

2019 Financial Report

JANUARY - DECEMBER



MAPFRE

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1. MAPFRE Group Key Figures

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Results			
Revenue	26,589.7	28,472.2	7.1%
Total written and accepted premiums	22,537.1	23,043.9	2.2%
- Non-Life	17,060.9	17,559.1	2.9%
- Life	5,476.2	5,484.8	0.2%
Attributable net result	528.9	609.2	15.2%
Non-Life Loss Ratio	69.8%	69.0%	-0.8 p.p
Non-Life Expense Ratio	27.8%	28.6%	0.8 p.p
Non-Life Combined Ratio	97.6%	97.6%	0.0 p.p
Earnings per share (euros)	0.17	0.20	15.2%

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Balance sheet			
Total assets	67,290.8	72,509.9	7.8%
Assets under management	58,484.6	63,637.8	8.8%
Shareholders' equity	7,993.8	8,854.3	10.8%
Debt	2,670.3	2,973.7	11.4%
ROE	6.4%	7.2%	0.8 p.p
Adjusted ROE*	8.5%	8.0%	-0.5 p.p

Employees at the close of the period

Total	35,390	34,324	-3.0%
- Spain	10,918	11,032	1.0%
- Other countries	24,472	23,292	-4.8%

MAPFRE share

Market capitalization (million euros)	7,144.6	7,268.7	1.7%
Share price (euros)	2.32	2.36	1.7%

ITEM	DECEMBER 2018	SEPTEMBER 2019	Δ %
Solvency			
Solvency ratio	189.5%	194.6%	5.1 p.p

Figures in millions of euros

* Excluding December 2018 and December 2019 goodwill writedowns

2. Significant Economic and Corporate Events

2.1 Significant Economic Events.

Goodwill writedown for MAPFRE ASISTENCIA subsidiaries.

Within the strategic planning framework, the Group updated its projections for the assistance, travel insurance and special risks business in the United Kingdom and North America. Due to the lower expectations for future profits in the United Kingdom, as a result of a complex socioeconomic environment and the foreseeable slow-down of the economy from Brexit, the decision was made to write off the goodwill of MAPFRE ASISTENCIA companies in the country, for the amount of 48.4 million euros. Further, in the framework of reducing non-performing business in the United States and Canada, the goodwill allocated in these countries was reviewed, which in turn led to a goodwill writedown for the amount of 17.2 million euros.

This goodwill writedown in no way affects the cash flow generated by the Group in the year, nor does it affect its financial strength or flexibility, nor the capital models that support its current ratings and the high Solvency level of the Group and its subsidiaries, as these goodwills are not included in those calculations. As such, it maintains its relevant capacity to generate dividends.

Extraordinary catastrophic events.

The recent typhoons Faxai and Hagibis that occurred in Japan in September and October, as well as the damages resulting from the riots in Chile, have had a negative impact for MAPFRE, primarily in the reinsurance business, of 130.3 million euros on the 2019 attributable result.

2.2 Significant Corporate Events.

2.2.1 Business restructuring

Business restructuring of MAPFRE ASISTENCIA subsidiaries.

MAPFRE is currently immersed in an active process of geographic reorganization for its activities in several of the countries MAPFRE ASISTENCIA operates in. The decision to accelerate the geographic reorganization process of the Assistance Unit has implied the inclusion, at the close of December, of a provision for restructuring expenses, for a net amount of 10.0 million euros.

New business configuration for MAPFRE's large industrial and commercial risk insurance.

In March 2019, administrative authorization was received to carry out the business restructuring operation for MAPFRE GLOBAL RISKS, by means of which:

1. The purely insurance and reinsurance activities of MAPFRE GLOBAL RISKS, along with the assets and liabilities related to them, were transferred to MAPFRE ESPAÑA and MAPFRE RE, respectively.
2. An entity was created that will continue with MAPFRE GLOBAL RISK's activity of analysis and underwriting of large industrial and commercial risks, and it will act on behalf of MAPFRE ESPAÑA and MAPFRE RE.

The execution of this restructuring has not had a significant impact on the consolidated financial statements of the Group.

VERTI Italy Branch Transformation

The relevant bodies of MAPFRE S.A. and of the affected Group entities agreed to carry out a transformation process for VERTI Italy, turning it into a branch of VERTI Spain. The operation will be carried out through a cross-border merger process, by means of which VERTI Spain will absorb VERTI Italy and create a branch in Italy to which it will assign the insurance portfolio from this entity. Subsequently, it will carry out a spin-off operation in order for MAPFRE INTERNACIONAL to segregate the shareholding it receives from VERTI Italy's contribution, so that MAPFRE ESPAÑA becomes the owner of 100 percent of the VERTI Spain shares again. Both the merger as well as the subsequent

spin-off operation will be subject to the fiscal neutrality in force in Spain.

This operation is underway at the close of 2019, in the process of receiving the corresponding administrative authorizations.

Alliance between MAPFRE and SantaLucía to jointly develop their business in Spain.

On June 5, 2019, MAPFRE and SantaLucía formalized a strategic alliance to jointly develop their respective funeral businesses in Spain. The initial value of the assets contributed to the alliance is 322.5 million euros, pending final adjustments that will be made on the effective transaction date. Once the definitive valuations have been set, it has been agreed that MAPFRE, through its subsidiary FUNESPAÑA, will own 25 percent of the share capital and SantaLucía the remaining 75 percent, which will result in a cash payment between the parties for the amount required to properly reflect the agreed exchange.

MAPFRE ESPAÑA and SantaLucía will contribute the funeral business in Spain that their companies, FUNESPAÑA and Albia, operate, both of which are benchmarks in the sector. A request for authorization for this alliance has been presented to the National Commission on Markets and Competition (CNMC in Spanish), and approval is expected shortly.

Rastreator insurance comparison site

The operation between MAPFRE, Admiral and Oakley Capital, which aimed to unify their Spanish insurance comparison businesses, Rastreator España and Acierto, was cancelled as a result of the delay in obtaining the corresponding administrative authorizations.

2.2.2 Business development, acquisitions and disposals

Acquisition from BANKIA of 51 percent of Caja Granada Vida and Cajamurcia Vida y Pensiones and distribution agreement for Non-Life insurance in the BANKIA network

In December 2018, MAPFRE and BANKIA reached an agreement regarding the reorganization of their bancassurance alliance, by virtue of which MAPFRE VIDA acquired 51 percent of the share capital of the insurance entities Caja Granada Vida, Compañía de Seguros y Reaseguros, S.A. and Cajamurcia Vida y Pensiones de Seguros y Reaseguros, S.A. for a total consideration of 110.3 million euros.

In the first quarter of 2019, the corresponding administrative authorizations were received, closing the aforementioned acquisitions. As a result, starting in March, the financial statements of the said entities are consolidated by global integration in the consolidated accounts of the Group.

In December 2018, a non-extinguishing, partially modifying novation agency agreement was signed with BANKIA regarding the exclusive distribution of Non-Life insurance. This makes it possible to extend the exclusive sale of MAPFRE General P&C insurance to the whole of the BMN network, making MAPFRE the exclusive distributor of Non-Life insurance for the entire BANKIA network. The agreement is effective as of January 14, 2019, on which date the agreed initial fixed commission payment was realized, for the amount of 51.4 million euros.

MAPFRE – Banco Santander Agreement

On January 21, 2019 MAPFRE and Banco Santander reached an agreement by means of which the financial entity will sell and distribute, exclusively, Auto, Commercial Multirisk, SME Multirisk and TPL insurance in its network in Spain, until December 2037.

By virtue of this binding agreement, in June 2019, MAPFRE S.A., through its subsidiary MAPFRE ESPAÑA, acquired from Banco Santander 50.01 percent of a newly created company for a consideration of 82.3 million euros. This company will be responsible for exclusively selling the above-mentioned insurance products through the Banco Santander network.

In November 2019, authorization to operate from the Directorate-General for Insurance was received. The new company is expected to begin its activity in the first quarter of 2020.

Bancassurance agreement with Actinver in Mexico

In March 2019, MAPFRE closed a strategic alliance in Mexico with the financial entity Actinver. The agreement includes the exclusive sale in the Actinver channel of all MAPFRE Mexico insurance products, for an undetermined period of time, and also includes an association agreement to share the results obtained by MAPFRE, as a result of the business in the Actinver channel. The agreement implied an upfront payment of 24.8 million euros, plus a variable based on business development.

This agreement entered into force in March, immediately after it was signed.

Acquisition of 10 percent of Abante share capital

MAPFRE and Abante signed a strategic alliance to develop insurance and asset management in the Spanish market. The insurance Group took a 10 percent stake in Abante through a capital increase which implied a payment of 14.4 million euros, and will retain the option to acquire a further 10 percent, up to a maximum of 20 percent, within a period of three years. The abovementioned payment was made on October 22, 2019.

MAPFRE INVERSIÓN business transfer to BNP.

In 2019, the transaction by means of which MAPFRE INVERSIÓN, SOCIEDAD DE VALORES, S.A. sold its business as custodian for collective investment institutions and voluntary social welfare entities (EPSV) to BNP PARIBAS SECURITIES SERVICES, S.C.A., SUCURSAL EN ESPAÑA was closed, for the consideration of 4 million euros up front, plus a

variable amount based on the development of the transferred business.

Sale of MAPFRE RE shares

On June 21, 2019, MAPFRE proceeded to sell shares representing 1.07 percent of the capital of MAPFRE RE to non-controlling interests for the amount of 18.3 million euros, within the framework of the MAPFRE GLOBAL RISKS corporate restructuring operation.

On the other hand, on November 13, 2019, MAPFRE bought shares representing 0.76 percent of MAPFRE RE's capital from non-controlling interests for the amount of 13.2 million euros.

As a result of these transactions, MAPFRE S.A.'s participation in MAPFRE RE stands at 93.77 percent at the close of 2019.

Sale of High-Risk Workers' Compensation portfolio in Peru

In the fourth quarter of 2019, MAPFRE PERU sold the long-term high-risk workers' compensation portfolio in force at January 31, 2018, classified on the balance sheet as an asset available for sale, for the amount of 69 million euros. This transaction generated a gain of 3.8 million euros, net of taxes.

2.3 Treasury Stock

At December 31, 2019, MAPFRE owns 30,489,839 shares of treasury stock representing 0.99 percent of the capital, for the amount of 63.8 million euros.

3. Macroeconomic Overview and Financial Markets

General Overview

In 2019, the global economy had discreet estimated growth of 3.0 percent. The economies in the G7 grew 1.6 percent, with the United States at 2.3 percent and the Eurozone at 1.2 percent. Emerging economies, although they grow at a different rhythm, were not able to escape the deceleration: China grew at 6.1 percent (from 6.6 percent the previous year), the group of emerging and in developing markets fell to 3.9 percent from 4.5 percent, and emerging Asian markets to 5.9 percent from 6.4 percent.

Several factors weighing over manufacturing activity and investment contributed to this deceleration: trade tension between the United States and China; the perspective of higher tariffs for other US trade partners; uncertainty regarding Brexit and, from a structural perspective, the point in the economic cycle at which the global economy finds itself.

In this context of weak economic activity and deterioration of inflation expectations, the majority of central banks worldwide have changed their monetary policies, lowering interest rates as fast as the US Federal Reserve's rate cuts, low inflation and their USD-exchange rates allow them.

Lower interest rates worldwide will certainly mitigate the deceleration, but it cannot be expected that this alone provides a strong and solid recovery. To this end, the governments must also act with fiscal policies, inasmuch as monetary policy is losing effectiveness and could be feeding bubbles in assets.

Many uncertainties will have to be cleared up for there to be a fast recovery, which is improbable, and therefore, in the central scenario the perspectives for the next two years are for lower growth.

With regards to the United States economy, the markets show concern about the possibility of a recession, but the strength of the labor market and the service sector do not point to that being imminent.

In the case of China, the economy grew 6.1 percent, showing a certain degree of resilience to the global environment. A successful program of measures

(lower rates and strengthening credit in the private sector) were implemented to stimulate internal demand and counteract the deceleration of the external sector caused by the trade war. However, it will be necessary to wait to confirm if the trade agreement instating minimums, announced in October, between the US and China, becomes a reality.

In Europe, 2019 was marked by elections in various countries, by the new appointments in the European Commission and the European Central Bank (ECB), as well as by Brexit. With the European economy in a deceleration phase, the ECB lowered deposit facility rates to -0.50 percent in September and restarted the asset purchase program.

