

---

## MAIN BUILDING

Main Entrance Address: carrera 7 # 14-78 **Services:**

PBX: +57 601 343 1111

Fax: +57 601 286 1686

Employee Entrance: carrera 6 # 14-85

### Areas:

- Board of Directors and Secretary to the Board: 6th floor
- Offices of the Governor, Executive Governor, and Technical Governor: 5th floor
- General Audit: 8th floor
- General Corporate Services Division: 10th floor
- Economic Studies Division: 10th floor
- Monetary and International Investment Division: 4th floor
- Payment Systems and Banking Operation Division: 10th floor
- Industrial and Treasury Division: 10th floor
- Operational Risk Management Division: 10th floor

- Attention to Citizens Office (requests, complaints, claims, suggestions, compliments and to report corrupt practices)
  - Working Hours: Mondays to Fridays, from 8:15 AM a.m. to 4:00 AM p.m
- Attention to Citizens on Foreign Exchange Operations
  - Working Hours: Mondays to Fridays, from 8:15 AM a.m. to 4:15 AM p.m.
- Mail Reception Window: 1st floor, Windows 16, 17 and 18
  - Working Hours: Mondays to Fridays, from 8:00 AM a.m. to 4:00 AM p.m.
- Invoice Filing
  - Working Hours: Mondays to Fridays, from 8:30 a.m. to 11:00 a.m.
- Delivery of checks to service providers, public utilities, and housing loans
  - Working Hours: Mondays to Fridays from 11.30 a.m. to 1.00 p.m., except on the last day of each month.

## ANNEX BUILDING

Services:

- Attention Center for services related to Human Management for employees and retirees
  - Working Hours: Mondays to Fridays, from 8:30

Address: calle 16 # 6-34

PBX: +57 601 343 1111

Fax: +57 601 286 1686

---

**Areas:**

AM a.m. to 4:30 AM p.m.

- Human Resource General Management Office: mezzanine, 2nd, 5th, 6th and 7th floors
- Planning and Budget Department: 4th floor
- Document Management Department: 8th floor
- Purchasing Department: 9th and 10th floors
- Infrastructure Department: 11th and 12th floors
- Window attention for guidance related to exclusive housing loans to employees and pensioners of Banco de la República
  - Working Hours: Mondays to Fridays, from 9:00 AM a.m. to 1:00 AM p.m.
- Purchasing Department
  - Filing of proposals: 10th floor
  - Window attention for filing service and purchase orders: 9th floor
  - Working Hours: Mondays to Fridays, from 8:30 a.m. to 4:00 p.m.

**CASH CENTER**

Address: calle 24 Bis # 66-90  
PBX: +57 601 220 3700

**Services:**

- Mail Reception Window
  - Working Hours: Mondays to Fridays, from 6:30 AM a.m. to 2:30 AM p.m.
- Purchase of gold, silver and platinum
  - Working Hours: Mondays to Fridays, from 8:00 AM a.m. to 10:00 AM a.m.
- Interactive Monetary Exhibition (EMI)

**TREASURY**

Address: calle 13 # 35-25  
PBX: +57 601 343 1111

**Services:**

- Attention to Citizens Office (requests, complaints, claims, suggestions, compliments and to report corrupt practices)
  - Working Hours: Mondays to Fridays, from 7:00 a.m. to 3:00 p.m.
- Sale of gold, silver and platinum for industrial uses
- Sale of commemorative coins and medals
  - Working Hours: Mondays to Thursdays, from 8:30 a.m. to 1:00 p.m., Fridays from 8:30 a.m. to 1:30 p.m., and from 8:30 a.m. to 10:00 a.m. on the last day of the month. (Sales begin only

---

after receiving the daily sales rate of the material)

- Exchange of high-denomination banknotes for low-denomination species and coins
- Exchange of coins for banknotes
- Exchange of deteriorated banknotes
- Deposits to accounts and payments and deposits related to the internal operation of the Central Bank, transactions in cash, and checks.
- Reception of payments to deposit or accounting accounts: Banco de la República will receive over-the-counter appropriations in national currency in cash or check to pay to deposit accounts or accounts in national currency to Financial Institutions, the National Treasury, and public entities that develop financial or insurance activities, and in favor of those entities with deposit accounts at the Central Bank.
  - Working Hours: Mondays to Thursdays, from 7:00 AM a.m. to 1:00 p.m., Fridays from 7:00 AM a.m. to 1:30 p.m., and from 7:00 AM a.m. to 10:00 a.m. on the last day of the month.

#### LUIS ÁNGEL ARANGO LIBRARY

Main Entrance Address: calle 11 # 4-14, Services:

La Candelaria

PBX: +57 601 343 1224

Fax: +57 601 381 2908

Mail Reception Window: carrera 5 # 11-68, 1st floor, next to the entrance door to the parking lot

- Services for the Library's public

[See the schedules here](#)

- The Luis Ángel Arango Library Concert Hall

[See the schedules here](#)

#### Areas:

- Cultural Division of Banco de la República
- Libraries
- Banco de la República's Museums and collections
- Mail Reception Window
  - Working Hours: Mondays to Fridays, from 8:00 AM a.m. to 4:00 AM p.m.

#### THE BOTERO MUSEUM

Address: calle 11 #4-41, La Candelaria

PBX: +57 601 343 1111 Ext. 2909

Telephones: +57 601 343 1316

Services:

- Services to the public of the Exhibition Halls

---

## ART MUSEUM OF BANCO DE LA REPÚBLICA

Address: calle 11 #4-21, La Candelaria  
PBX: +57 601 343 1111 ext. 2909  
Telephones: +57 601 343 1316

Services:

- Services to the public of the Exhibition Halls

[See the schedules here](#)

## CASA DE MONEDA

Address: calle 11 #4-93, La Candelaria  
PBX: +57 601 343 1111 ext. 2909  
Telephones: +57 601 343 1316

Services:

- Services to the public of the Exhibition Halls

[See the schedules here](#)

## MUSEO DEL ORO

Address: On the corner of carrera 5 and  
calle 16 (located on Parque Santander)  
Telephones: +57 601 343 2222  
Fax: +57 601 284 7450

Services:

- Services to the public of the Exhibition Halls

[See the schedules here](#)

---