

February 12, 2020

ANNUAL RESULTS 2019



ANTONIO HUERTAS
Chairman and CEO of MAPFRE

 **MAPFRE**

➤ **ECONOMIC SITUATION**

ENVIRONMENTS

➤ **WEATHER EVENTS**

- + Intensity
- + Frequency

➤ **ECONOMIC CONTEXT**

Low interest rates

➤ **POLITICAL AND SOCIAL CONTEXT**

Instability, uncertainty



➤ **STRENGTH OF THE INSURANCE BUSINESS** €806M (+18%)

SPAIN ———• Growing ahead of the market

BRAZIL ———• Profit up 79%

USA ———• Earnings up 7x

➤ **SUSTAINABILITY AND RESILIENCE IN RESULTS**

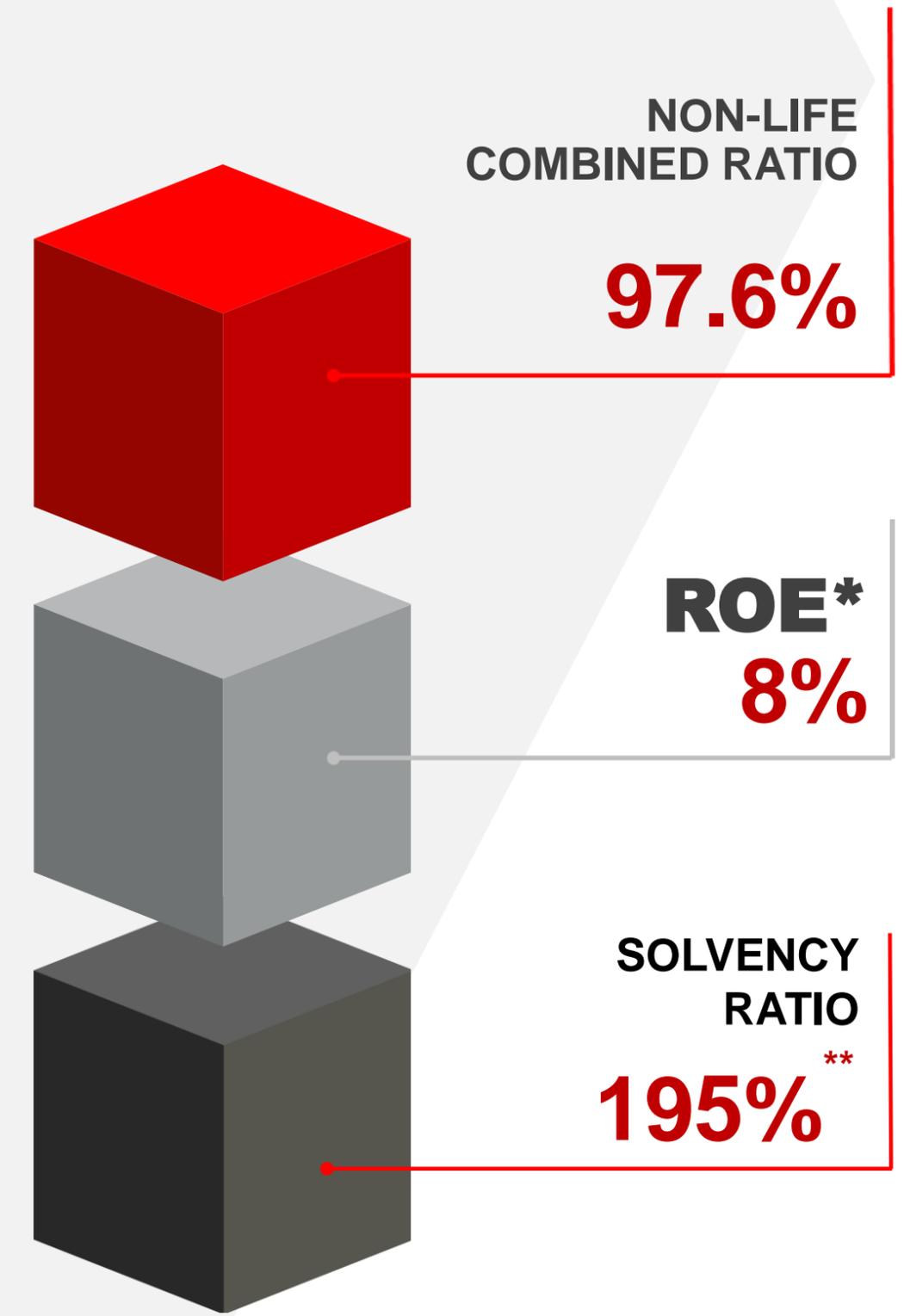
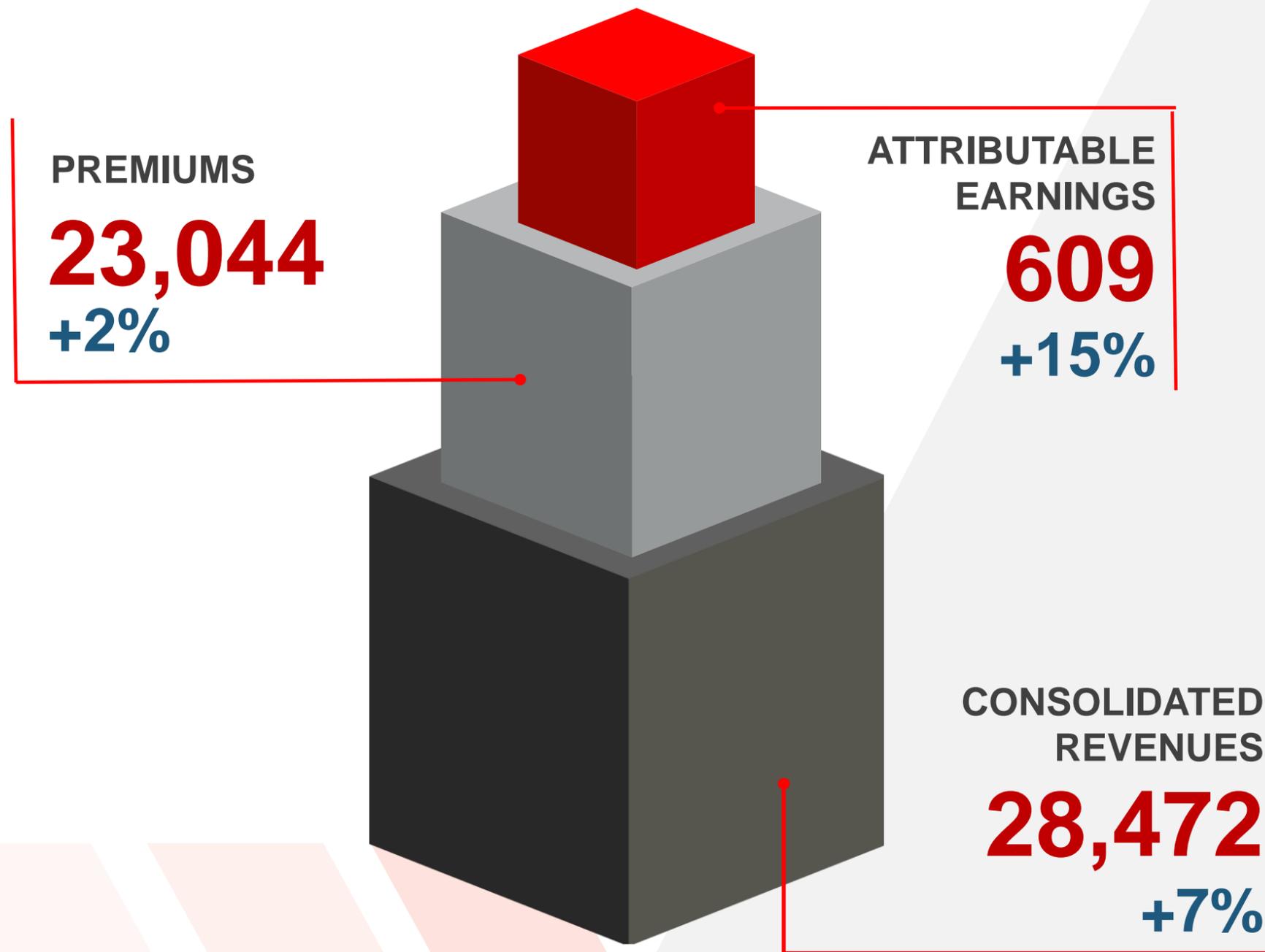
€609M net earnings

➤ **COMMITMENT TO SHAREHOLDERS**

Dividend maintained (**€447M** charged to 2019 results)