The following is a closer analysis of the most relevant markets in which MAPFRE operates:

Eurozone

The Eurozone is slowing down, with 1.2 percent GDP growth. Inflation has been falling for a year and moving away from the 2 percent objective. The ECB, along with the step to lower deposit facility rates, announced the restart of the asset purchase program with 20 billion monthly as of November, without indicating an end date. In addition, it insisted once again that it is necessary that governments also act with fiscal stimuli, showing that monetary stimuli are reaching the limits of their effectiveness.

The Euro Stoxx 50 closed the year with an increase of 24.8 percent so far this year, reaching 3.745 points, motivated by business profits and new monetary stimuli.

Spain

The Spanish economy grew 2.0 percent in 2019, confirming the expected deceleration. For 2020, the economy is expected to grow 1.7 percent, accentuating this slow-down, although it is smooth, especially when the ECB's monetary stimuli and the central banks' lax policies are beginning to show effects.

Estimated inflation for 2019 reduced 0.8 percent, with the noteworthy stability of gas, food, and non-alcoholic beverage prices, compared to the falls recorded in 2018.

The unemployment rate went down to 13.8 percent, but the rate of job creation – a decisive factor in consumption growth – is slowing down.

The IBEX 35 index went up 11.8 percent this year, reaching 9,549 points.

United States

The average growth forecast for 2019 is 2.3 percent, falling from last year's 2.9 percent. Advance indicators confirm the deceleration and how this will transfer to the trust of economic agents.

Inflation picked up slightly in November to 2.1 percent, with closing estimates at 1.8 percent. The Federal Reserve decided to lower interest rates three times, to the 1.50-1.75 percent range, and announced that it would continue injecting liquidity into the interbank market.

The dollar closed the year at 1.12 USD/EUR (2.2 percent stronger), in part because of the persistent differences between the United States and the Eurozone in growth and rates.

The S&P500 showed an increase of 29 percent and closed the year at 3,231 points, fueled by the fall in interest rates and the renewal of the Federal Reserve's balance sheet expansion, in the context of a stronger economy than Europe.

Brazil

In Brazil, 2019 economic growth is expected to stand at 0.8 percent. With lower inflationary pressure (3.3 expected for 2019), and in line with the falls in interest rates on a global level, the Central Bank in 2019 lowered rates on four occasions, from 6.50 percent to 4.50 percent.

After the social security reform, the Brazilian real recovered, reaching 4.0 BRL/USD, where it closed the year.

Regarding the stock market, the BOVESPA index closed the year at 115,645 points, with an increase of 31.6 percent this year.

Mexico

The Mexican economy is at a standstill and GDP growth is expected to be close to zero in 2019.

Inflation is expected to reach 3.2 percent in 2019. The Bank of Mexico, in line with many central banks worldwide, and making the most of the lack of inflationary pressure, lowered interest rates four times in 2019, from 8.25 percent to 7.25 percent.

The exchange rate closed the year at 18.93 MXN/USD. The Mexican Stock Market went up 4.6 percent in the year, closing at 43,541 points.

Turkey

The Turkish economy was in contraction for three quarters in a row until the second quarter of 2019, and grew 0.9 percent in the third quarter. As such, 0.2 percent average growth is expected for the year.

Inflation in 2019 stood at 10.5 percent, going down from highs of 25.2 percent from last year, which has allowed the Central Bank to aggressively reduce interest rates, from 24 percent at June to 12 percent at the end of the year.

The Turkish economy had a light recovery in 2019, facilitated by a context of interest rate cuts, locally and in the United States.

The exchange rate seemed to find stability in the range of 5.60-5.80 TRY/USD, although at the end of the year it was close to 6.0 TRY/USD.

The BIST30 stock index in Istanbul increased 21.4 percent in the year to 138,830 points (10.1 percent in euros).

Main currencies compared to the euro

ITEM	Average Exchange Rate		Closing Exchange Rate	
	DECEMBER 2019	Var. DECEMBER 2019 vs. DECEMBER 2018	DECEMBER 2019	Var. DECEMBER 2019 vs. DECEMBER 2018
US dollar	0.89433	5.3%	0.89166	2.2%
Brazilian real	0.22690	-1.9%	0.22154	-1.5%
Turkish lira	0.15768	-13.1%	0.14982	-9.0%
Mexican peso	0.04610	4.7%	0.04716	6.1%
Colombian peso	0.00027	-5.3%	0.00027	1.2%
Chilean peso	0.00124	-5.1%	0.00118	-5.9%
Peruvian sol	0.26816	4.0%	0.26914	3.9%
Argentine peso	0.01489	-35.7%	0.01489	-35.7%
Panamanian balboa	0.89536	5.4%	0.89166	2.2%
Dominican peso	0.01739	1.7%	0.01682	-3.1%
Honduran lempira	0.03655	2.8%	0.03620	1.0%
Philippine peso	0.01738	8.6%	0.01758	5.5%
Indonesian rupiah	0.00006	6.1%	0.00006	6.5%

4. Consolidated Result

Consolidated Revenue

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Total written and accepted premiums	22,537.1	23,043.9	2.2%
Financial income from investments	2,575.2	3,287.5	27.7%
Revenue from non-insurance entities and other revenue	1,477.5	2,140.8	44.9%
Total consolidated revenue	26,589.7	28,472.2	7.1%

Figures in millions of euros

The Group's consolidated revenue reached 28.5 billion euros, with an increase of 7.1 percent, mainly due to the rise in premium issuing and greater financial income.

Premiums from direct insurance and accepted reinsurance, which represent a fundamental part of revenue, reached 23.0 billion euros, with an increase of 2.2 percent, primarily due to positive

development of the Reinsurance unit and of countries like Mexico, Peru, and the Dominican Republic.

In June 2019, the multiyear, comprehensive damage PEMEX policy was renewed (2 years) for the amount of 502.9 million dollars (449.8 million euros).

The following chart provides a breakdown of premium development by line of business:

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Total written and accepted premiums	22,537.1	23,043.9	2.2%
NON-LIFE	17,060.9	17,559.1	2.9%
AUTO	6,881.6	6,639.1	-3.5%
GENERAL P&C	5,602.5	6,237.9	11.3%
HEALTH & ACCIDENT	1,264.8	1,304.9	3.2%
OTHER NON LIFE	606.2	1,134.3	87.1%
SUB-TOTAL NON LIFE INSURANCE	14,355.2	15,316.2	6.7%
NON-LIFE REINSURANCE	4,829.2	4,987.8	3.3%
CONSOLIDATION ADJUSTMENTS	(2,123.5)	(2,744.9)	-29.3%
LIFE	5,476.2	5,484.8	0.2%
LIFE PROTECTION	2,152.1	2,326.7	8.1%
LIFE SAVINGS	2,723.6	2,564.4	-5.8%
SUB-TOTAL LIFE INSURANCE	4,875.7	4,891.1	0.3%
LIFE REINSURANCE	600.5	593.7	-1.1%

Figures in millions of euros

Premium development is in line with the Group strategy for profitable growth, which aims to improve the profitability of mainly Non-Life insurance.

Non-Life premiums grew 2.9 percent, marked primarily by the effect of issuing the PEMEX policy in Mexico, which explains the important growth of the General P&C business line. Written Auto premiums fell 3.5 percent, due mainly to lower issuing in

Brazil, the United States, and Turkey from the adoption of technical measures to reduce the loss experience. On the other hand, Life premiums grew 0.2 percent, of which Life Protection grew 8.1 percent, primarily from the positive development of this business in Brazil, where it grew 11.8 percent, and in Spain, where it grew 9.8 percent. However, Life Savings fell 5.8 percent, primarily from the fall of issuing in Spain and Malta, in a complicated economic environment for the sale of these products.

By Non-Life business type, Auto is the most important line, with over 6.6 billion euros in premiums. General P&C holds second place, with over 6.2 billion euros, influenced by the already mentioned multiyear PEMEX policy. Health and Accident is in third place with over 1.3 billion euros in premiums.

At constant exchange rates, premium growth would stand at 2.0 percent.

Gross revenue from investments reached almost 3.3 billion euros, 27.7 percent more than the same period the previous year. This increase comes primarily from Malta and Spain.

In the case of Malta, the 197.1-million-euro increase in financial income is a result of a higher valuation of the investment portfolio, due to the fall in interest rates and the improved stock markets in the year, which is recorded in P&L, as it is measured at fair value, with an impact in results. For Spain, the increase comes from the same causes, which have

generated unrealized gains from Unit-Linked products for the amount of 108.8 million euros, as well as realized gains from surrenders in group policies.

In both countries, the higher financial income is also reflected in corresponding higher expenses on the income statement, from the increase in reserving for technical provisions.

Finally, other revenue, which mostly includes non-insurance activity and non-technical revenue, went up 44.9 percent, primarily from the increase in positive foreign exchange differences.

Income statement

The chart below gives a summary of the consolidated income statement to December 2019, showing the various components of MAPFRE's earnings and the comparison with the same period of the previous year.

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
I. REVENUE FROM INSURANCE BUSINESS	22,833.4	24,154.8	5.8%
1. Premiums earned, net	19,212.0	19,172.9	
2. Revenue from investments	2,490.3	3,235.4	
3. Positive currency differences	959.4	1,589.2	
4. Other revenues	171.7	157.3	
II. INSURANCE BUSINESS EXPENSES	(21,413.4)	(22,621.1)	-5.6%
1. Incurred claims for the year, net	(14,010.0)	(14,699.5)	
2. Net operating expenses	(4,988.7)	(5,108.3)	
3. Investment expenses	(949.9)	(847.5)	
4. Negative currency differences	(946.7)	(1,589.5)	
5. Other expenses	(518.1)	(376.3)	
RESULT FROM THE INSURANCE BUSINESS	1,420.0	1,533.7	8.0%
III. OTHER ACTIVITIES	(70.7)	(232.9)	
IV. RESULT ON RESTATEMENT OF FINANCIAL ACCOUNTS	(18.7)	(21.6)	
V. RESULT BEFORE TAXES	1,330.5	1,279.2	-3.9%
VI. TAX ON PROFITS	(453.0)	(323.9)	
VII. RESULT AFTER TAX	877.5	955.3	8.9%
VIII. RESULT AFTER TAX FROM DISCONTINUED OPERATIONS	0.0	0.0	
IX. RESULT FOR THE FINANCIAL YEAR	877.5	955.3	8.9%
1. Attributable to non-controlling interests	348.7	346.0	
2. Attributable to the controlling company	528.9	609.2	15.2%

Figures in millions of euros

The increase in the heading Revenue from investments is primarily due to the changes in value of investment portfolios. These investments are linked to Life-Savings policies, and therefore, the increase in revenue is also reflected in

corresponding higher expenses, as can be seen in the heading for Incurred claims for the year.

The increase in the heading for positive exchange differences has a parallel reflection in the increase in the heading for negative exchange differences.

The insurance business result reached 1.5 billion euros, which is 8.0 more than the previous year.

The result from other (non-insurance) activities contributed a loss of 232.9 million euros, and the result before taxes stood at 1.3 billion euros, 3.9 percent less than the previous year.

Tax on profits reached 323.9 million euros, with a 28.5 percent reduction compared to the close of the previous year. Lower tax expenses primarily originate in Brazil and companies with fiscal jurisdiction in Spain. Regarding Brazil, lower tax expenses is due to a 5 percentage point reduction in the tax rate for insurers, which went from 45 percent in 2018 to 40 percent in 2019, as well as the increased weight of Agricultural insurance in the results, as this business has a reduced tax rate. In the case of Spain, the reduction in tax expenses is primarily due to the recognition of income from tax deductions from previous years that have been booked in 2019, once the relevant fiscal documentation was received from third parties. This extraordinary tax benefit primarily affects MAPFRE VIDA.

The attributable result to December 2019 reached 609.2 million euros, increasing by 15.2 percent. It is important to keep in mind that 2018 is affected by the extraordinary goodwill writedown for the amount of 173.5 million euros (recorded in the Non-Life result), while in 2019 the extraordinary goodwill writedown and the provision for business restructuring expenses in MAPFRE ASISTENCIA subsidiaries have had a combined impact of 75.6 million euros (recorded in the result for Other Activities) on the Group attributable result.

Non-Life

Non-Life results reached 919.6 million euros, with an increase of 24.5 percent compared to the previous period.

MAPFRE ESPAÑA continues to be the largest contributor to Group profits, maintaining its leading position in the Spanish market.

Further, the positive rate of contribution to earnings from Non-Life business in BRAZIL, LATAM NORTH and NORTH AMERICA is noteworthy. EURASIA shows positive Non-Life business results that are higher than the previous year.

