the documents attached to these.

Considering the above, as of March 1, 2025, the provisions of the aforementioned circulars No. 0063-2010 of December 15, 2010, and No. SBP-DRB-0016-2011 of February 15, 2011, and the documents attached to these, will be without effect.

It is important to inform that in the case of fraud with debit, credit and prepaid cards, you must continue taking the appropriate measures to ensure that you promptly obtain, by yourself or with your suppliers, the information that is necessary to identify the compromised point or points; likewise, the bank, by its own means or through its supplier, must notify the possible affected banks.

*"Solidez y confianza: garantes de los derechos de los consumidores bancarios"*

Av. Samuel Lewis, PH Plaza Canaima, planta baja - Tels.: (507) 506 7800 / (507) 506-7900 - Fax (507) 506-7700 / 506-7703  
Apartado postal 0832-2397 W.T.C. Panamá, República de Panamá - [www.superbancos.gob.pa](http://www.superbancos.gob.pa) - email:  
[superbancos@superbancos.gob.pa](mailto:superbancos@superbancos.gob.pa)

[QR-CODE]

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=uFZoldk44hbJ6ZPCclNG3Cyn9Q%2F%2FcaDIB1Ej8RYvC78%3D>

Banks affected by this type of fraud must collaborate immediately and effectively, providing all available information related to fraud incidents, to support the investigations carried out by the banks following complaints filed by customers.

We kindly request that you provide the necessary instructions to your staff to ensure compliance with these provisions.

Best regards,

(Signed)  
Ana R. Velasco  
Acting Superintendent

/ldc