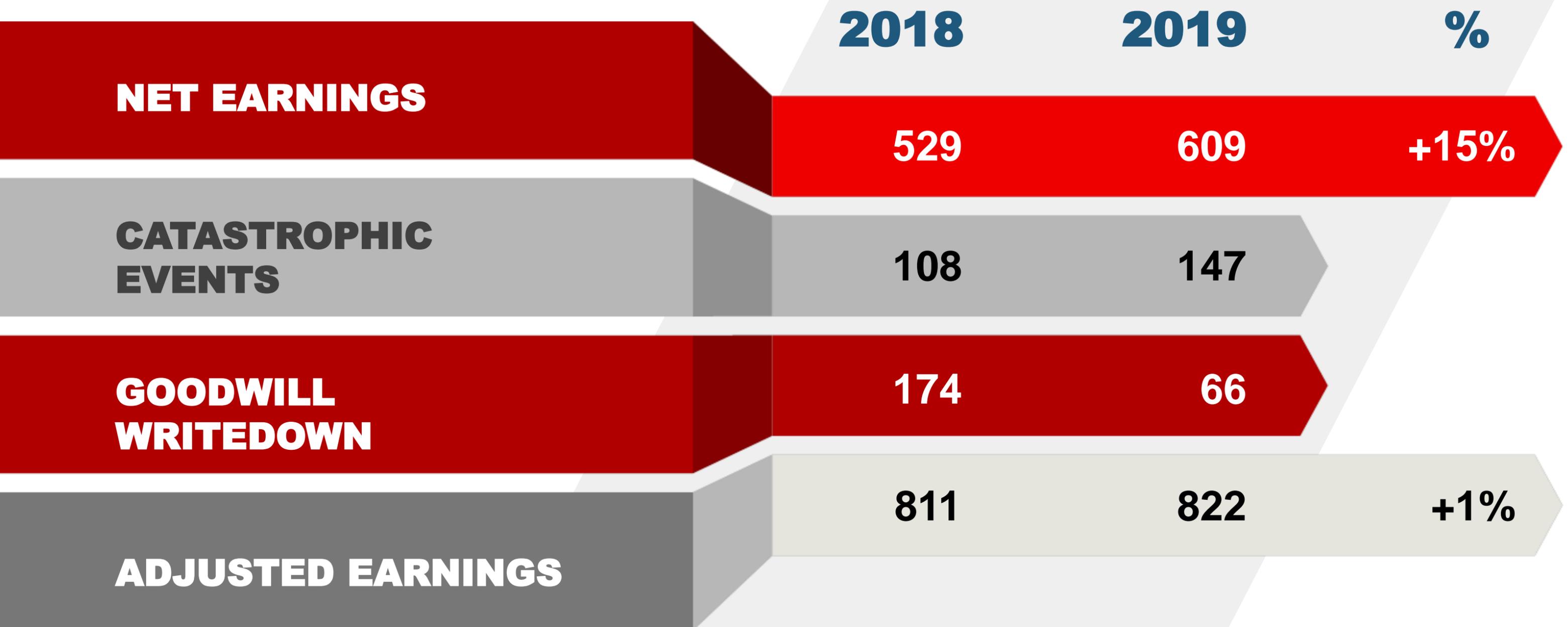


THE FIGURES AT A GLANCE



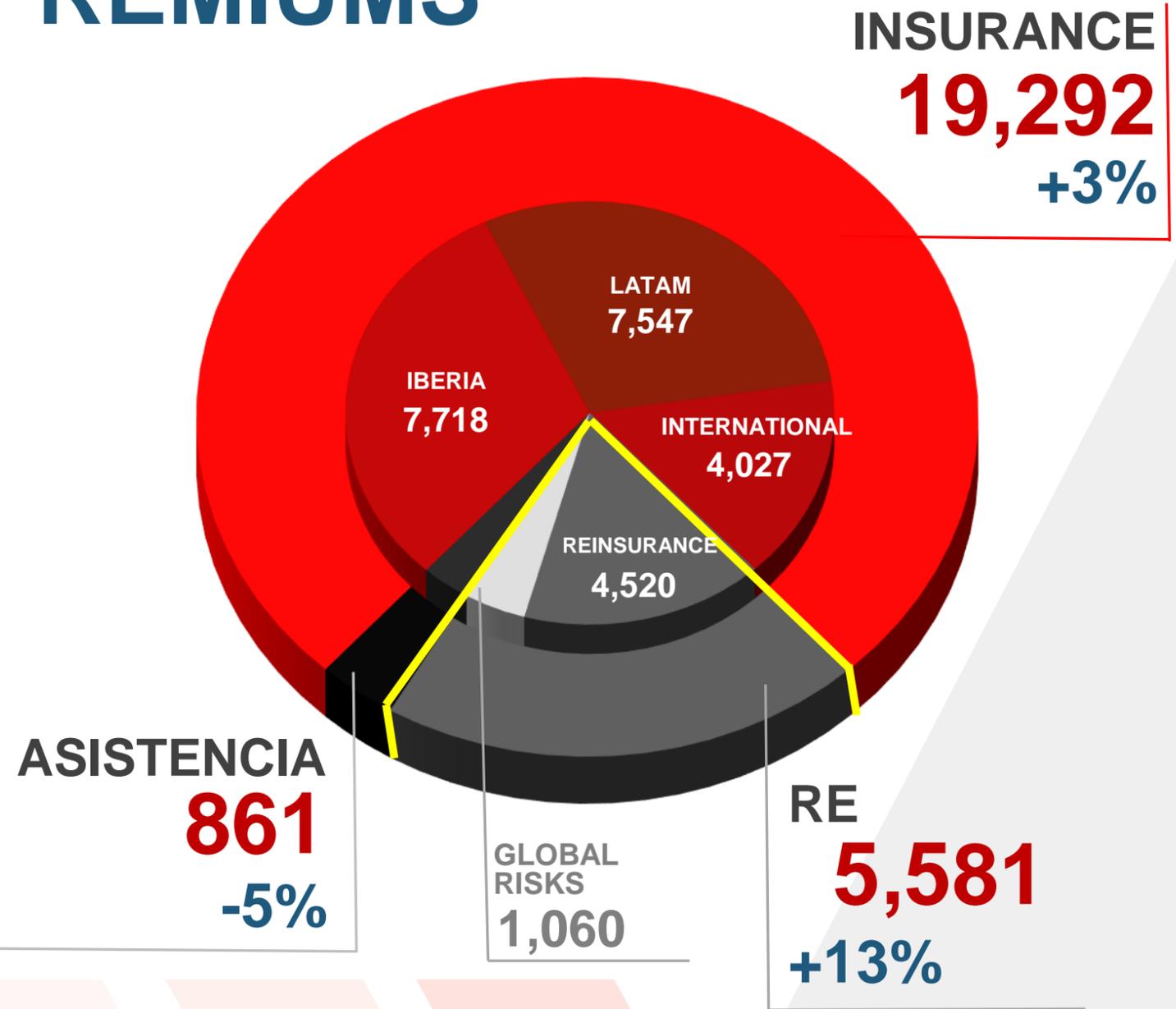
Figures in million euros
*Excluding goodwill writedown
**Data at Sept. 2019