The result of MAPFRE RE deteriorated as a result of the negative development of non-cat claims – specifically several significant large losses in the year, the damage from the drought in Brazil, the extraordinary losses caused by the typhoons Faxai and Hagibis, and the riots occurring in the fourth quarter in Chile.

Life

Life results reached 614.1 million euros, a 9.9 percent decrease compared to the previous year. On the positive side, the good development of business in Spain stands out, with the result maintaining sustained growth. Brazil shows a deterioration as a result of an extraordinary positive impact in 2018 for 130 million euros from a reduction of certain technical provisions in the Life business, in order to adapt them to a better actuarial estimate. Additionally, the Life Protection business in Brazil was affected by the increase in acquisition expenses in the bancassurance channel.

A breakdown of the income statement separated by Life and Non-Life business can be found in Appendix 13.5 herein.

Other Activities

The larger loss in the result for Other Activities primarily originates in MAPFRE ASISTENCIA, due to the already mentioned extraordinary provisioning for 75.6 million euros, as well as expenses from innovation, digitalization and other strategic initiatives in the most relevant Units.

5. Consolidated Balance Sheet

5.1. Balance Sheet

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Goodwill	1,689.0	1,773.2	5.0%
Other intangible assets	1,383.3	1,526.9	10.4%
Other fixed assets	259.7	265.5	2.2%
Cash	2,201.4	2,537.5	15.3%
Real estate	2,096.2	2,435.0	16.2%
Financial investments	41,246.0	44,995.9	9.1%
Other investments	1,487.4	1,044.1	-29.8%
Unit-Linked investments	2,242.5	2,510.2	11.9%
Participation of reinsurance in technical provisions	5,883.2	6,386.1	8.5%
Receivables on insurance and reinsurance operations	4,547.3	4,879.4	7.3%
Deferred taxes	333.6	307.0	-8.0%
Assets held for sale	341.5	264.2	-22.6%
Other assets	3,579.7	3,585.0	0.1%
TOTAL ASSETS	67,290.8	72,509.9	7.8%
Equity attributable to the Controlling company	7,993.8	8,854.3	10.8%
Non-controlling interests	1,203.8	1,251.7	4.0%
Equity	9,197.6	10,106.0	9.9%
Financial debt	2,670.3	2,973.7	11.4%
Technical provisions	48,723.6	51,031.6	4.7%
Provisions for risks and expenses	641.5	709.3	10.6%
Debt due on insurance and reinsurance operations	1,947.4	2,469.1	26.8%
Deferred taxes	499.3	703.1	40.8%
Liabilities held for sale	194.0	135.9	-29.9%
Other liabilities	3,417.1	4,381.2	28.2%
TOTAL LIABILITIES	67,290.8	72,509.9	7.8%

Figures in millions of euros

Total assets reached 72.5 billion euros at December 31, 2019 and grew 7.8 percent compared to the close of the previous year. The most relevant changes are analyzed below:

1. The increase in 2019 in the headings for Financial Investments and Technical Provisions includes, in addition to growth from insurance activity, the effect of the increase in valuation of the financial investment portfolios due to the fall in interest rates and the improved stock markets. Additionally, the inclusion of Caja Granada Vida and Cajamurcia Vida in the Group consolidation scope has led to increases, to December 2019, of 324.2 million euros in financial investments and 273.8 million euros in technical provisions. The increase in value of the financial investment portfolio is also reflected in accounting in the Group's equity and deferred taxes.
2. The increase in the headings for Goodwill and Intangible Assets come from Caja Granada Vida and Cajamurcia Vida's inclusion in the Group consolidation scope, as well as that of the company acquired from Banco Santander, which altogether imply an increase of 210.5 million euros. This increase was reduced by 65.6 million euros by the extraordinary goodwill writedown of MAPFRE ASISTENCIA subsidiaries, commented in sections 2.1 and 4 herein.

3. The entry into force on January 1, 2019 of IFRS-EU 16 Leases has led to an increase in the heading for Real Estate on the asset side for 285 million euros, and in other liabilities for 310 million euros. To December 2019, the impact on Group results from the application of this standard was greater expenses for the amount of 4.1 million euros.
4. To December 31, 2019, the heading for assets-held-for-sale primarily includes the valuation of the Funespaña businesses for the amount of 127.9 million euros.
5. The changes in the headings for Assets and Liabilities from insurance and reinsurance operations, are a result of the business management process itself.

5.2. Investment Portfolio

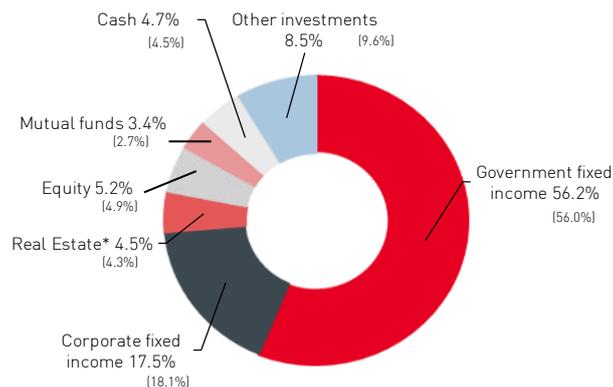
In the last quarter of the year, uncertainty regarding the global economy played a key role and geopolitical risks took a more positive turn, which translated to a more favorable environment for financial markets.

In terms of portfolio diversification, the investment portfolio's exposure to Government and Corporate debt has varied slightly over the year. During the fourth quarter, bond volatility was taken advantage of in order to actively increase or decrease duration. As for equity and mutual fund exposure, they went up, thanks to the good performance of the main stock markets.

Finally, it is important to point out that 90 percent of the investments in our portfolio, excluding sovereign debt, have high and very high ratings in the ESG (environmental, societal and governance aspects) measurements. Only 0.5 percent have a low rating, according to our methodology, with quarterly reviews.

Below, details of the investment portfolio by asset class to December 31, 2019 are given:

Breakdown by asset class



Figures from the previous year (December 2018) are in smaller text.

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Government fixed income	27,595.9	30,088.8	9.0%
Corporate fixed income	8,921.6	9,354.9	4.9%
Real Estate*	2,096.2	2,435.0	16.2%
Equity	2,407.1	2,761.0	14.7%
Mutual funds	1,330.4	1,826.1	37.3%
Cash	2,201.4	2,537.5	15.3%
Other investments	4,720.8	4,519.4	-4.3%
TOTAL	49,273.5	53,522.7	8.6%

Figures in millions of euros

* "Real Estate" includes both investment property and real estate for own use (at acquisition cost)

Appendix 13.1, Consolidated Balance Sheet, includes a breakdown of the financial investments: by held to maturity portfolio, portfolio available for sale, and trading portfolio.

Breakdown of Fixed income portfolio to December 2019 by geographic area and by asset class

ITEM	Government	Total Corporate Debt	Total
Spain	18,181.8	2,378.6	20,560.4
Rest of Europe	5,015.8	3,802.6	8,818.4
United States	1,588.7	2,133.3	3,721.9
Brazil	3,020.6	2.0	3,022.5
Latin America - Other	1,828.3	778.1	2,606.3
Other countries	453.7	260.4	714.1
TOTAL	30,088.8	9,354.9	39,443.7

Figures in millions of euros

The breakdown of corporate debt is as follows:

Total Corporate Debt	Corporate without collateral	Corporate with collateral	Total
Spain	1,347.9	1,030.7	2,378.6
Rest of Europe	3,296.5	506.0	3,802.6
United States	2,079.1	54.1	2,133.3
Brazil	2.0	0.0	2.0
Latin America - Other	714.8	63.3	778.1
Other countries	255.4	5.0	260.4
TOTAL	7,695.7	1,659.2	9,354.9

Figures in millions of euros

Four different types of portfolios are included in investment portfolio management:

- Those that aim for a strict immunization from the obligations derived from insurance contracts, and which minimize interest rate risk, through matching adjustments, by means of immunization techniques based on matching cash flow or duration.
- Portfolios that cover Unit-Linked policies composed of assets where the risk is borne by policyholders.

- Conditioned actively managed portfolios, that aim to exceed the guaranteed returns and to obtain greater returns for policyholders within prudential parameters, such as portfolios with profit-sharing.
- Freely actively managed portfolios, which are only conditioned by the legal rules and internal risk limitations.

Breakdown of actively managed Fixed Income portfolios

	Market Value	Accounting Yield	Market Yield	Modified Duration
Non Life (IBERIA + MAPFRE RE)				
12.31.2019	7,271.9	1.95%	0.78%	8.25%
09.30.2019	7,485.6	1.89%	0.50%	8.18%
06.30.2019	7,403.2	2.02%	0.74%	8.06%
03.31.2019	7,007.3	1.99%	1.09%	7.12%
12.31.2018	7,162.7	2.11%	1.42%	6.75%
Life (IBERIA)				
12.31.2019	6,821.6	3.53%	0.33%	6.89%
09.30.2019	6,871.9	3.64%	0.14%	7.03%
06.30.2019	6,740.3	3.69%	0.32%	7.01%
03.31.2019	6,389.1	3.72%	0.74%	6.68%
12.31.2018	6,238.8	3.91%	1.05%	6.60%

Figures in million euros

At December 31, 2019, the unrealized gains on assets and mutual funds from IBERIA's and MAPFRE RE's freely actively managed portfolios reached 47 million euros.

5.3. Equity

Consolidated equity amounted to 10.1 billion euros at December 31, 2019, as compared to 9.2 billion euros at December 31, 2018. To December 31, 2019, 1.3 billion euros correspond to non-controlling interests' shares in subsidiaries, primarily financial entities in Spain and Brazil with which MAPFRE has bancassurance agreements. Consolidated equity attributable to the controlling Company per share was 2.87 euros at December 31, 2019 (2.60 euros at December 31, 2018).

The following chart shows changes in equity attributable to the controlling Company in the period:

Equity attributable to the controlling Company

ITEM	DECEMBER 2018	DECEMBER 2019
BALANCE AT 12/31 PREVIOUS YEAR	8,611.3	7,993.8
Changes in accounting standards	0.0	(8.4)
Additions and deductions recognized directly in equity		
Financial assets available for sale	(472.7)	1,435.1
Currency conversion differences	(102.8)	35.7
Shadow accounting	143.9	(719.6)
Other	1.4	(4.9)
TOTAL	(430.2)	737.9
Result for the period	528.9	609.2
Dividends	(446.5)	(446.5)
Other changes in net equity	(269.7)	(40.1)
BALANCE AS AT PERIOD END	7,993.8	8,854.3

Figures in millions of euros

Equity attributable to the controlling Company at the close of December 2019 includes:

- An increase of 1.4 billion euros in the market value of the financial assets available for sale portfolio due to the fall in rates in Europe and the United States, as well as the rise in the European and US stock markets, which are reflected in the corresponding variation in shadow accounting.
- A net increase of 35.7 million euros from currency conversion differences, primarily due to the appreciation of the dollar and Latin American currencies.

- Profits to December 2019.
- A reduction of 446.5 million euros, comprising the final dividend from the 2018 financial year, approved at the Annual General Shareholder Meeting in March 2019 and paid in June 2019, for the amount of 261.7 million euros, and the interim dividend for 2019 approved during the third quarter and which was paid in December 2019, for the amount of 184.8 million euros.

The breakdown of the equity items attributable to the controlling Company is shown below:

ITEM	DECEMBER 2018	DECEMBER 2019
Capital, retained earnings and reserves	8,482.3	8,616.7
Treasury stock and other	(41.4)	(66.4)
Net capital gains	290.8	1,006.3
Unrealised gains (Available for sale portfolio)	2,130.1	3,565.2
Shadow accounting (Gains allocated to provisions)	(1,839.3)	(2,558.9)
Currency conversion differences	(737.9)	(702.2)
Attributable equity	7,993.8	8,854.3

Figures in millions of euros

The following table shows a breakdown of the currency conversion differences:

CURRENCY	DECEMBER 2018	DECEMBER 2019
Brazilian real	(629.8)	(648.1)
US dollar	442.7	489.7
Turkish lira	(295.0)	(309.2)
Mexican peso	(120.6)	(103.7)
Colombian peso	(44.4)	(42.4)
Indonesian rupiah	(15.5)	(7.8)
Other currencies	(75.3)	(80.7)
Total	(737.9)	(702.2)

Figures in millions of euros

Hyperinflationary economies' effect on Equity

The financial statements of the companies registered in countries with high inflation rates or hyperinflationary economies are adjusted or restated for the effects of the changes in prices before they are converted to euros. The Group accounting policy for recording operations in hyperinflationary economies consists of recording in Reserves both the revaluation of non-monetary

headings as well as currency conversion differences resulting from converting to euros the restated financial statements of subsidiaries in these countries. The amounts included in Reserves in the last two years from these effects are the following:

ITEM	DEC 2017	Var. 2018	DEC 2018	Var. 2019	DEC 2019
Restatement for inflation	517.3	25.5	542.8	22.0	564.8
Currency conversion differences	(889.9)	(180.9)	(1,070.8)	(32.0)	(1,102.8)
Net	(372.6)	(155.4)	(528.0)	(10.0)	(538.0)

Figures in millions of euros

The breakdown, by country, of results from accounting restatement and equity from the subsidiaries operating in hyperinflationary economies is below:

COUNTRY	Results from restatement		Equity (Dec.)	
	2018	2019	2018	2019
Argentina	(17.4)	(11.6)	47.0	49.1
Venezuela	(1.3)	(10.1)	3.5	6.3
Total	(18.7)	(21.6)	50.5	55.5

Figures in millions of euros

5.4. Funds under Management

The following charts show the performance of managed savings, including both technical provisions of Life insurance companies, and the Life provisions of multiline insurance companies, which are presented in the Group's consolidated balance sheet.

