

Service Payment Process - Port of Balboa

Make your payments quickly, securely, and efficiently. APM Terminals Panama provides customers with the information required to process payments for services and surcharges associated with operations at the Port of Balboa.

Payment Method:

Payments may be made via bank transfer.
Beneficiary: APM Panama S.A.

Local Payment Accounts:

- Option 1 – Banco General
Account Type: Checking
Account Number: 0301000009050
- Option 2 – Citibank N.A.
Account Type: Checking
Account Number: 0001420003

International Payment Information:

- Intermediary Bank: Citibank N.A. New York
Address: 111 Wall Street, New York, NY 10043
ABA Routing Number: 021000089
SWIFT Code: CITIUS33
Beneficiary Bank: Citibank N.A. Panama
Beneficiary SWIFT Code: CITIITPAP10
Final Beneficiary Account Number: 0001420003

Payment Process:

- **STEP 1 - Access Your Banking Platform.**
Access your bank's online portal or mobile app and select the appropriate payment method (local or international wire transfer).
- **STEP 2 - Enter Banking Details.**
Enter the banking information according to the selected payment method.
Verify all account numbers, ABA routing numbers, and SWIFT codes before confirming the transfer.
- **STEP 3 - Complete the Transfer.**
Once the transfer has been completed, send proof of payment to: CobranzasBalboa@apmterminals Panama.com

Please include the following information:

Company Name;
Container Number (if applicable);
Quotation Number (if applicable);
Transfer Confirmation.

Recommendation:

For faster payment allocation, include in the email subject line:

Company Name + Container Number or Quotation Number.

Examples:

Payment – ABC Company – Container ABCD1234567

Payment – ABC Company – Quotation COT-2026-00125

- **STEP 4 - Payment Confirmation and Allocation.**

The Collection team will validate the transfer and allocate the payment once the funds have been credited to APM Panama S.A. bank account.

Important Information:

- **Payment Allocation**

Payments will be applied only once the funds have been received and reflected in APMT Panama S.A. bank account. Submission of the transfer confirmation does not guarantee the immediate application of the payment.

The identification and allocation of the payment may be delayed if the proof of transfer is not sent to the following email address: Cobranzabalboa@apmterminals-panama.com

- **International Payments**

International payments may be subject to bank charges, fees, or deductions imposed by the financial institutions involved in the transaction.

- **Cashier Payment Validation**

For payment validation, a copy of the proof of transfer must be presented at the cashier counter, along with the name of the company to which the invoice should be issued. Once the information has been validated, the corresponding payment will be applied and the invoice will be issued.

Support and Inquiries:

Collections

Email: CobranzaBalboa@apmterminals-panama.com

Business Hours: Monday to Friday, 08:00 to 17:00 hours.

Phone: +507 223-6082

Customer Service

E-mail: Customerservice@apmterminals-balboa.com

Office hours: Monday to Friday, 08:00 to 17:00 hours / Saturday, 08:00 to 12:00 hours.

Phone: +507 831-7558, +507 6750-6374, +507 6760-3779