➤ ADJUSTED GROUP EARNINGS

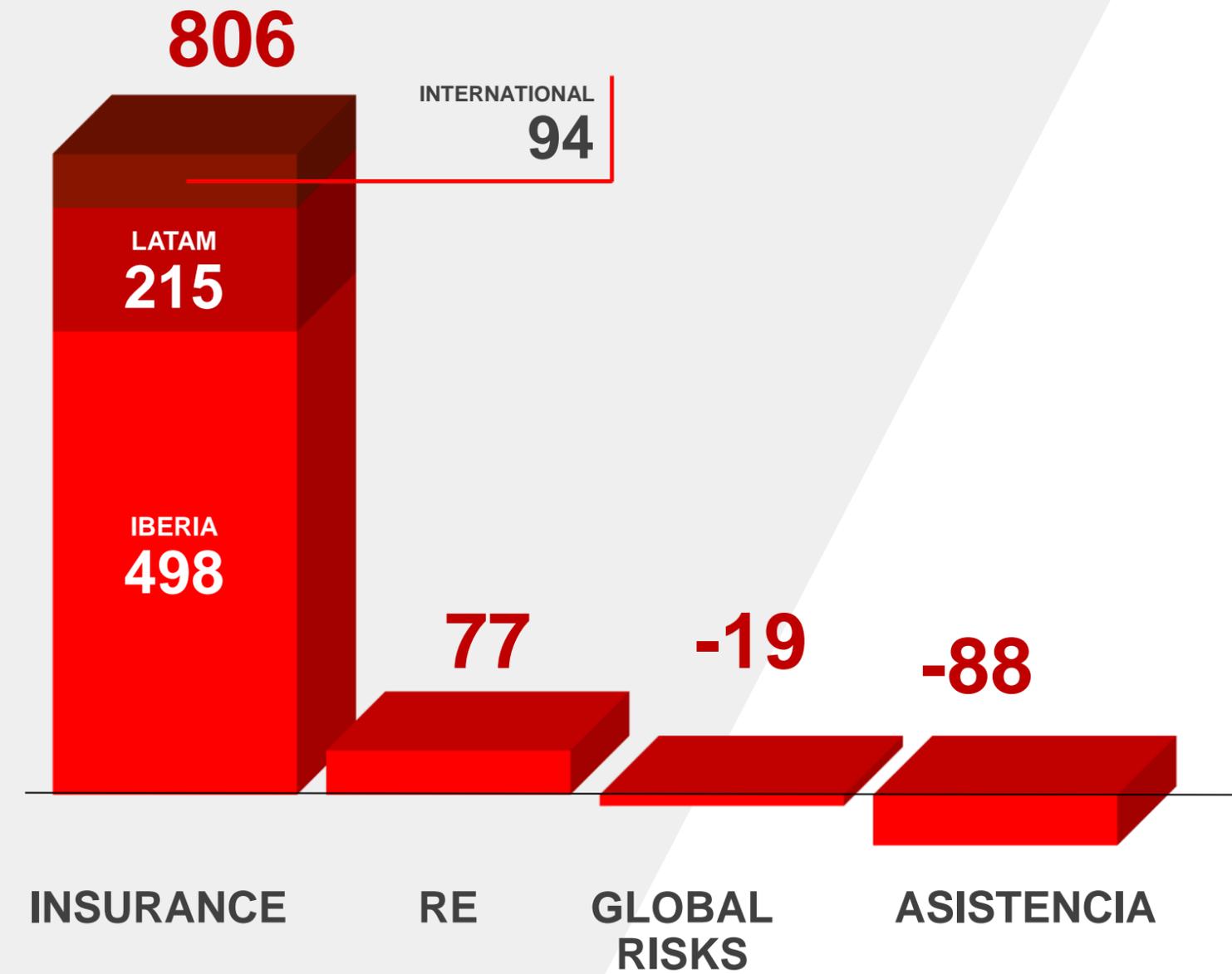


PREMIUMS/EARNINGS BY BUSINESS UNIT

PREMIUMS



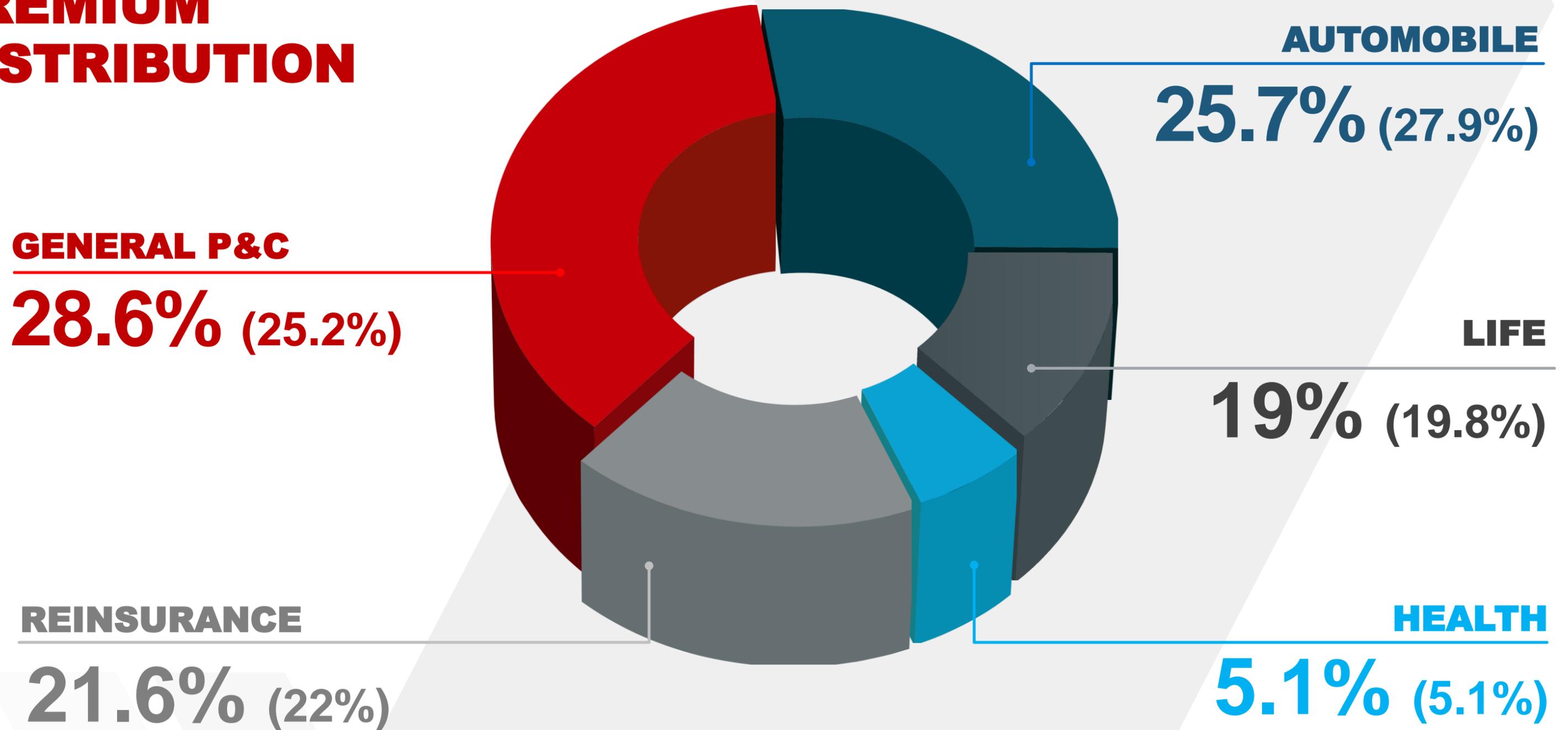
NET EARNINGS



Figures in million euros
Data do not include consolidation adjustments.

➤ A DIVERSIFIED BUSINESS

PREMIUM DISTRIBUTION



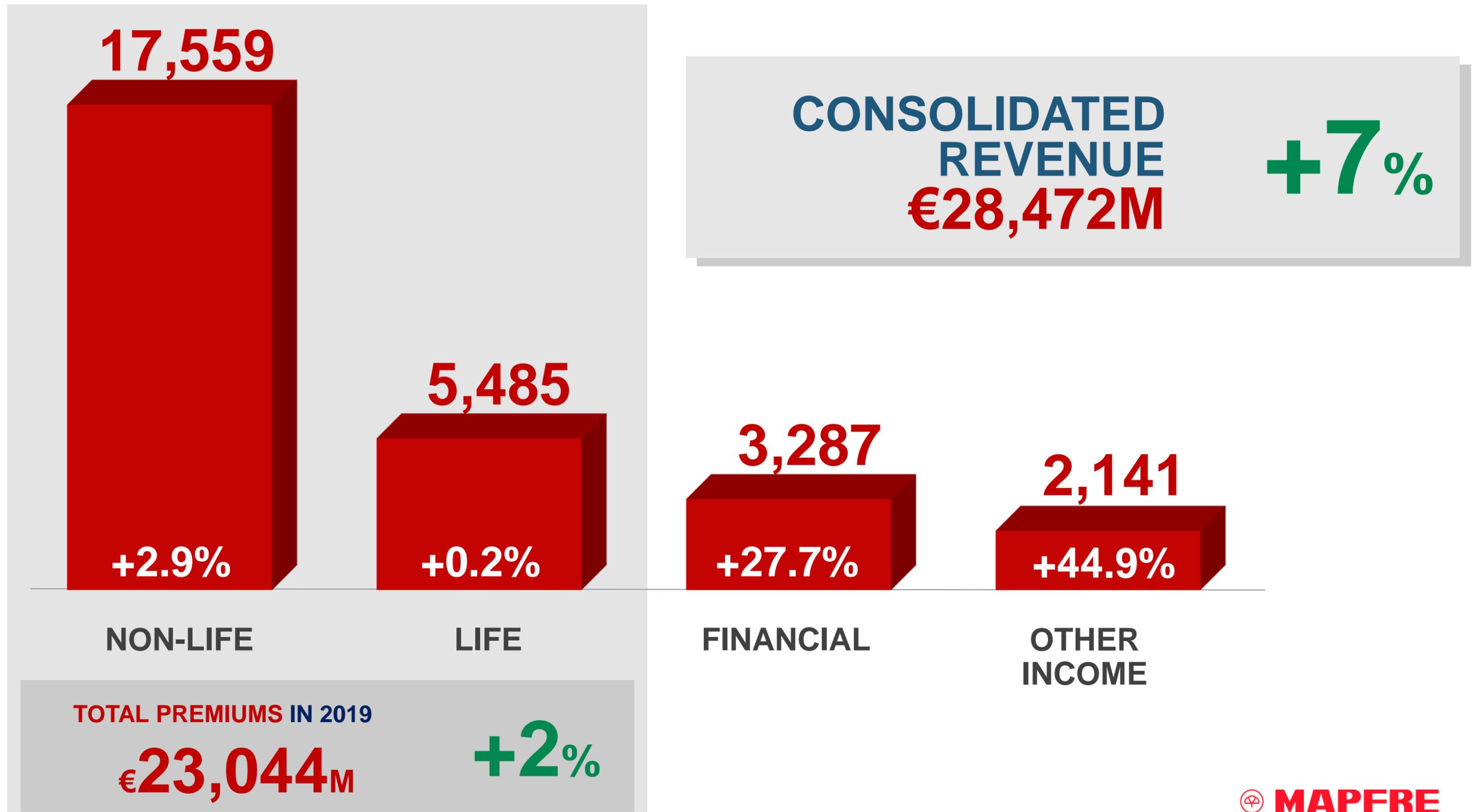
(%) Previous year
Data do not include consolidation adjustments.