In addition to the Life insurance operations, MAPFRE manages its clients' savings through pension and mutual funds.

The following chart shows the details of and changes in managed savings, which includes both concepts:

Managed savings

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Life technical provisions	28,536.5	30,547.8	7.0%
Pension funds	4,874.7	5,479.1	12.4%
Mutual funds and other	4,336.4	4,636.0	6.9%
Subtotal	37,747.6	40,663.0	7.7%

Figures in millions of euros

Changes in managed savings with respect to December of the previous year reflect the increase of the Life technical provisions, and managed savings in pension funds and mutual funds.

The following chart reflects the development of assets under management, which includes the total Group investment portfolio as well as pension and mutual funds:

Assets under management

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Investment portfolio	49,273.5	53,522.7	8.6%
Pension funds	4,874.7	5,479.1	12.4%
Mutual funds and other	4,336.4	4,636.0	6.9%
TOTAL	58,484.6	63,637.8	8.8%

Figures in millions of euros

6. Information by Business Unit

MAPFRE manages its business through the following Units: Insurance, Reinsurance, Global Risks and Assistance. The Reinsurance and Global Risks Units comprise the legal entity MAPFRE RE.

The chart below shows premiums, attributable result, and Non-life combined ratio for the business units:

Key Figures

AREA / BUSINESS UNIT	Premiums			Attributable result			Combined ratio	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019
IBERIA	7,657.9	7,717.8	0.8%	480.6	497.8	3.6%	93.8%	94.4%
LATAM	6,887.3	7,547.3	9.6%	156.9	214.9	36.9%	98.2%	94.4%
INTERNATIONAL	4,191.0	4,027.3	-3.9%	47.4	93.7	97.6%	103.5%	102.3%
TOTAL INSURANCE	18,736.2	19,292.4	3.0%	684.9	806.4	17.7%	97.8%	96.5%
REINSURANCE AND GLOBAL RISKS*	4,960.9	5,580.5	12.5%	168.7	57.5	-65.9%	95.6%	101.0%
ASSISTANCE	911.0	861.0	-5.5%	(10.1)	(88.0)	--	103.5%	103.3%
Holdings and consolidation adjustments	(2,071.1)	(2,690.0)	-29.9%	(314.6)	(166.7)	47.0%	--	--
MAPFRE S.A.	22,537.1	23,043.9	2.2%	528.9	609.2	15.2%	97.6%	97.6%

Figures in millions of euros

*The 2018 figures on a like for like basis include the information from Global Risks, based on the corporate restructuring operation detailed in section 2.2 herein.

6.1. Insurance Entities

6.1.1. IBERIA

IBERIA encompasses the business activities of MAPFRE ESPAÑA and its subsidiary in Portugal, as

well as the Life business managed by MAPFRE VIDA and its bancassurance subsidiaries.

Information by country

REGION / COUNTRY	Premiums			Attributable result			Combined ratio		ROE	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019
IBERIA	7,657.9	7,717.8	0.8%	480.6	497.8	3.6%	93.8%	94.4%	12.4%	12.6%
SPAIN	7,524.0	7,582.3	0.8%	466.7	488.7	4.7%	93.7%	94.4%	12.3%	12.7%
PORTUGAL	133.9	135.4	1.1%	13.9	9.1	-34.4%	96.5%	95.9%	15.3%	8.3%

Figures in millions of euros

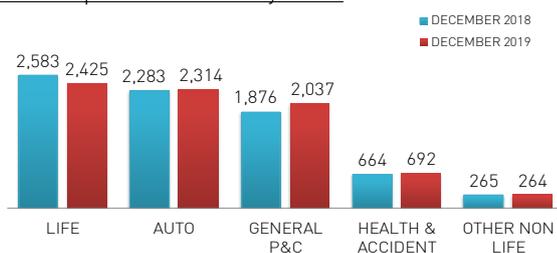
Breakdown by key lines:

ITEM	Premiums			Attributable result			Combined ratio	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019
LIFE	2,582.6	2,425.1	-6.1%	109.8	178.6	62.7%	--	--
LIFE PROTECTION	427.4	470.0	10.0%	68.9	69.3	0.6%	71.6%	70.9%
LIFE SAVINGS	2,155.2	1,955.1	-9.3%	41.8	70.0	67.4%	--	--
AUTO	2,282.9	2,313.6	1.3%	208.0	154.9	-25.5%	90.8%	93.7%
GENERAL P&C	1,876.5	2,036.7	8.5%	75.2	91.5	21.6%	98.0%	96.3%
HEALTH & ACCIDENT	664.0	692.2	4.2%	40.0	39.8	-0.6%	94.1%	94.4%

Figures in millions of euros

IBERIA premiums

Written premiums in key lines

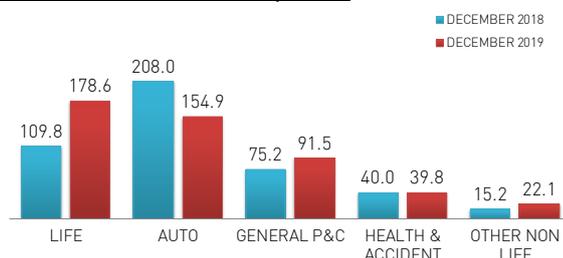


Figures in millions of euros

Premiums in IBERIA grew 0.8 percent. Non-Life premiums grew 4.3 percent and reflect the positive development of the Auto, Health, Condominiums, and Homeowner lines. Life premiums went down 6.1 percent, primarily due to the low interest rate environment which complicates selling savings insurance policies, and lower issuing from bancassurers who underwrote certain group annuity policies and launched savings products in 2018, which did not occur with the same intensity in 2019.

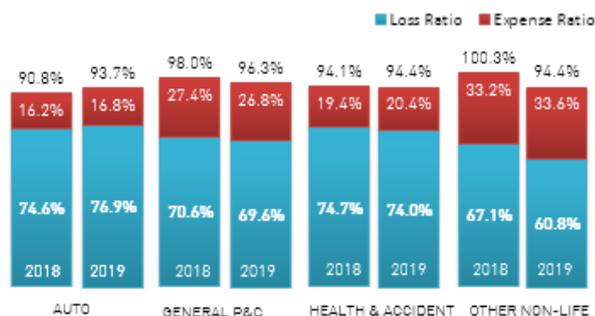
IBERIA result

Attributable result in key lines



Figures in millions of euros

Combined ratio of key lines to December 2019 and 2018



IBERIA's attributable result reached 497.8 million euros with an increase of 3.6 percent compared to the previous year.

The fall in profits in Auto shows how highly competitive this line is in Spain, with a growing rise in vehicle repair costs and great pressure on rates. This effect is compensated by the improved result in General P&C, and above all by the growth in profits in Life, especially Life Savings. This type of insurance had a positive impact in 2019 due to lower expenses from updating actuarial tables (34.5 million euros in 2018 and 11.6 in 2019). Further, an increase in realized gains was recorded, from surrenders from group policies. And finally, Life has benefitted from a lower effective tax rate.

The heavy rain and storms, which occurred in Spain in the second quarter of the year, had an estimated cost of 23 million euros. The technical result of Non-Life business is very positive and maintains an excellent combined ratio, which to December 2019 stood at 94.4 percent.

At the close of December 2019, 117.7 million euros in financial gains, net of losses, were recorded (108.5 million as of December 2018, which included an extraordinary gain for 11.3 million euros from the sale of real estate in Portugal).

By company, realized gains in MAPFRE ESPAÑA and MAPFRE VIDA reached 81.5 and 36.2 million euros in 2019 (90.0 and 18.4 million in 2018).

The chart below provides a breakdown of the information for MAPFRE ESPAÑA:

MAPFRE ESPAÑA – Key figures

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Gross written and accepted premiums	5,031.6	5,245.1	4.2%
Net premiums earned	4,294.9	4,435.3	3.3%
Gross result	389.5	334.4	-14.2%
Tax on profits	(86.4)	(73.3)	
Non-controlling interests	(0.9)	1.5	
Attributable net result	302.2	262.5	-13.1%
Combined ratio	94.6%	95.1%	0.6 p.p.
Expense ratio	21.0%	21.2%	0.2 p.p.
Loss ratio	73.6%	73.9%	0.3 p.p.

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Investments, real estate and cash	6,448.2	7,093.5	10.0%
Technical provisions	6,134.2	6,279.8	2.4%
Shareholders' equity	2,188.4	2,498.9	14.2%
ROE	13.6%	11.2%	-2.4 p.p.

Figures in millions of euros

MAPFRE ESPAÑA – Auto

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Gross written and accepted premiums	2,282.9	2,313.6	1.3%
Net premiums earned	2,021.6	2,061.5	2.0%
Result before tax	274.3	205.7	-25.0%
Non-Life Loss Ratio	74.6%	76.9%	2.3 p.p.
Non-Life Expense Ratio	16.2%	16.8%	0.6 p.p.
Non-Life Combined Ratio	90.8%	93.7%	2.9 p.p.
Number of vehicles insured (units)	5,740,018	5,896,758	2.7%

Figures in millions of euros

Auto premiums (including VERTI and SEGUROS GERAIS PORTUGAL) grew 1.3 percent. The positive evolution of personal Auto premiums in Spain is noteworthy, with 1.2 percent growth in the year, as well as in fleets, which also grew 1.2 percent. The Auto combined ratio went up in December to 93.7 percent due to an increase in frequency in full coverage in own damage, and an increase in average costs in property damage. VERTI business grew 7.5 percent in premiums and showed a loss of 1.6 million euros.

MAPFRE ESPAÑA – General P&C

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Gross written and accepted premiums	1,876.5	2,036.7	8.5%
Net premiums earned	1,466.3	1,539.0	5.0%
Result before tax	100.2	121.5	21.3%
Non-Life Loss Ratio	70.6%	69.6%	-1.0 p.p.
Non-Life Expense Ratio	27.4%	26.8%	-0.6 p.p.
Non-Life Combined Ratio	98.0%	96.3%	-1.6 p.p.

Figures in millions of euros

General P&C business volume reflects the solid performance of the majority of personal Non-Life lines. At the close of December, accumulated growth in the Homeowners business reached 4.8 percent, and 8.5 percent in Condominiums. The Corporate lines experienced an increase in written premiums, of 2.5 percent. The combined ratio improved significantly at December 2019, reaching 96.3 percent, with a noteworthy combined ratio in Homeowners of 93.3 percent, 0.1 percentage points better than the previous period, despite the

weather-related events, and 94.3 percent in the Corporate line.

MAPFRE ESPAÑA – Health & Accident

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Gross written and accepted premiums	578.1	599.6	3.7%
Net premiums earned	570.3	594.2	4.2%
Result before tax	28.4	28.2	-0.5%
Non-Life Loss Ratio	80.1%	79.1%	-1.0 p.p.
Non-Life Expense Ratio	17.3%	18.1%	0.9 p.p.
Non-Life Combined Ratio	97.4%	97.2%	-0.1 p.p.

Figures in millions of euros

Health and Accident premiums maintained their strong rate of growth, reaching 3.7 percent over the same period in the previous year. The combined ratio shows a slight decrease compared to the same period of the previous year, reaching 97.2 percent.

