

Subject	Comment	Sources	Date
COVID-19	<p>1. Measures in response to COVID-19 taken by SBS</p> <p>2. Bulletin: Financial system, responde measures.</p>	<p>https://www.sbs.gob.pe/covid-19</p> <p>https://www.sbs.gob.pe/boletin/detalleboletin/idboletin/1106?Titulo= Sistema%20financiero%3A%20M%C3%A1s%20medidas%20para%20cautelar%20su%20solvencia</p>	<p>None.</p> <p>07.04.20</p>
COVID-19 Health insurance coverage	Information on COVID-19 disease coverage and procedures for requesting it.	<p>https://twitter.com/SBSPERU/status/1238499238432161793?s=20</p> <p>https://www.facebook.com/sbsperu/posts/2776806792399470</p>	13.03.20
Credit Flexibilities	<p>1. Authorization to financial entities to modify credit contracts so that users can meet the credit payments.</p> <p>2. Authorization to financial entities to reprogram credits from debtors located in emergency zones.</p>	<p>https://www.facebook.com/notes/superintendencia-de-banca-seguros-y-afp-del-per%C3%BA/sbs-autoriza-a-entidades-del-sistema-financiero-modificar-los-contratos-de-cr%C3%A9ditos/2780404835372999/</p> <p>https://twitter.com/SBSPERU/status/1238961848373911554?s=20</p> <p>https://www.linkedin.com/posts/sbsperu_covid19-activity-6645748561046753280-Brkm/</p> <p>OM N° 10997-2020-SBS</p> <p>OM N° 11150-2020-SBS</p> <p>https://www.sbs.gob.pe/comunicado/detallecomunicado/idcomunicado/1014?title=Empresas%20del%20sistema%20financiero%20podr%C3%A1n%20reprogramar%20los%20cr%C3%A9ditos%20de%20deudores%20ubicados%20en%20zonas%20de%20emergencia</p>	14.03.20
Attention to users	1. SBS Communication on digital and telephone channels available to deal with user queries and suspension of	<p>https://twitter.com/SBSPERU/status/1239643602868776961?s=20</p> <p>https://www.linkedin.com/posts/sbsperu_comunicadosbs-sbsperaeq-covid2019-activity-6645409530014416896-Rv0s/</p> <p>https://www.facebook.com/notes/superintendencia-de-banca-seguros-y-afp-del-per%C3%BA/comunicado-</p>	16.03.20

	<p>face-to-face attention.</p> <p>2. Authorization for supervised entities to modify their attention hours during the health emergency.</p> <p>3. Exceptional measures in relation to meeting user requirements and claims.</p>	<p>canales-de-atenci%C3%B3n-al-ciudadano/2785244244889058/</p> <p>https://www.sbs.gob.pe/noticia/detallenoticia/idnoticia/2456?title=Comunicado:%20Canales%20de%20atenci%C3%B3n%20al%20ciudadano</p> <p>https://www.sbs.gob.pe/noticia/detallenoticia/idnoticia/2459</p> <p>OM N° 11167-2020-SBS</p>	<p>19.03.20</p> <p>19.03.20</p>
Fraud/ Scams	<p>1.Recommendations to users to prevent financial fraud.</p> <p>2. Warnings about new methods of illegal raising of savings.</p>	<p>https://twitter.com/SBSPERU/status/1240769200404086784?s=20</p> <p>https://www.facebook.com/sbsperu/posts/2792319717514844</p> <p>https://www.linkedin.com/posts/sbsperu_sbsteorienta-activity-6646536601428123648-j8JN/</p> <p>https://twitter.com/SBSPERU/status/1248249305862979584?s=20</p> <p>https://www.linkedin.com/posts/sbsperu_noticiasbs-sbsperaeq-activity-6650432637208969222-8yWR/</p>	<p>19.03.20</p> <p>09.04.20</p> <p>31.03.20</p>
Insurance premiums and insurance coverages	<p>1. Guidance on coverage for unpaid premiums during the emergency and postponement of premium payments.</p> <p>2. Information about the payment of premiums during the State of Emergency.</p>	<p>https://twitter.com/SBSPERU/status/1241097055168131072?s=20</p> <p>https://www.linkedin.com/posts/sbsperu_sbsperaeq-covid19-activity-6646863485223399424-hHDT/</p> <p>https://www.facebook.com/sbsperu/photos/a.176686739078168/2794306370649512/?type=3&theater</p> <p>OM N° 11218-2020-SBS</p>	<p>20.03.20</p> <p>20.03.20</p> <p>25.03.20</p>

	<p>3. Details on the payment of consented claims before the declaration of emergency.</p> <p>4. Details on the capacity of the insurance system companies to modify the premium payment schedules</p>	<p>OM N° 11217-2020-SBS</p>	<p>25.03.20</p>
E-money	Expansion of the limit of operations to be carried out through electronic money accounts.	<p>Resolución SBS N° 1262-2020</p> <p>https://www.linkedin.com/posts/sbsperu_sbsperaeq-activity-6648326545721040898-cSRZ/</p> <p>https://twitter.com/SBSPERU/status/1242559647514423297</p>	<p>20.03.20</p> <p>31.03.20</p> <p>24.03.20</p>
Private Pension System (PPS)	<p>1. Information to users on the reduction of the profitability of the funds.</p> <p>2. Establishment of the operating procedure for the extraordinary withdrawal of pension funds for S/ 2 000.</p> <p>3. Information to participants of the private pension system regarding extraordinary withdrawal (S/ 2000) and the bill about extraordinary withdrawal 25% of pension funds.</p>	<p>https://www.sbs.gob.pe/noticia/detallenoticia/idnoticia/2461?title=Comunicado:%20%20Reducuci%C3%B3n%20de%20la%20rentabilidad%20de%20los%20fondos%20del%20SPP</p> <p>https://twitter.com/SBSPERU/status/1245730255773581312</p> <p>https://www.linkedin.com/posts/sbsperu_sbsperaeq-activity-6651499677755719680-0BOD/</p> <p>https://twitter.com/SBSPERU/status/1245730255773581312?s=20</p> <p>Circular N° AFP-172-2020</p> <p>https://www.sbs.gob.pe/noticia/detallenoticia/idnoticia/2468</p>	<p>20.03.20</p> <p>20.03.20</p> <p>01.04.20</p> <p>06.04.20</p>

	<p>4. Adicional information regarding operating procedure for the extraordinary withdrawal of pension funds for S/ 2 000.</p>	<p>https://www.sbs.gob.pe/noticia/detallenoticia/idnoticia/2471</p> <p>https://twitter.com/SBSPERU/status/1248619310844506112?s=20</p>	<p>10.04.20</p>
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