ANNUAL RESULTS 2019



FERNANDO MATA

CEO and Member of the Board

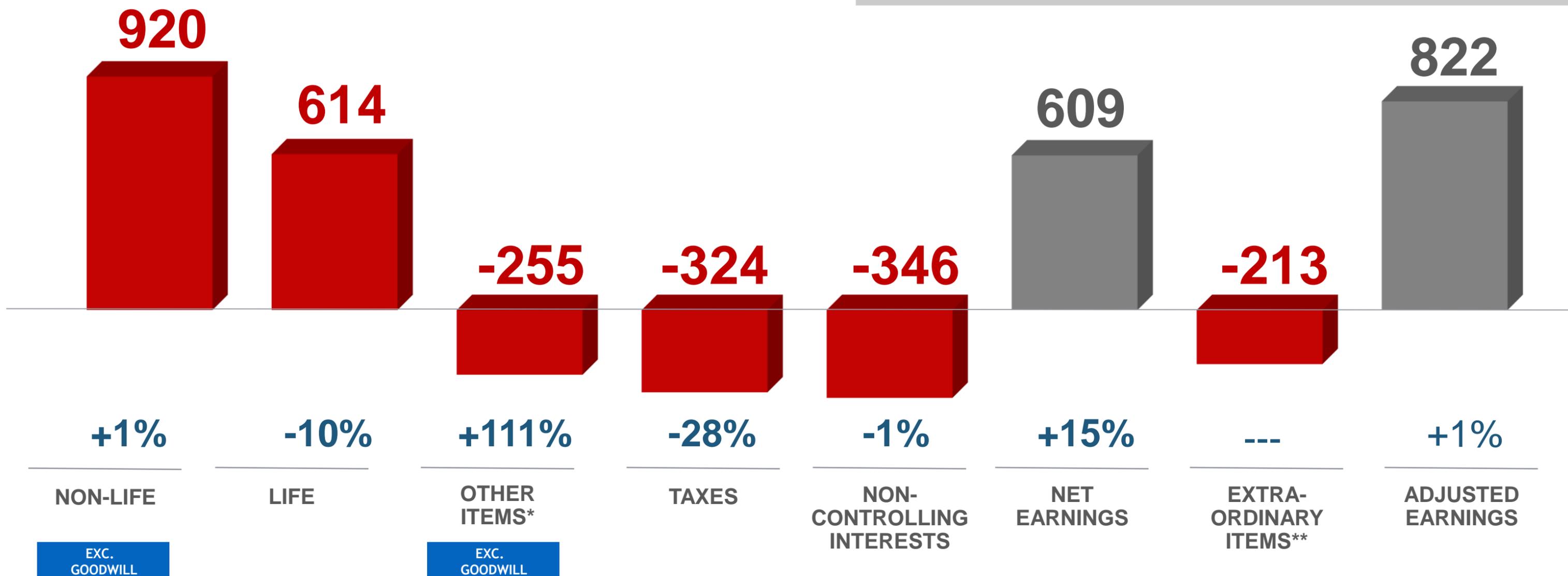


Figures in million euros

EARNINGS BREAKDOWN

NET EARNINGS
€609M

+15%

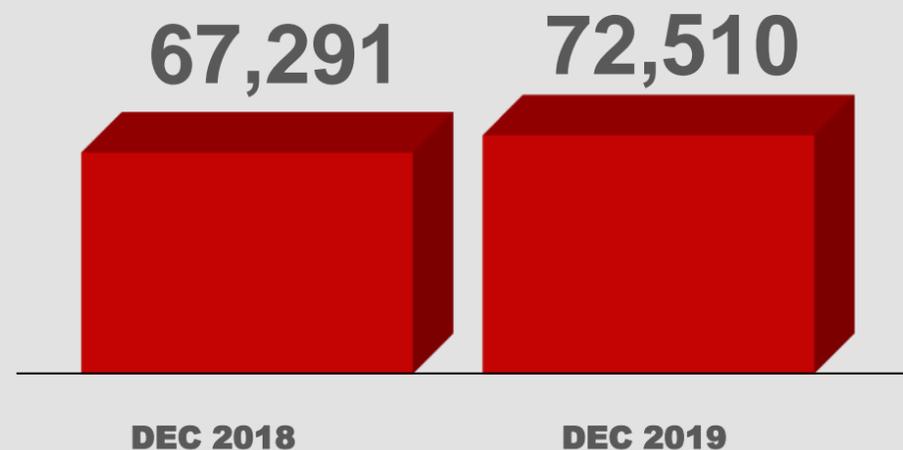


Figures in million euros

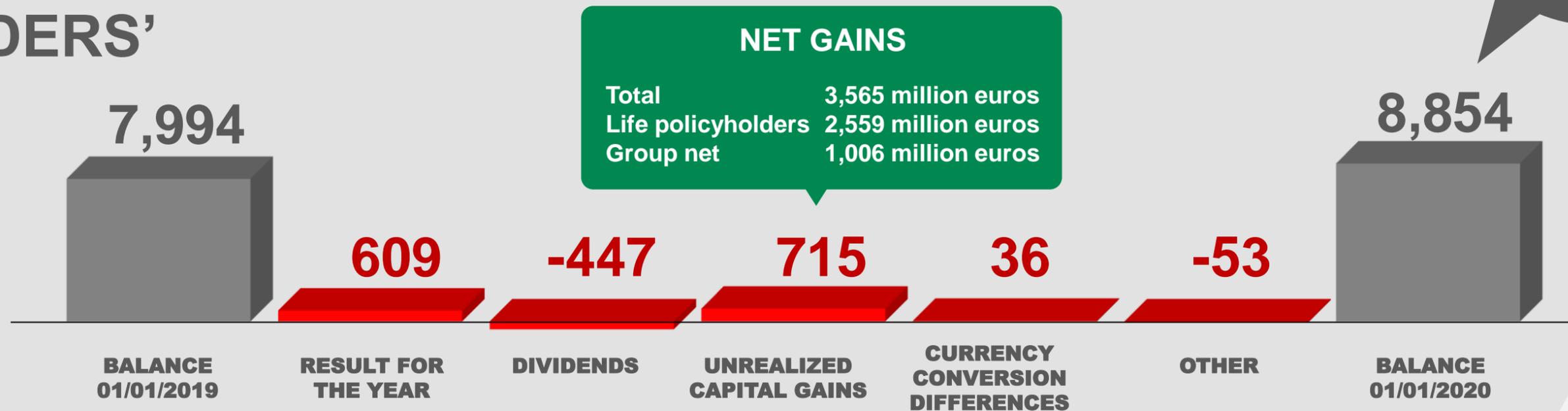
*Includes other activities, Holding expenses, and hyperinflation adjustments.

**Catastrophes and goodwill impairment

TOTAL ASSETS
+7.8%

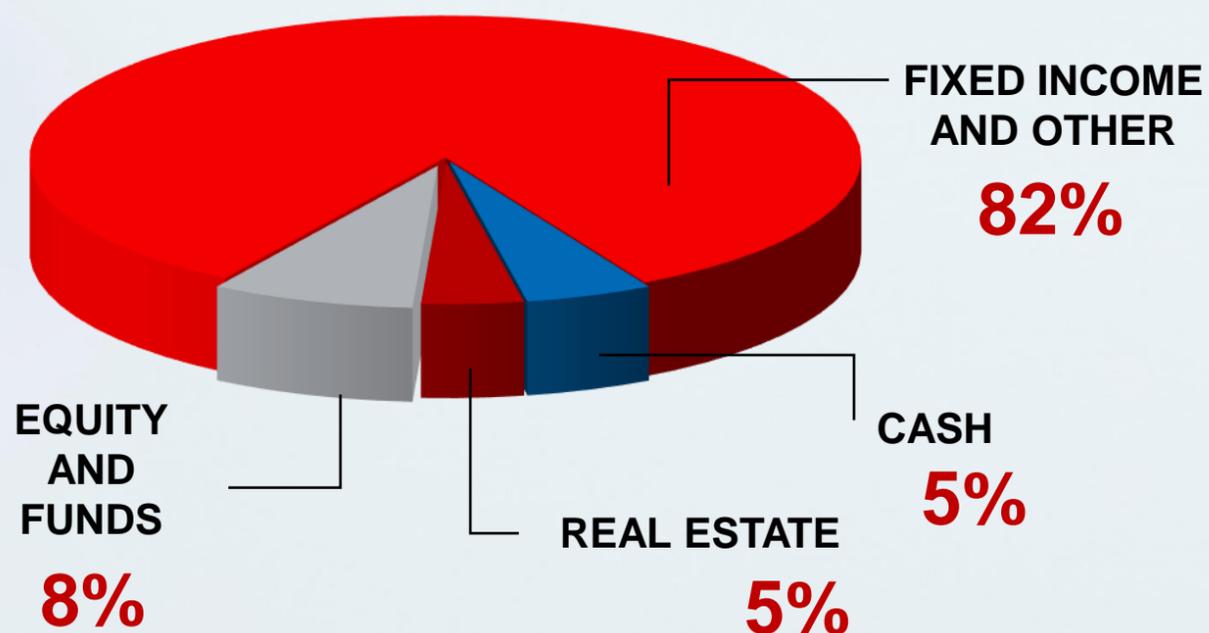


SHAREHOLDERS' EQUITY
+10.8%



+€860M

INVESTMENT PORTFOLIO €53,523M +8.6%



ALTERNATIVE INVESTMENTS

	APPROVED	INVESTED
Phase 1 2017	557	320
Real estate in Europe	354	263
Private equity	108	12
Private debt and other	95	45
Phase 2 2020	500	-
TOTAL	1,057	320

FIXED INCOME €39,444M

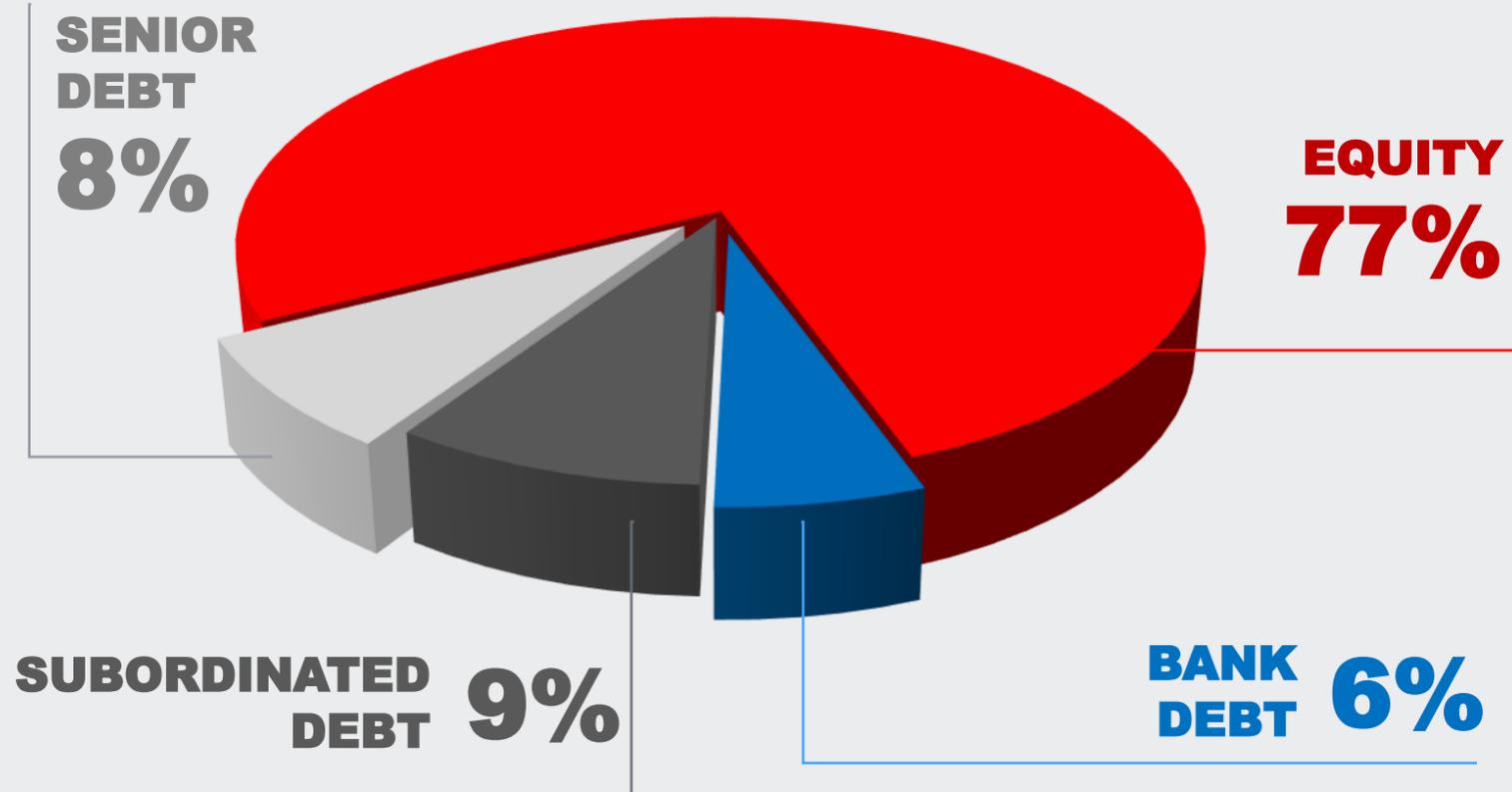
PUBLIC DEBT	30,089
Spain	18,182
Rest of Europe	5,016
United States	1,589
Brazil	3,021
Latin America - Other	1,828
Other countries	454
CORPORATE DEBT	9,355