The charts below provide a breakdown of the information for MAPFRE VIDA:

MAPFRE VIDA – Key Figures

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Gross written and accepted premiums	2,626.5	2,472.9	-5.8%
Gross result	319.5	367.6	15.1%
Tax on profits	(68.1)	(48.2)	
Non-controlling interests	(73.0)	(83.3)	
Attributable net result	178.4	236.0	32.3%

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Investments, real estate and cash	24,227.2	26,419.1	9.0%
Shareholders' equity	1,541.0	1,690.0	9.7%
ROE	10.7%	14.6%	3.9 p.p.
Technical financial Margin	1.2%	1.4%	0.2 p.p.

Figures in millions of euros

MAPFRE VIDA – Premium breakdown

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
- Agent channel	1,593.7	1,811.7	13.7%
- Bank channel	1,032.9	661.2	-36.0%
BANKIA MAPFRE VIDA	511.4	239.0	-53.3%
BANKINTER SEG DE VIDA	385.9	332.0	-13.9%
CAJA CASTILLA LA MANCHA	135.6	61.9	-54.3%
CAJA GRANADA VIDA	0.0	13.1	--
CAJAMURCIA VIDA	0.0	15.1	--
TOTAL PREMIUMS	2,626.5	2,472.9	-5.8%
- Life-Savings	2,118.3	1,916.6	-9.5%
- Life-Protection	422.3	463.7	9.8%
- Accident	85.9	92.6	7.8%

Figures in millions of euros

Premiums from the agent channel grew 13.7 percent from the issuing of two important group savings policies. On the other hand, premiums from the bancassurance channel fell 36.0 percent due to group annuity policies being underwritten and savings products being launched in 2018, circumstances which did not repeat in 2019. The low interest rate environment greatly complicates taking out savings insurance.

The attributable result of MAPFRE VIDA reached 236.0 million euros, 32.3 percent higher than the previous year. This improvement is due to the excellent development of the Life business technical financial result and the recognition in 2019 of a tax credit from previous years at MAPFRE VIDA, which was recorded once the fiscal documentation was received from third parties.

MAPFRE INVERSIÓN activity is consolidated in MAPFRE VIDA accounts. Its attributable result, to December 31, 2019, reached the amount of 41.9 million euros,.

MAPFRE VIDA – Managed savings

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Technical provisions	21,618.4	23,327.0	7.9%
MAPFRE VIDA	12,746.9	14,005.8	9.9%
BANKIA MAPFRE VIDA	6,819.8	6,776.8	-0.6%
BANKINTER SEGUROS DE VIDA	1,220.4	1,417.7	16.2%
CAJA CASTILLA LA MANCHA	831.3	844.4	1.6%
CAJA GRANADA VIDA	0.0	179.9	--
CAJAMURCIA VIDA	0.0	102.3	--
Mutual funds and other	3,236.9	3,597.8	11.1%
Pension funds	4,874.7	5,479.1	12.4%
MAPFRE AM	2,203.4	2,482.8	12.7%
OTHER	2,671.2	2,996.3	12.2%
TOTAL MANAGED SAVINGS	29,730.0	32,403.9	9.0%

Figures in millions of euros

6.1.2. LATAM

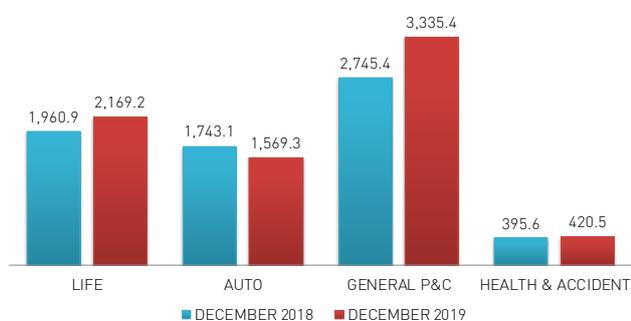
This territorial area comprises the regional areas of BRAZIL, LATAM NORTH, and LATAM SOUTH.

Information by region

REGION	Premiums			Attributable result			Combined ratio		ROE	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019
BRAZIL	3,972.2	3,977.5	0.1%	54.1	97.0	79.1%	98.5%	92.2%	5.3%	9.6%
LATAM NORTH	1,309.3	1,973.1	50.7%	43.7	63.1	44.6%	98.1%	94.7%	11.5%	15.2%
LATAM SOUTH	1,605.7	1,596.7	-0.6%	59.1	54.8	-7.3%	97.3%	100.0%	10.5%	9.8%

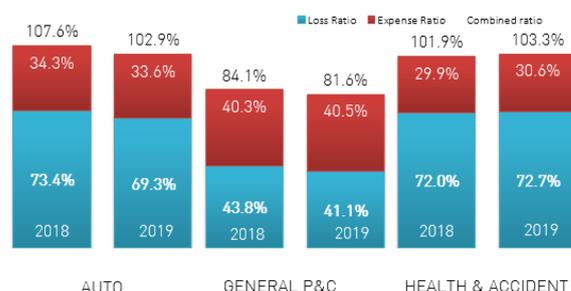
Figures in millions of euros

Written premiums in key lines



Figures in millions of euros

Combined Ratio of key lines to December 2019 and 2018



Attributable result in key lines



Figures in millions of euros

BRAZIL

This regional area encompasses the insurance activity in Brazil.

Key figures

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Gross written and accepted premiums	3,972.2	3,977.5	0.1%
- Non-Life	2,616.5	2,475.0	-5.4%
- Life	1,355.7	1,502.5	10.8%
Net premiums earned	3,339.2	3,217.7	-3.6%
Gross result	487.6	476.3	-2.3%
Tax on profits	(197.3)	(149.7)	
Non-controlling interests	(236.2)	(229.7)	
Attributable net result	54.1	97.0	79.1%
Combined ratio	98.5%	92.2%	-6.3 p.p.
Expense ratio	37.0%	37.0%	0.1 p.p.
Loss ratio	61.5%	55.1%	-6.4 p.p.

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Investments, real estate and cash	3,729.6	3,756.6	0.7%
Technical provisions	4,693.5	4,777.7	1.8%
Shareholders' equity	1,010.1	1,011.8	0.2%
ROE	5.3%	9.6%	4.3 p.p.

Figures in millions of euros

Breakdown by key lines:

ITEM	Premiums			Attributable result			Combined ratio	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019
LIFE	1,355.7	1,502.5	10.8%	50.3	50.9	1.1%	--	--
LIFE PROTECTION	1,252.6	1,400.4	11.8%	57.6	48.8	-15.2%	76.2%	84.0%
LIFE SAVINGS	103.2	102.1	-1.0%	(10.9)	(3.7)	66.2%	--	--
AUTO	1,013.5	842.7	-16.9%	(56.0)	(18.8)	66.4%	114.7%	107.5%
GENERAL P&C	1,599.7	1,629.6	1.9%	45.5	66.6	46.4%	80.8%	77.9%

Figures in millions of euros

Premiums

Written premiums remain stable in euros, while in Brazilian reais the increase reached 2.1 percent, due to the depreciation of the real, of 1.9 percent compared to the last year.

By line, premiums from the Life business improved 10.8 percent compared to the same period of the previous year, with noteworthy improvement in Life Protection, which had substantial growth of 11.8 percent, due to the bank channel contribution.

General P&C premiums increased 1.9 percent compared to the previous year, from the growth of the Agro Insurance business, while Auto premiums went down 16.9 percent, due to the technical measures adopted in this line, and which affect its growth.

Result

The development of the attributable result in Brazil at the close of December 2019 has been very satisfactory, reaching the amount of 97.0 million euros and 79.1 percent growth. The improvement in the result comes from the favorable development of the Auto business, the combined ratio of which improved from 114.7 to 107.5 percent, due to the technical measures adopted in underwriting procedures and tariff increases for new business. At the close of December, there was also an important improvement of the General P&C business, where

the profit is notably higher than that of the same period the previous year, with the combined ratio going from 80.8 percent to an excellent 77.9 percent from a greater contribution to the result from the personal and Agro lines.

On the other hand, the attributable result from the Life business remained stable, with slight growth of 1.1 percent. The fall of the Life Protection business result is due to last year's review of the sufficiency of certain technical provisions in the Life Protection business, in order to adapt them to a better actuarial estimate, which implied a positive non-recurring contribution to the attributable result last year of 17.8 million euros. Eliminating this effect, the result in 2019 shows positive development despite the increase in bank channel commissions.

The incurred loss in the Life Savings line primarily corresponds to the Previdencia (pension) business line result.

At the close of December 2019, the effective tax rate stood at 31.4 percent (40.5 percent at the same date the previous year). This fall is the result of a 5 percentage point reduction in tax rates in Brazil, which went from 45 percent in 2018 to 40 percent in 2019, and of the increased weight of agricultural insurance in the results for Brazil, as this line has a lower effective tax rate than the rest (13.7 percent in 2019 vs 18.9 percent in 2018).

LATAM NORTH

This regional area includes Mexico and the sub-region of Central America and Dominican Republic, which includes operations in Panama, the

Dominican Republic, Honduras, Guatemala, Costa Rica, El Salvador and Nicaragua.

Key figures

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Gross written and accepted premiums	1,309.3	1,973.1	50.7%
- Non-Life	965.6	1,547.7	60.3%
- Life	343.8	425.4	23.8%
Net premiums earned	848.5	974.7	14.9%
Gross result	66.7	100.5	50.6%
Tax on profits	(13.3)	(24.9)	
Non-controlling interests	(9.8)	(12.5)	
Attributable net result	43.7	63.1	44.6%
Combined ratio	98.1%	94.7%	-3.4 p.p.
Expense ratio	32.2%	31.2%	-1.1 p.p.
Loss ratio	65.9%	63.5%	-2.4 p.p.

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Investments, real estate and cash	1,210.9	1,454.1	20.1%
Technical provisions	1,585.6	1,748.9	10.3%
Shareholders' equity	394.4	438.4	11.2%
ROE	11.5%	15.2%	3.7 p.p.

Figures in millions of euros

Breakdown of key countries

COUNTRY	Premiums			Attributable result			Combined ratio	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019
MEXICO	719.2	1,324.8	84.2%	18.0	25.1	38.9%	101.8%	98.1%
DOMINICAN REP.	131.1	149.4	13.9%	9.3	11.7	25.3%	88.0%	86.2%
PANAMA	204.0	223.0	9.3%	4.2	7.0	65.8%	99.1%	95.4%
HONDURAS	77.3	79.0	2.2%	5.7	6.2	8.7%	81.4%	87.1%
GUATEMALA	62.8	74.3	18.3%	3.9	6.3	62.0%	93.8%	87.5%

Figures in millions of euros

Breakdown by key lines of business

ITEM	Premiums			Attributable result			Combined ratio	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019
LIFE	343.8	425.4	23.8%	14.7	15.3	4.2%	--	--
LIFE PROTECTION	234.1	263.4	12.5%	7.0	12.5	77.9%	101.1%	95.1%
LIFE SAVINGS	109.7	162.1	47.8%	7.7	2.8	-63.4%	--	--
AUTO	279.7	298.6	6.8%	10.6	20.3	91.5%	98.0%	94.1%
GENERAL P&C	451.7	992.9	119.8%	9.5	14.8	55.4%	99.8%	93.0%
HEALTH & ACCIDENT	226.2	248.5	9.8%	7.0	9.5	35.6%	97.8%	96.7%

Figures in millions of euros

Premiums

The positive performance of Mexico, the Dominican Republic, and Guatemala, as well as the appreciation of the main currencies of the region, are the main causes of premium growth.

The exceptional 50.7 percent growth is partly due to the renewal of the comprehensive multiyear PEMEX policy (2 years) in June, for the amount of 502.9 million dollars (449.8 million euros). Growth in the LATAM NORTH region, to December, without the effect of this policy, would stand at an excellent 16.3 percent due to the previously mentioned positive performance of the countries in the region. In the specific case of Mexico, the 84.2 percent-growth would be 21.6 percent.

In local currency, there is noteworthy growth in Mexico (16.2 percent without PEMEX), the Dominican Republic (12.0 percent), Guatemala (14.8 percent) and El Salvador (9.2 percent).

There is positive development in all lines, especially Life, where written premiums grew 23.8 percent, most notably in the Dominican Republic, Honduras, Guatemala and especially Mexico, where Life Savings grew 77.9 percent. Other lines, like Auto, grew 6.8 percent, and General P&C 8.5 percent (without PEMEX).

MAPFRE is consolidating as the leading insurance Group in the Central America sub-region, with great advances in the multi-channel approach. In this

regard, it is noteworthy that the sub-region has signed numerous new distribution agreements with banks and financial entities, as well as advances in the mass microfinancing business.