90% high ESG valuation

ASSETS UNDER MANAGEMENT

Investment portfolio	53,523	+8.6%
Pension funds	5,479	+12.4%
Mutual funds and others	4,636	+6.9%
TOTAL	63,638	+8.8%

CAPITAL STRUCTURE €13,080M



SOLVENCY SOLVENCY II RATIO 195%*

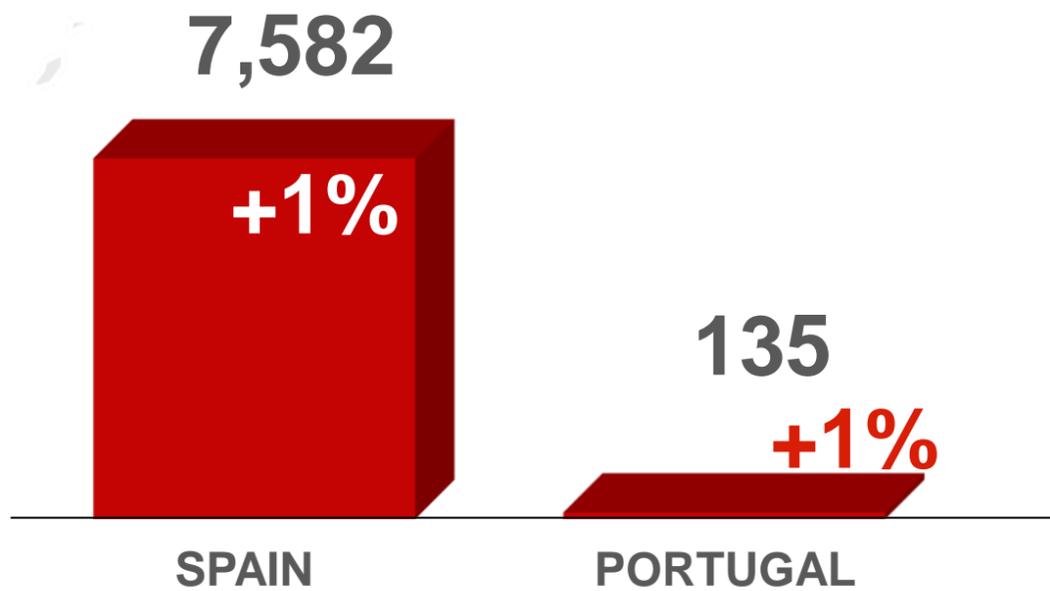


Tier 1
€7,853M
(87%)

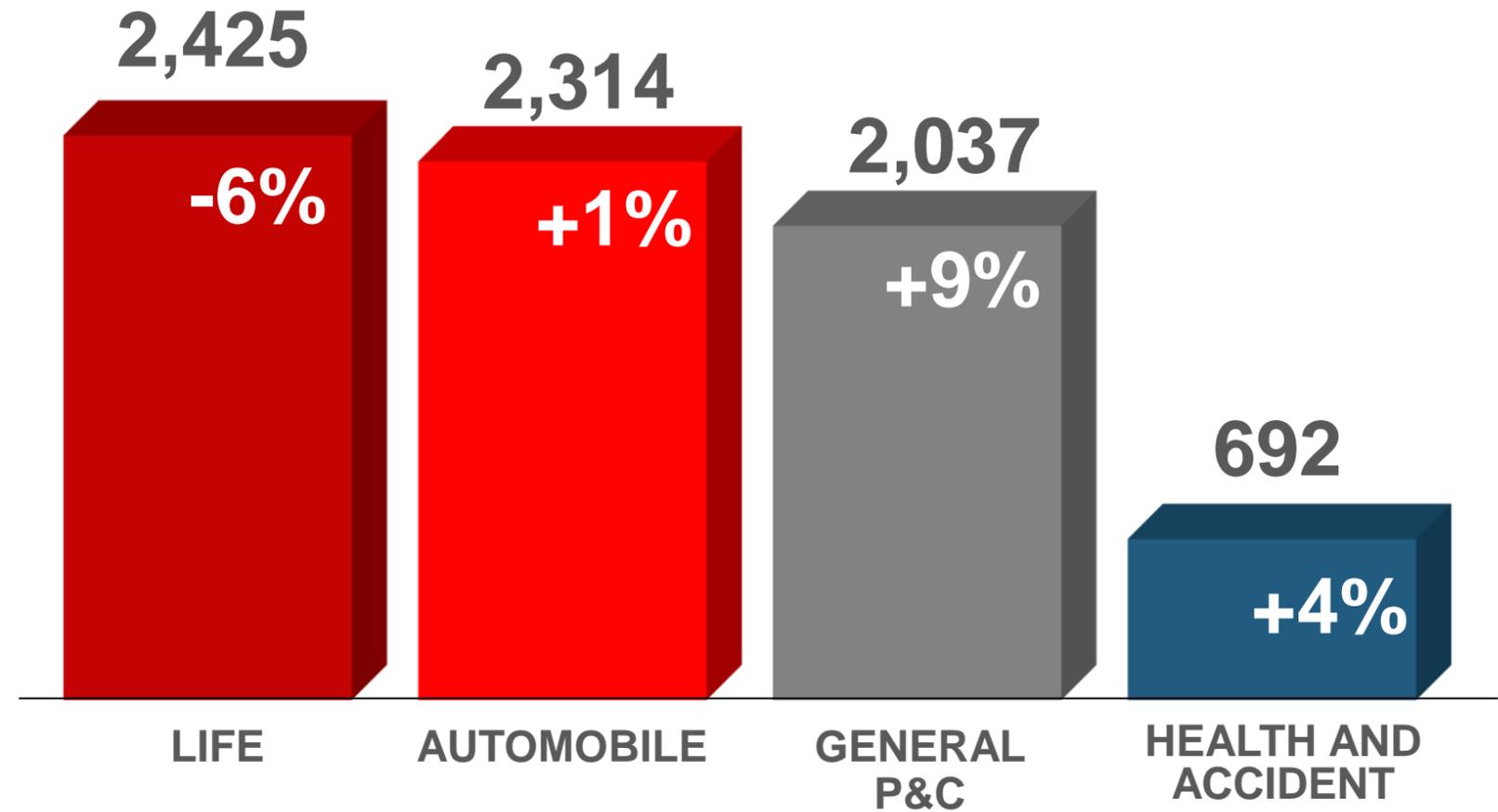
Tier 2
€1,202M
(13%)

*3rd Quarter

IBERIA
7,718 IN PREMIUMS **+1%**



PREMIUM BREAKDOWN

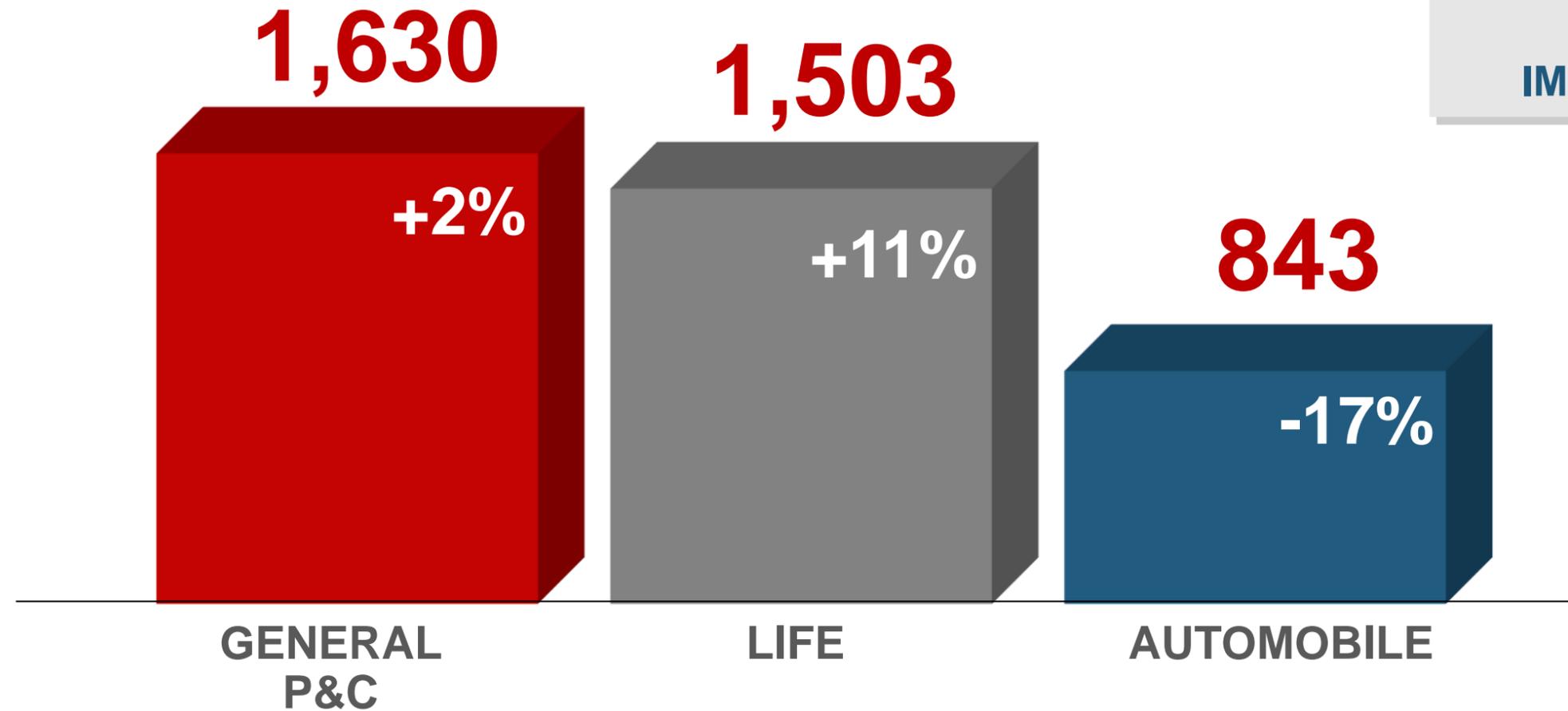


NET RESULT	€498M +4%
COMBINED RATIO	94.4%
ROE	12.6%

INSURED VEHICLES
5.9 MILLION



BRAZIL



ROE 9.6%
4-POINT
IMPROVEMENT

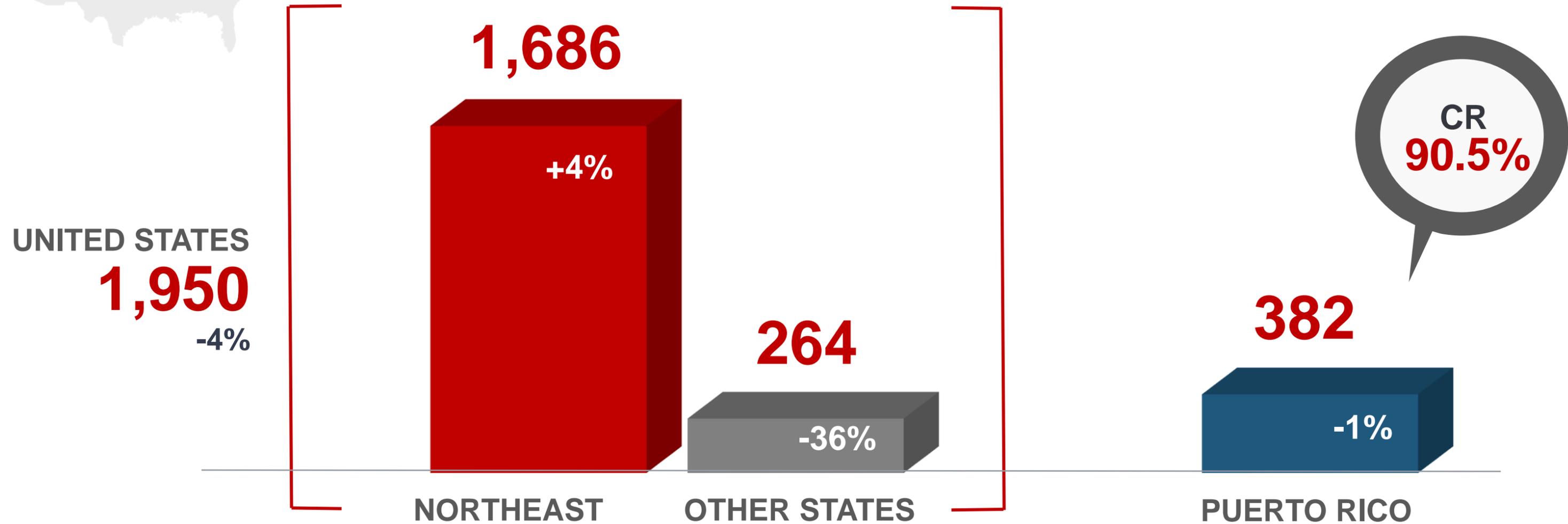
PREMIUMS
€3,978M +0% **+2%***

NET RESULT
€97M +79%

COMBINED RATIO
92.2% (-6.3 p.p.)

Figures in million euros
*Changes in local currency.

NORTH AMERICA



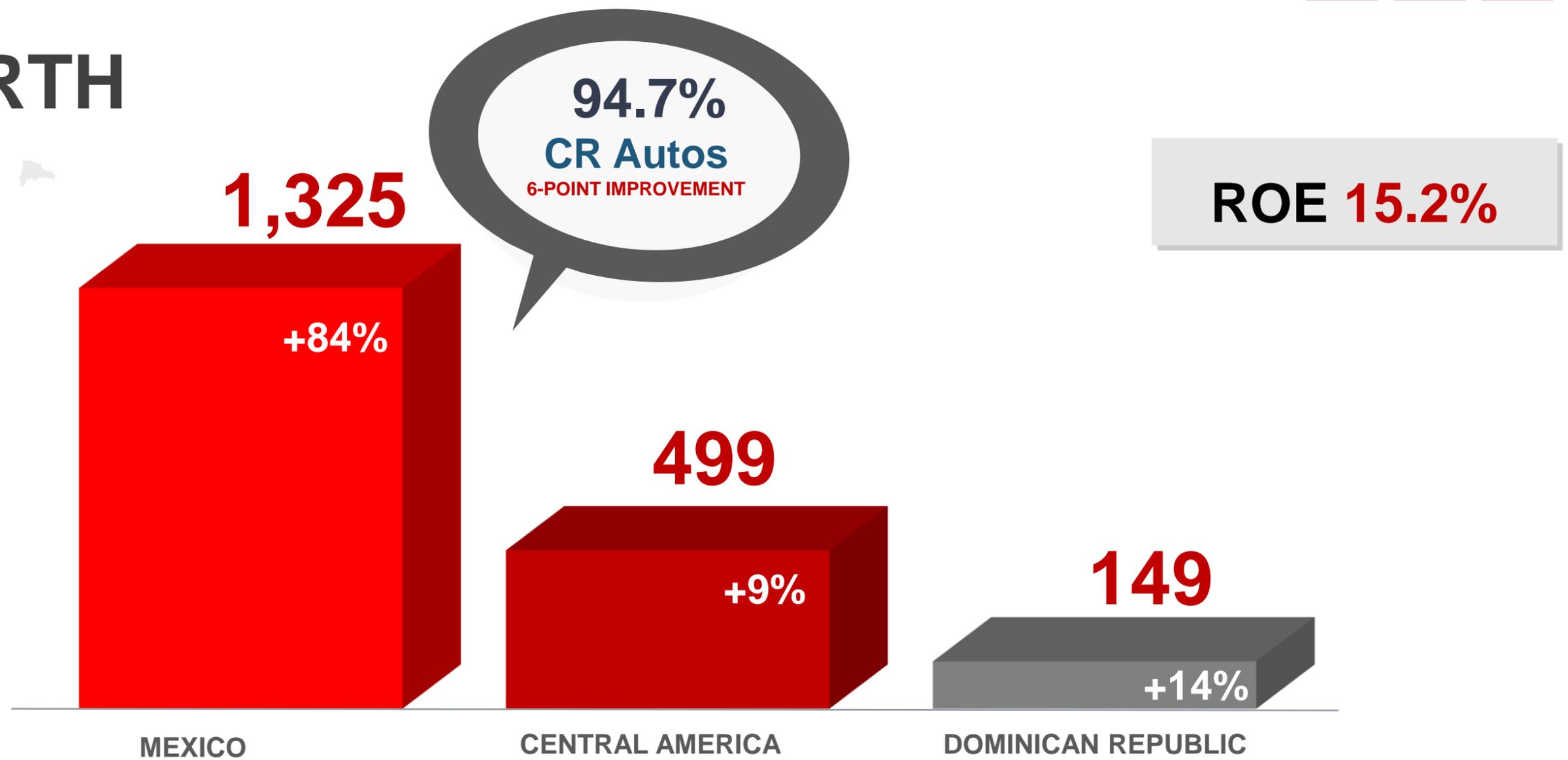
PREMIUMS	
€2,332M -4%	-9%*

NET RESULT
€79M (+125%)

COMBINED RATIO
100.4%

Figures in million euros
*Changes in local currency.