Result

There was an important improvement in results in the LATAM NORTH region, supported by the favorable development of business in Mexico, which increased its result by 38.9 percent, with the combined ratio going from 101.8 percent to 98.1 percent, thanks to the reduction of the Auto combined ratio to 94.7 percent. This implies a reduction of 6.2 percentage points compared to the previous year from the measures implemented in rates and risk selection.

In general, there is improvement in the result in the region in the Auto and General P&C lines.

Panama presented favorable development due to an improvement in the combined ratio in Auto and General P&C. In the Health line, there has also been improvement from the increases in tariffs in both group and individual Health policies, which made it possible to correct deviations in loss experience over the course of the year.

The Dominican Republic, Guatemala and Honduras, as well as the other countries in the region, have very satisfactory development and technical ratios.

LATAM SOUTH

This regional area encompasses the business activities in Peru, Colombia, Argentina, Chile, Uruguay, Paraguay and Ecuador.

Key figures

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Gross written and accepted premiums	1,605.7	1,596.7	-0.6%
- Non-Life	1,344.3	1,355.4	0.8%
- Life	261.5	241.3	-7.7%
Net premiums earned	954.6	929.0	-2.7%
Gross result	97.5	80.7	-17.2%
Tax on profits	(29.9)	(18.7)	
Non-controlling interests	(8.5)	(7.2)	
Attributable net result	59.1	54.8	-7.3%
Combined ratio	97.3%	100.0%	2.7 p.p.
Expense ratio	36.2%	36.8%	0.6 p.p.
Loss ratio	61.1%	63.2%	2.1 p.p.

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Investments, real estate and cash	1,845.3	2,005.9	8.7%
Technical provisions	3,366.7	3,684.0	9.4%
Shareholders' equity	556.8	558.5	0.3%
ROE	10.5%	9.8%	-0.6 p.p.

Figures in millions of euros

Breakdown of key countries

COUNTRY	Premiums			Attributable result			Combined ratio	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019
COLOMBIA	391.2	379.9	-2.9%	(9.8)	5.2	153.5%	97.6%	99.6%
PERU	491.5	551.7	12.3%	31.4	29.2	-6.7%	92.7%	97.2%
ARGENTINA	200.1	170.7	-14.7%	0.5	4.9	--	107.2%	107.2%
CHILE	289.4	276.0	-4.6%	32.1	5.5	-82.9%	96.7%	104.7%
URUGUAY	111.1	93.9	-15.5%	1.1	3.7	--	102.0%	95.1%
PARAGUAY	68.3	69.5	1.7%	6.3	6.9	9.9%	90.8%	90.8%

Figures in millions of euros

Breakdown by key lines of business

ITEM	Premiums			Attributable result			Combined ratio	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019
LIFE	261.5	241.3	-7.7%	4.8	2.6	-44.9%	--	--
LIFE PROTECTION	213.6	166.9	-21.9%	8.1	(3.4)	-142.6%	102.4%	111.7%
LIFE SAVINGS	47.9	74.4	55.4%	(4.5)	5.6	--	--	--
AUTO	450.0	427.9	-4.9%	36.9	24.3	-34.1%	96.9%	99.1%
GENERAL P&C	694.0	712.9	2.7%	17.5	20.9	19.9%	94.6%	96.4%
HEALTH & ACCIDENT	167.9	171.1	2.0%	(2.2)	3.5	--	105.5%	111.8%

Figures in millions of euros

Premiums

Premiums in the region fell 0.6 percent, primarily as a result of lower issuing in Colombia, Chile, Uruguay, and Argentina, although there was improvement in Peru, where premiums grew 12.3 percent. The 14.7 percent fall in premiums in Argentina is due primarily to the strong depreciation of the Argentine peso.

In general, issuing in the region grew in local currency at a good rate in almost all countries – Argentina (32.8 percent), Peru (8.0 percent), Paraguay (5.3 percent), Colombia (2.6 percent), and Chile, which is stable (0.5 percent). In Uruguay, there was a fall of 9.2 percent due to the 8 percent depreciation of the Uruguayan peso and the end of a bank distribution agreement.

By line of business, General P&C and Health & Accident stand out with an improvement in premium issuing of 2.7 percent and 2.0 percent, respectively, while the Life Protection and Auto businesses show declines compared to the same period the previous year. The fall in Life Protection business comes from Colombia and Uruguay. There is noteworthy growth in the Life Savings business in the region, primarily thanks to Peru.

Result

To the close of December 2019, LATAM SOUTH had an attributable result of 54.8 million euros, with a 7.3 percent fall fundamentally explained by the 25 million euros in extraordinary gains recorded in 2018 from the sale of real estate in Chile. The Non-Life combined ratio stands at 100.0 percent, higher than the previous year, due to unfavorable development of the loss experience.

By country, Peru is the highest contributor to results in the region. Colombia closed the year with a profit of 5.2 million euros, which implies a significant improvement compared to the result from the previous year. The rest of the countries show improved results figures compared to the previous year, with the exception of Chile, which shows variations due to the exceptional cause mentioned above, as well as from the riots in the country, which had a 3.7 million euro impact on the attributable result.

By line of business, the improvement in General P&C stands out. The Auto line shows a decline in results due to higher loss experience in Chile, Argentina and Ecuador. In the case of Life, the fall in results is due to the development of the Life Protection business in Colombia, from the loss development of a bank channel business already cancelled. On the other hand, there is an improvement in the Life Savings business in Colombia from a more effective ALM.

6.1.3. INTERNATIONAL

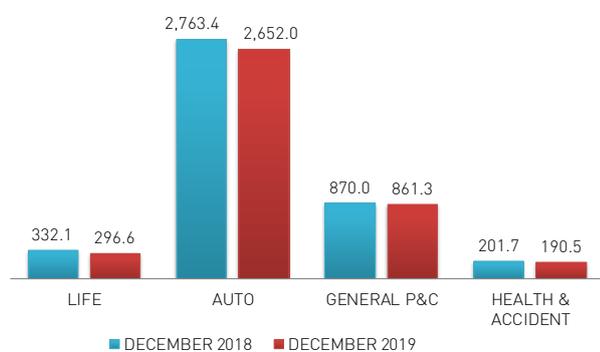
This territorial area comprises NORTH AMERICA and EURASIA.

Information by region

REGION	Premiums			Attributable result			Combined ratio		ROE	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019
NORTH AMERICA	2,425.3	2,331.7	-3.9%	35.0	78.6	124.8%	102.1%	100.4%	2.8%	6.0%
EURASIA	1,765.8	1,695.5	-4.0%	12.5	15.1	21.0%	106.7%	106.1%	1.9%	2.2%

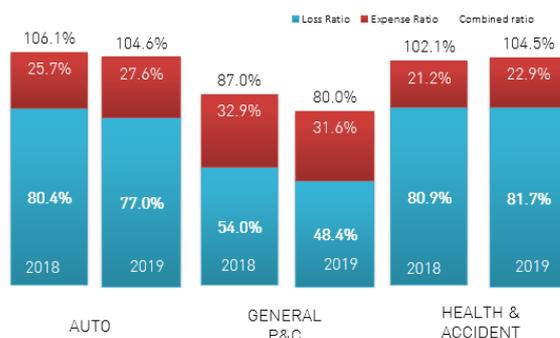
Figures in millions of euros

Written premiums in key lines

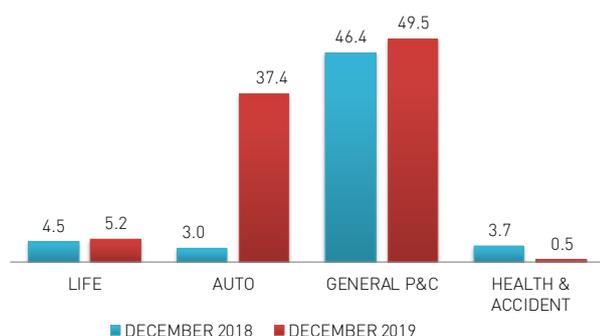


Figures in millions of euros

Combined ratio of key lines to December 2019 and 2018



Attributable result in key lines



Figures in millions of euros

NORTH AMERICA

This regional area has its headquarters in Webster, MA (USA) and encompasses the business activity in NORTH AMERICA (United States and Puerto Rico).

Key figures

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Gross written and accepted premiums	2,425.3	2,331.7	-3.9%
Net premiums earned	1,971.4	1,850.6	-6.1%
Gross result	54.1	106.9	97.5%
Tax on profits	(19.2)	(28.2)	
Non-controlling interests	0.1	0.0	
Attributable net result	35.0	78.6	124.8%
Combined ratio	102.1%	100.4%	-1.7 p.p.
Expense ratio	28.1%	28.5%	0.4 p.p.
Loss ratio	74.0%	71.8%	-2.1 p.p.

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Investments, real estate and cash	2,294.3	2,459.8	7.2%
Technical provisions	3,025.2	2,836.9	-6.2%
Shareholders' equity	1,239.9	1,362.5	9.9%
ROE	2.8%	6.0%	3.2 p.p.

Figures in millions of euros

Breakdown by country / region

COUNTRY	Premiums			Attributable result			Combined ratio	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019
UNITED STATES	2,038.3	1,950.0	-4.3%	8.2	57.2	--	104.1%	101.8%
Northeast	1,624.3	1,686.2	3.8%	46.1	76.8	66.6%	100.5%	99.4%
East Central	174.1	128.5	-26.2%	(14.7)	(6.6)	55.4%	117.7%	114.3%
West	176.2	133.2	-24.4%	(6.7)	1.4	120.6%	110.6%	106.0%
Exit states	62.3	(1.4)	-102.2%	(3.7)	(0.3)	92.8%	--	--
Verti	1.4	3.4	--	(12.8)	(14.2)	-11.0%	--	--
PUERTO RICO	386.9	381.7	-1.3%	26.8	21.5	-19.9%	88.0%	90.5%

Figures in millions of euros

Breakdown by key lines

ITEM	Premiums			Attributable result			Combined ratio	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019
LIFE	4.0	4.4	8.3%	0.5	1.1	138.2%	--	--
AUTO	1,639.7	1,550.5	-5.4%	(11.5)	26.2	--	105.3%	104.0%
GENERAL P&C	715.4	717.8	0.3%	38.0	45.6	20.2%	86.0%	74.8%
HEALTH & ACCIDENT	65.9	56.3	-14.6%	0.4	(1.4)	--	99.5%	102.6%

Figures in millions of euros

Premiums

At the close of December, premiums in NORTH AMERICA registered a 3.9 percent decrease. Premium issuing in dollars in NORTH AMERICA is 8.7 percent lower than the same period the previous year, though it is favorably compensated by the appreciation of the dollar (5.3 percent). Lower issuing is fundamentally due to the underwriting measures adopted in states outside the Northeast region, which affect both the current portfolio as well as new business, and, compared to the previous period, to exiting business in five states, executed at the close of the previous year.

Analyzing the main lines of business in the region, there was a fall in issuing of 5.4 percent in Auto, while there was a slight increase in General P&C of 0.3 percent.

Additionally, in the second quarter of 2019, the renewal of corporate policies in all states except Massachusetts was discontinued. At December 31, 2018, this business implied 43.5 million dollars in premiums.

Result

The result in NORTH AMERICA to December 31, 2019 shows very positive development compared to the same date the previous year, due to an improvement in the underwriting result and a fall in the loss ratio in Auto, the combined ratio of which went from 105.3 to 104.0 percent, as well as the absence of adverse weather conditions for significant amounts.

There is noteworthy positive development in Auto insurance, with profits of 26.2 million euros, and in General P&C results, with an attributable result of 45.6 million euros and a combined ratio of 74.8 percent.

The United States had a profit of 57.2 million euros, which is a significant improvement compared to the results from the previous year. An extraordinary financial gain of 20.9 million euros net was recorded in June, from a financial investment portfolio acquired before the MAPFRE Group takeover, consisting of equity and private debt. Additionally, in the year, there were 8.1 million euros in expenses from the exit of business in various states in 2018, as well as expenses from the non-renewal in 2019 of corporate business lines outside of the state of Massachusetts. The combination of all of these operations has had a positive impact on the attributable result for the region of 12.8 million euros, net.

Puerto Rico, to December, had an attributable result of 21.5 million euros and a combined ratio of 90.5 percent.

EURASIA

This regional area encompasses the insurance operations in Italy, Germany, Turkey, Malta, Indonesia and the Philippines.