LATAM NORTH

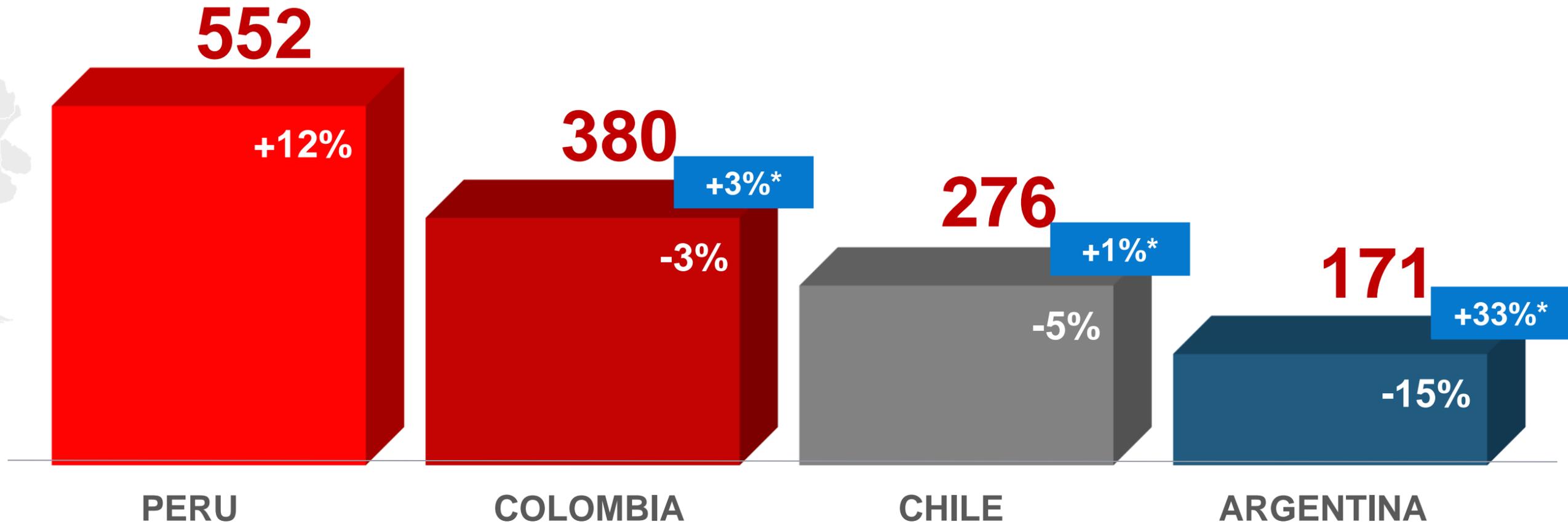


PREMIUMS
€1,973M +51%

NET RESULT
€63M +45%

COMBINED RATIO
94.7%

LATAM SOUTH



PREMIUMS
€1,597M -1%

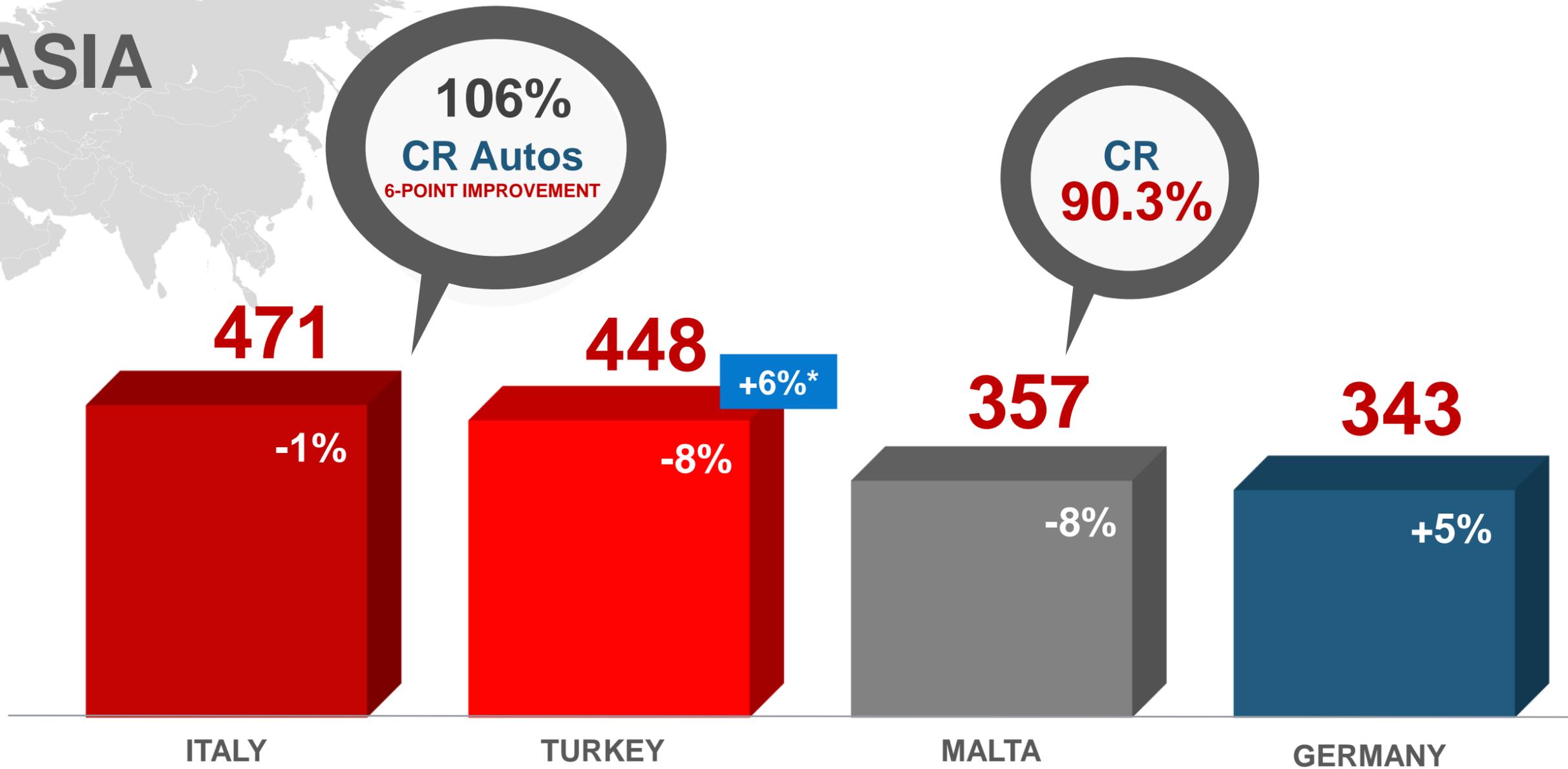
NET RESULT
€55M -7%

COMBINED RATIO
100%

Figures in million euros
*Changes in local currency.

INSURANCE BUSINESS PREMIUMS REGIONAL BREAKDOWN

EURASIA



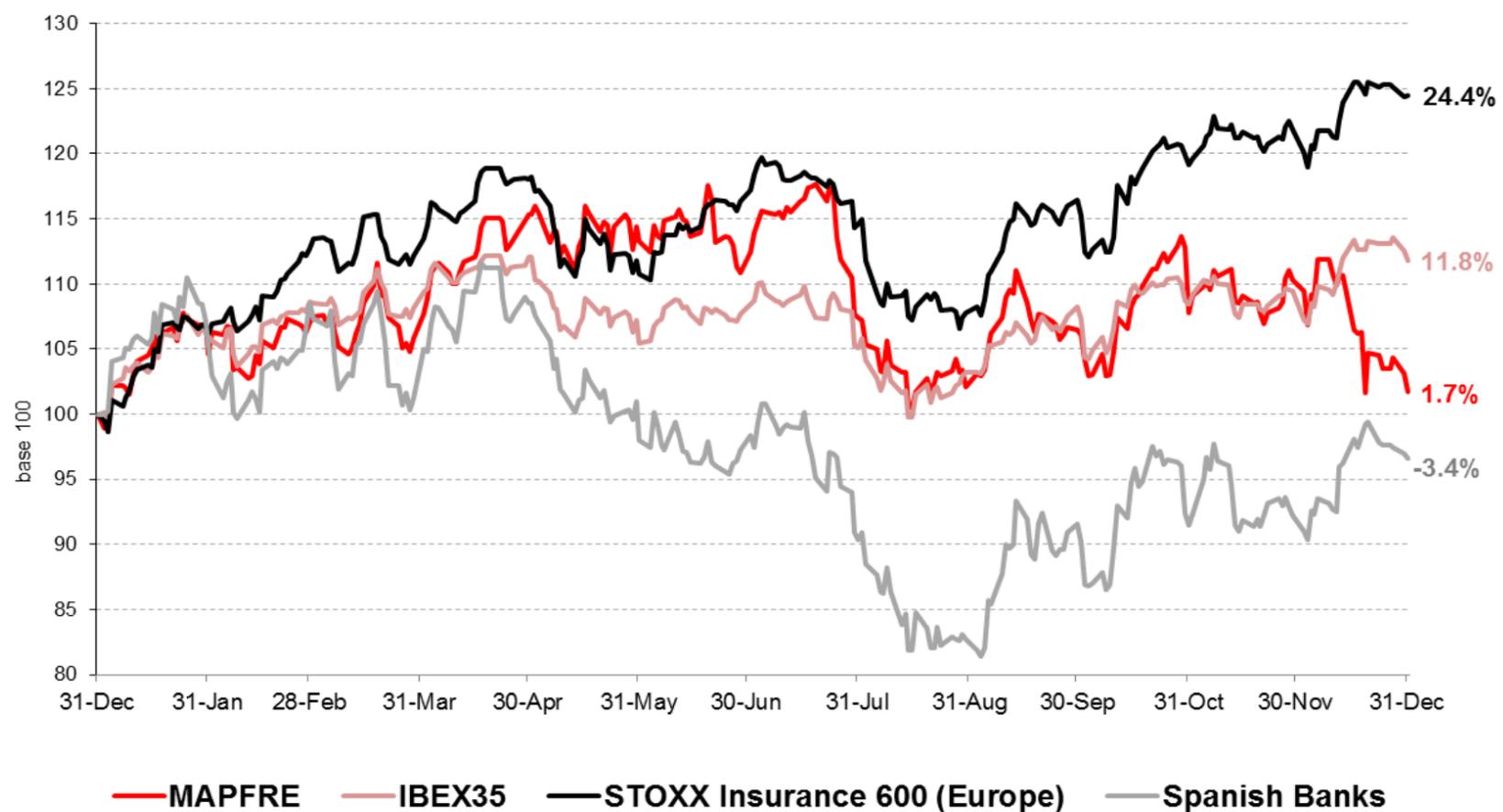
PREMIUMS
€1,696M -4%

NET RESULT
€15M (+21%)

COMBINED RATIO
106.1%

Figures in millions of euros
*Changes in local currency.

SHARE PRICE PERFORMANCE



Share price trend: December 31, 2018 - December 31, 2019
 Source: Bloomberg and internal calculations Spanish banks

STOCK MARKET CAPITALIZATION | **7,269**
 at 12-31-19

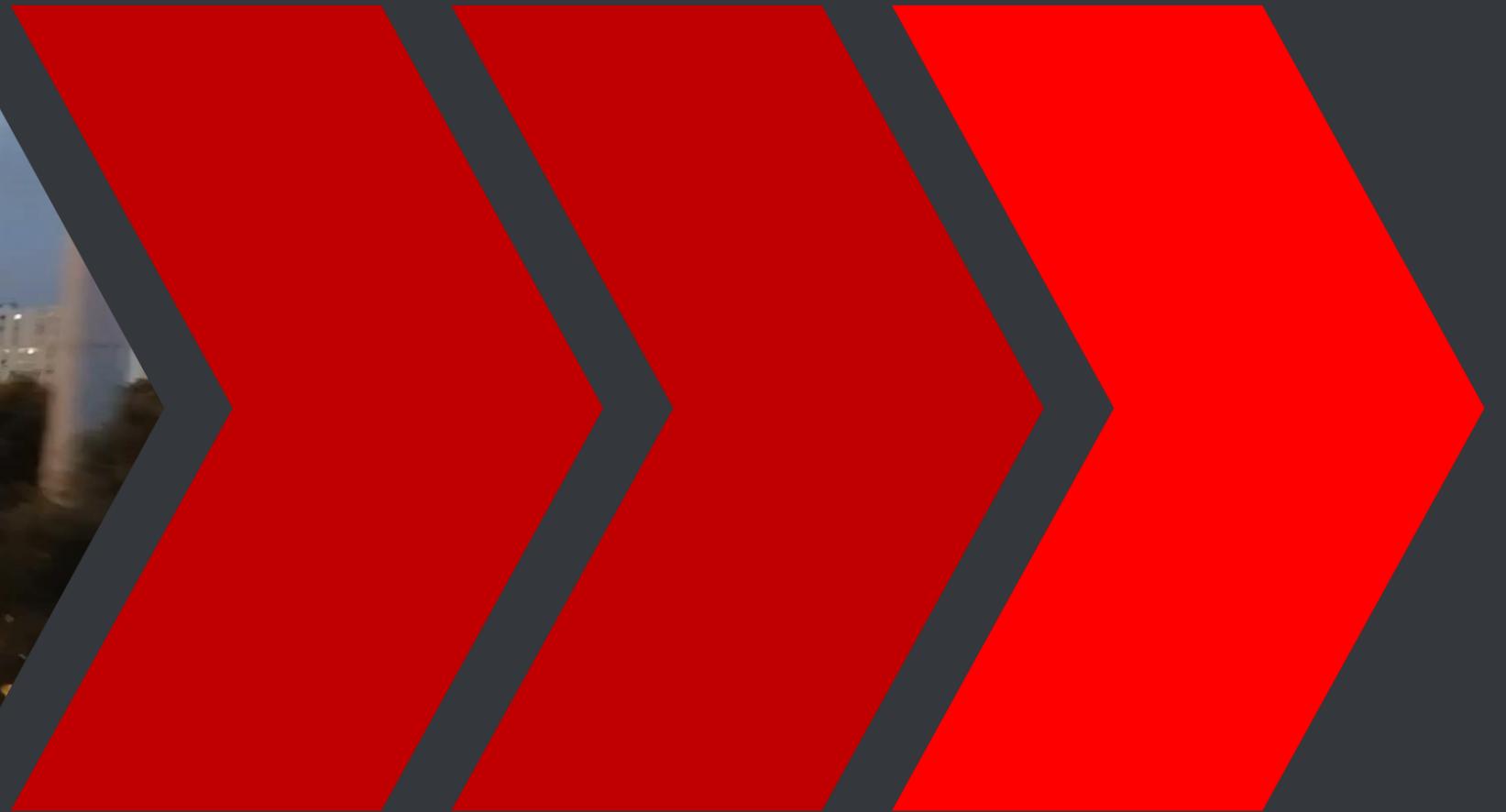
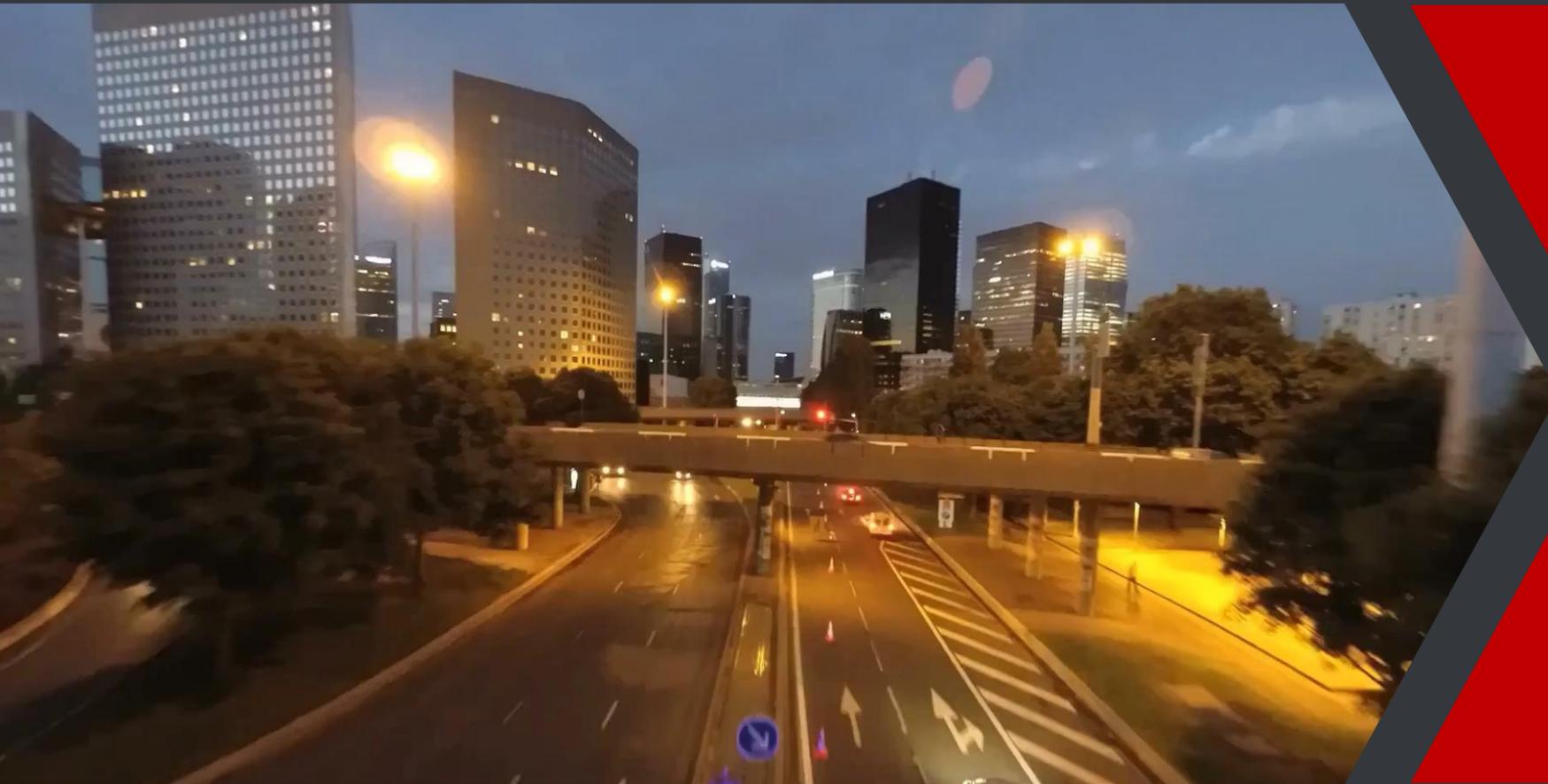
Figures in million euros

2019

MAPFRE	+1.7%
Spanish banks	-3.4%
IBEX 35	+11.8%
Stoxx Insurance 600	+24.4%

February 12, 2020

ANNUAL RESULTS 2019



> AND SO...

WE ARE ABLE TO MAINTAIN OUR SHAREHOLDER REMUNERATION

DIVIDEND FOR THE YEAR: **0.145 euros**
per share, distributed against 2019 results

In total: **€447M**

5.7%
RETURN
ON AVERAGE
QUOTED PRICE



› SOCIAL DIVIDEND

› Corporate tax

€324M paid in taxes. Effective tax rate **25%**

› **97%** of a total of 30,000+ employees have **permanent contracts**

› Opportunities for over **250,000 individuals** (distributors, providers etc.)

› **Volunteering: 10,300** volunteers/ **125,000** beneficiaries

› Gender equality: **48.3%** of vacancies for **job positions of responsibility** were filled by **women**

› **Workplace inclusion: 2.9%** of individuals with a disability

OPERATIONAL SUSTAINABILITY

IN OUR INSURANCE BUSINESS

AND IN OUR INVESTMENTS

- **Carbon neutral**
In Spain and Portugal by 2021.
In the rest of the world by 2030.

Fundación **MAPFRE**
+€45M SOCIAL PROJECTS



➤ BUSINESS STRENGTHS



KEY GROUP MARKETS

Growing in profitability



DIVERSIFICATION

Geographic and business



INCREASED RECURRING PROFIT

Insurance business



REINSURANCE

Strength and stability



DIGITAL BUSINESS GROWTH

17%

► FINANCIAL STRENGTHS



**RATINGS:
FINANCIAL
STRENGTH**
FITCH 'A+'
S&P 'A+'



**SOLVENCY
POSITION:**
195%



**QUALITY
CAPITAL**
(87% TIER 1)



DEBT LEVEL:
22.7%



**UNREALIZED
CAPITAL GAINS:**
+€1BN



**TECHNICAL RESULT:
INSURANCE
COMBINED RATIO**
96.5%



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MAPFRE



ANTONIO HUERTAS
Chairman and CEO of MAPFRE