Key figures

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Gross written and accepted premiums	1,765.8	1,695.5	-4.0%
- Non-Life	1,437.7	1,403.3	-2.4%
- Life	328.1	292.3	-10.9%
Net premiums earned	1,225.8	1,251.8	2.1%
Gross result	24.9	31.4	25.9%
Tax on profits	(4.5)	(6.5)	
Non-controlling interests	(8.0)	(9.7)	
Attributable net result	12.5	15.1	21.0%
Combined ratio	106.7%	106.1%	-0.6 p.p.
Expense ratio	22.2%	26.1%	3.8 p.p.
Loss ratio	84.4%	80.0%	-4.4 p.p.

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Investments, real estate and cash	3,964.4	4,304.2	8.6%
Technical provisions	4,142.5	4,412.9	6.5%
Shareholders' equity	650.4	709.5	9.1%
ROE	1.9%	2.2%	0.3 p.p.

Figures in millions of euros

Breakdown by country

COUNTRY	Premiums			Attributable result			Combined ratio	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019
TURKEY	485.5	448.3	-7.7%	14.2	7.2	-49.6%	112.2%	113.5%
ITALY	474.1	470.9	-0.7%	(3.9)	(1.5)	60.9%	108.9%	106.0%
GERMANY	327.3	342.7	4.7%	2.7	5.8	115.3%	98.6%	98.7%
MALTA	389.7	357.3	-8.3%	4.3	4.9	12.7%	92.9%	90.3%
PHILIPPINES	27.2	27.4	0.8%	0.2	(0.8)	--	98.7%	112.4%
INDONESIA	61.9	48.9	-21.0%	(2.2)	(0.3)	87.7%	102.9%	107.9%

Figures in millions of euros

Breakdown by key lines

ITEM	Premiums			Attributable result			Combined ratio	
	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019	Δ %	DECEMBER 2018	DECEMBER 2019
LIFE	328.1	292.3	-10.9%	4.0	4.1	1.7%	--	--
LIFE PROTECTION	21.0	22.3	5.9%	2.9	1.2	-60.4%	76.7%	111.1%
LIFE SAVINGS	307.1	270.0	-12.1%	1.0	2.9	178.2%	--	--
AUTO	1,123.7	1,101.6	-2.0%	14.6	11.3	-22.7%	107.9%	105.7%
GENERAL P&C	154.6	143.5	-7.2%	8.4	3.8	-54.2%	94.5%	111.8%
HEALTH & ACCIDENT	135.8	134.1	-1.2%	3.2	1.9	-40.2%	103.4%	105.3%

Figures in millions of euros

Premiums

At the close of December, premiums in EURASIA registered a fall of 4.0 percent as a consequence of the strong depreciation of the Turkish lira (13.1 percent), and the unfavorable development of issuing in Malta, Indonesia and Italy.

Germany shows premium growth of 4.7 percent, and the Philippines shows growth of 0.8 percent.

In local currency, written premiums in Turkey grew 6.2 percent, far below inflation, due to a strict underwriting policy in the framework of the strategy focused on reducing the weight of the Motor Third Party Liability line.

Result

At the close of December 2019, EURASIA presents an attributable result of 15.1 million euros, which implies 21 percent growth compared to the result from the previous year.

The result in Turkey reached 7.2 million euros, which is a fall of 49.6 percent compared to the previous year. The combined ratio stands at 113.5 percent, affected by the high loss experience in Auto and the unfavorable development of the General P&C and Health businesses.

Italy, Germany, and Malta maintain their results in line with expectations, which in the case of Germany means multiplying the attributable result from last year by two, reaching 5.8 million euros in profits, and in the case of Italy implies a 2.9 percentage point improvement in the combined ratio.

It is equally significant that Italy, at the close of the fourth quarter, reached profits of 2.1 million euros in its local accounting, before Group consolidation adjustments.

In the first half of the year there was an extraordinary gain of 0.9 million euros from the sale of a building in the Philippines.

6.2. MAPFRE RE

MAPFRE RE is a global reinsurer and is the professional reinsurer of MAPFRE Group.

MAPFRE RE offers reinsurance services and capacities, providing all kinds of solutions for reinsurance treaties and facultative reinsurance, in all Life and Non-Life lines.

MAPFRE RE also includes the Global Risks Unit, which is the specialized unit within MAPFRE Group for managing global multinational insurance

programs (for example, policies that cover aviation, nuclear, energy, third party liability, fire, engineering and transport risks).

The table below shows the key figures for MAPFRE RE. The 2018 figures have been restated on a like for like basis, including the information from the Global Risks unit, based on the corporate restructuring operation detailed in section 2.2 herein.

Key figures

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Gross written and accepted premiums	4,960.9	5,580.5	12.5%
- Non-Life	4,360.5	4,986.8	14.4%
- Life	600.5	593.7	-1.1%
Net premiums earned	3,352.2	3,444.3	2.7%
Gross result	230.9	76.7	-66.8%
Tax on profits	(62.2)	(19.2)	
Attributable net result	168.7	57.5	-65.9%
Combined ratio	95.6%	101.0%	5.4 p.p.
Expense ratio	27.8%	30.5%	2.7 p.p.
Loss ratio	67.8%	70.5%	2.7 p.p.

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Investments, real estate and cash	5,013.5	5,076.2	1.2%
Technical provisions	6,215.2	6,319.2	1.7%
Shareholders' equity	1,668.5	1,746.2	4.7%
ROE	10.7%	4.5%	-6.2 p.p.

Figures in millions of euros

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Gross written and accepted premiums	4,960.9	5,580.5	12.5%
Reinsurance Business	3,787.1	4,520.4	19.4%
Global Risks Business	1,173.8	1,060.1	-9.7%
Attributable net result	168.7	57.5	-65.9%
Reinsurance Business	149.1	76.7	-48.5%
Global Risks Business	19.5	(19.2)	-198.5%
Combined ratio	95.6%	101.0%	5.4 p.p.
Reinsurance Business	96.1%	99.2%	3.2 p.p.
Global Risks Business	92.1%	123.5%	31.5 p.p.
Expense ratio	27.8%	30.5%	2.7 p.p.
Reinsurance Business	27.2%	30.0%	2.8 p.p.
Global Risks Business	32.8%	37.5%	4.8 p.p.
Loss ratio	67.8%	70.5%	2.7 p.p.
Reinsurance Business	68.8%	69.3%	0.4 p.p.
Global Risks Business	59.3%	86.0%	26.7 p.p.

Figures in millions of euros

Breakdown of premium distribution to December 2019 is as follows:

ITEM	%	ITEM	%
By Type of business:		By Ceding company:	
Proportional	65.5%	MAPFRE	47.0%
Non-proportional	11.2%	Other	53.0%
Facultative	23.3%		
By Region:		By Insurance Lines:	
IBERIA	1.3%	Property	41.4%
EURASIA	51.1%	Life & Accident	13.7%
LATAM	28.0%	Motor	18.8%
NORTH AMERICA	19.6%	Global Risks business	19.0%
		Transport	2.4%
		Other Insurance lines	4.8%

Premiums

Total premium issuing in MAPFRE RE grew 12.5 percent compared to the same period the previous year.

Premiums from the reinsurance business reached 4.5 billion euros, which implies growth of 19.4 percent compared to the previous year, due to the increase in reinsurance participation in important clients. Additionally, issuing in the year grew from the new reinsurance structure through the MAPFRE RE subsidiary in Vermont (USA), for cessions in the homeowners line in MAPFRE USA.

Premiums from the Global Risks Unit, integrated in MAPFRE RE, reached 1.1 billion euros, representing 9.7 percent less than the previous period, primarily as a result of the transfer of the facultative business written in European branches to MAPFRE RE, and the non-renewal of some business from a portfolio review.

Result

MAPFRE RE's net result at the close of December 2019 reached 57.5 million euros, decreasing 65.9 percent compared to the previous period. This lower attributable result is due to:

1. The catastrophic impact of Typhoons Faxai and Hagibis in Japan, for 106.5 million euros,
2. The damage from the riots in Chile, which had a net impact of 20.1 million euros
3. The effect of large damage claims for the net amount of 56.2 million euros.
4. The damage from the draught in Brazil for 10.4 million euros, net.
5. An increase in attritional claims.

The Non-Life combined ratio stood at 101.0 percent, 5.4 percentage points higher than the same period the previous year.

At the close of December 2019, 60.2 million euros of financial gains, net of financial losses, were recorded (35.7 million to December 2018).

The result of the Reinsurance business reached 76.7 million euros, falling 48.5 percent, due to above mentioned effects.

The attributable result of Global Risks business shows losses of 19.2 million euros, as a consequence of, on the one hand, the fall in the retention ratio and net earned premiums, and on the other hand, of various large claims which had a net impact of 27.1 million euros, on the Global Risks business.

In the third quarter of 2019, MAPFRE decided to discontinue its facultative reinsurance business written in the London branch, given the poor results in recent years and its poor strategic fit in the Unit's new configuration. The amount from the premiums in this portfolio in 2018 reached 115 million euros (39 million euros net of cessions).

The combined ratio of the Reinsurance business stands at 99.2 percent, while the combined ratio for the Global Risks business went up to 123.5 percent as a result of the previously mentioned losses.

6.3. MAPFRE ASISTENCIA

MAPFRE ASISTENCIA specializes in travel assistance, roadside assistance, and other special risks of the Group.

Key figures

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Operating revenue	982.7	978.8	-0.4%
- Gross written and accepted premiums	911.0	861.0	-5.5%
- Other revenue	71.7	117.8	64.3%
Net premiums earned	637.4	629.7	-1.2%
Result from other business activities	18.2	(74.6)	--
Gross result	(0.7)	(90.2)	--
Tax on profits	(8.1)	3.9	
Non-controlling interests	(1.3)	(1.7)	
Attributable net result	(10.1)	(88.0)	--
Combined ratio	103.5%	103.3%	-0.1 p.p.
Expense ratio	41.1%	41.1%	0.0 p.p.
Loss ratio	62.4%	62.2%	-0.2 p.p.

ITEM	DECEMBER 2018	DECEMBER 2019	Δ %
Investments, real estate and cash	436.6	456.4	4.5%
Technical provisions	743.7	763.5	2.7%
Shareholders' equity	238.0	158.7	-33.3%
ROE	-4.3%	-44.4%	-40.1 p.p.

Figures in millions of euros

MAPFRE ASISTENCIA operating revenue reduced 0.4 percent after the exit last year from some loss-making business. The attributable result of the Unit was a loss of 88.0 million euros at the close of December 2019.

The result is strongly impacted by the goodwill writedown of several subsidiaries after a review of business expectations in operations in the United Kingdom, the United States, and Canada. Due to the lower expectations for future profits in the United Kingdom, as a result of a complex socioeconomic environment and the foreseeable slow-down of the economy from uncertainty surrounding Brexit, the decision was made to write off the goodwill of MAPFRE ASISTENCIA companies in the country, for the amount of 48.4 million euros. We understand

that the business plans that supported this goodwill, in our travel insurance and special risk (automotive) insurance business, will suffer adjustments as a result of the British economy's slow-down. Further, the changes in expectations for the roadside assistance business in the United States and Canada as a result of the loss of important roadside assistance accounts has led to a review of goodwill allocated to those businesses in those countries, which has led to a goodwill writedown for the amount of 17.2 million euros.

Additionally, the decision was made to accelerate the Unit's geographic reorganization process, thus accounting for a provision for restructuring expenses in various countries, for the attributable amount of 10.0 million euros.

The following chart provides a breakdown of the writedown and provision for restructuring expenses for the affected companies:

DECEMBER 2019	Amount
I&GO SERVICES LIMITED (U.K.) WRITEDOWN	35.6
MAPFRE ABRAXAS SOFTWARE LIMITED (U.K.) WRITEDOWN	12.8
BRICKELL FINANCIAL SERVICES MOTOR CLUB INC. (U.S.A) WRITEDOV	16.6
NORASSIST, INC. (CANADA) WRITEDOWN	0.6
TOTAL GOODWILL WRITEDOWN	65.6
RESTRUCT./CLOSE OPERATIONS	10.0
NET IMPACT	75.6

Figures in millions of euros

The operating result before taxes (not including the goodwill writedown and the provision for restructuring expenses) stands at 2.7 million euros in losses. The primary operating losses are coming from the United Kingdom, France, and Belgium.

It is noteworthy that InsureandGo subsidiaries in Australia and Ireland maintain positive development, as well as the good result of operations in LATAM.

The following chart provides a breakdown of the operating result before taxes, by region and business line at the close of December, 2019:

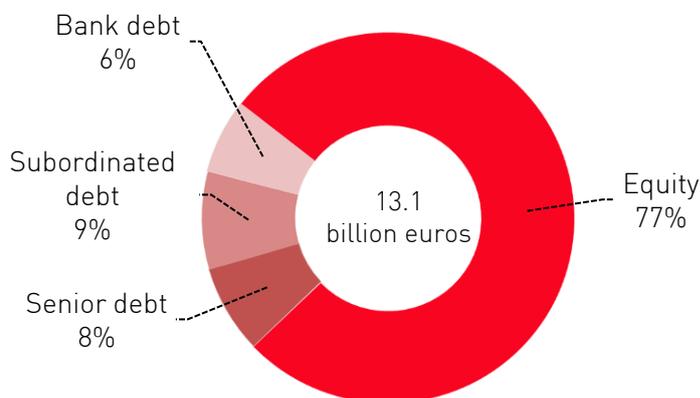
REGION	ASSISTANCE	TRAVEL INSURANCE	SPECIALTY RISKS	TOTAL	
				2019	2018
UNITED KINGDOM, BELGIUM AND FRANCE	(0.1)	(18.9)	1.6	(17.4)	(15.7)
REST OF EURASIA	(1.8)	8.9	1.2	8.3	6.4
LATAM	0.9	0.4	2.2	3.5	8.5
NORTH AMERICA	4.0	0.1	(1.2)	3.0	0.1
TOTAL	3.0	(9.5)	3.8	(2.7)	(0.7)

Figures in millions of euros

7. Capital Management & Debt

The chart below shows the composition of the capital structure at the close of December 2019:

Capital structure



Figures in millions of euros

Capital structure reached 13.1 billion euros, of which 77 percent corresponds to equity. The Group leverage ratio is 22.7 percent, a 0.2 percentage point increase compared to the close of 2018. The increase in debt to December 2019 primarily comes from the BMN Bankia and Banco Santander business acquisitions.

The following chart shows the development of the Group's debt instruments and leverage ratios:

Debt instruments and leverage ratios

ITEM	DECEMBER 2018	DECEMBER 2019
Total Equity	9,197.6	10,106.0
Total debt	2,670.3	2,973.7
- of which: senior debt - 5/2026	1,004.0	1,004.8
- of which: subordinated debt - 3/2047 (First Call 3/2027)	617.6	617.8
- of which: subordinated debt - 9/2048 (First Call 9/2028)	503.0	503.3
- of which: syndicated credit facility - 02/2025 (€ 1,000 M)	490.0	610.0
- of which: bank debt	55.6	237.8
Earnings before tax	1,330.5	1,279.2
Financial expenses	76.5	78.5
Earnings before tax & financial expenses	1,407.0	1,357.7
Leverage	22.5%	22.7%
Equity / Debt	3.4	3.4
Earnings before tax & financial expenses / financial expenses (x)	18.4	17.3

Figures in millions of euros

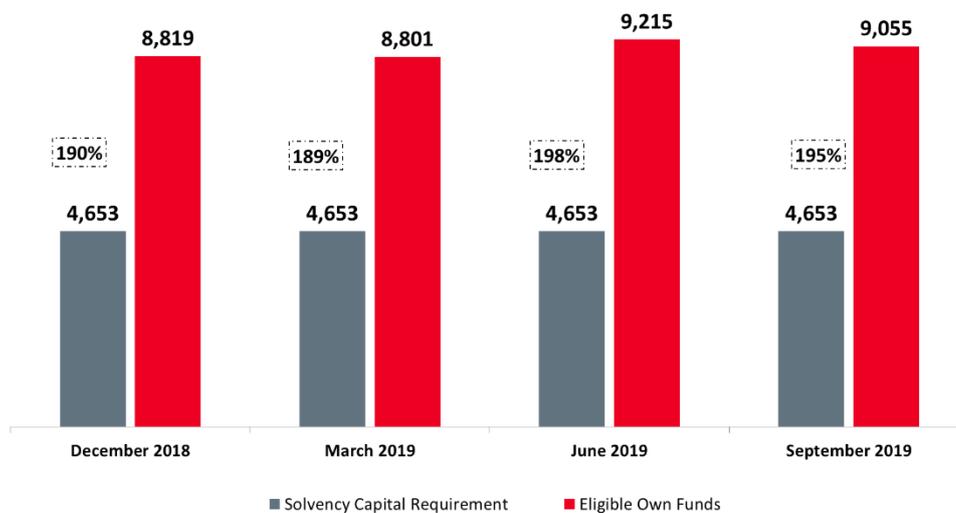
8. Solvency II

The Solvency II ratio for MAPFRE Group stood at 194.6 percent at September 30, 2019, compared to 198.0 percent at the close of June 2019, including transitional measures. This ratio would be 179.3 percent, excluding the effects of those measures. Eligible Own Funds reached 9.1 billion euros in the

same period, of which 86.7 percent are high quality funds (Tier 1).

The ratio maintains great solidity and stability, backed by high diversification and strict investment and ALM policies, as can be seen in the charts below.

Solvency margin breakdown (Solvency II)



Figures in millions of euros

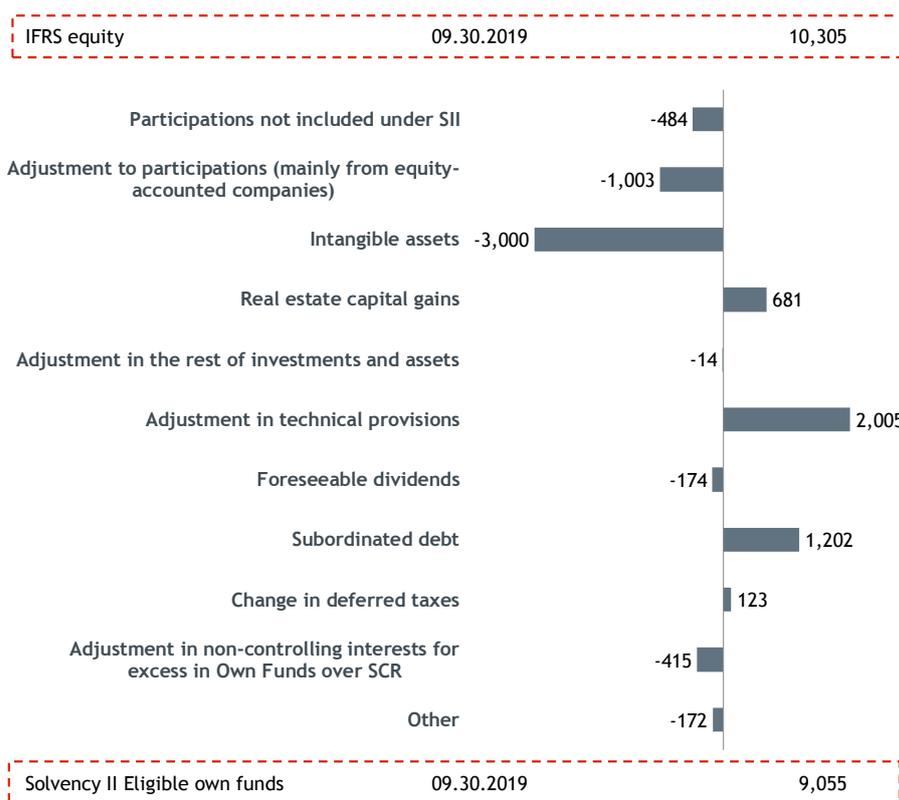
The SCR amount is calculated annually, as recalculation during the year is not required unless there is a significant change in the risk profile.

Impact of transitional measures and matching volatility adjustments

Ratio at 09.30.2019	194.6%
Impact of transitional measures on technical provisions	-14.3%
Impact of transitional measures on equity	-1.0%
Impact of transitional measures on non-euro currency assets	0.0%
Total ratio without transitional measures	179.3%

Ratio at 09.30.2019	194.6%
Impact of Matching Adjustment	1.8%
Impact of Volatility Adjustment	-1.4%
Total ratio without Matching and Volatility Adjustments	194.9%

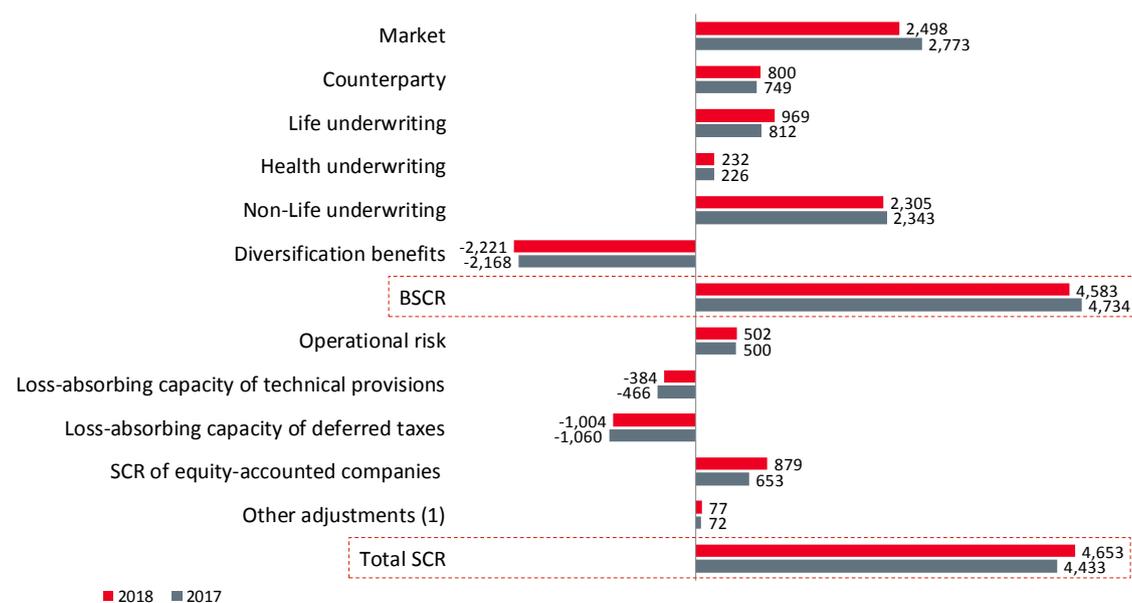
IFRS and Solvency II Capital Reconciliation



Figures in millions of euros

Breakdown of Solvency Capital Requirement (SCR)

The breakdown of the SCR from the last two years, calculated to December 2018 and 2017, is as follows:



(1) Includes other financial sectors, non-controlled participations and residual undertakings.

Figures in millions of euros

9. Ratings

In January 2019, Fitch confirmed MAPFRE S.A.'s credit rating and raised the financial strength rating of its subsidiaries. These same ratings were reaffirmed in September.

In November, S&P raised MAPFRE S.A.'s issuer rating from "BBB+" to "A-". It also raised MAPFRE RE's financial strength rating, from "A" to "A+". Both ratings have the outlook "stable".

In August, Moody's reaffirmed MAPFRE ASISTENCIA's rating as "A2" with outlook stable, and in October, A.M. Best confirmed MAPFRE RE and MAPFRE ESPAÑA's financial strength ratings, with outlook "stable".

Additionally, following the total spin-off of GLOBAL RISKS as a result of the business restructuring of the large industrial and commercial risk insurance business in the first half of the year, the rating agencies S&P, Fitch, Moody's, and A.M. Best withdrew MAPFRE GLOBAL RISKS' credit rating.

The chart below details the current credit ratings for companies registered in Spain, with the positive updates from the year circled in green.

	S&P	Fitch	Moody's	A.M. Best
MAPFRE S.A. - Issuer	A- (Stable)	A- (Stable)	-	-
MAPFRE S.A. - Senior debt	A-	BBB+	-	-
MAPFRE S.A. - Subordinated debt	BBB	BBB-	-	-
Financial strength				
- MAPFRE RE	A+ (Stable)	A+ (Stable)	-	A (Stable)
- MAPFRE ESPAÑA	-	A+ (Stable)	-	A (Stable)
- MAPFRE VIDA	-	A+ (Stable)	-	-
- MAPFRE ASISTENCIA	-	A+ (Stable)	A2 (Stable)	-

In May 2019, A.M. Best confirmed the financial strength rating of the key members of MAPFRE U.S.A. Group as "A" with outlook stable.

In August 2019, Fitch raised MAPFRE SIGORTA's financial strength rating to "AA+ (tur)" from "AA (tur)" with outlook stable.

In December 2019, A.M. Best confirmed MAPFRE MÉXICO's rating as "A" with outlook stable.

The current credit ratings of the main Group companies registered outside of Spain are as follows, with the positive updates from the year circled in green:

Company	Country	Rating type	Rating	Outlook
Fitch				
MAPFRE SIGORTA A.S.	Turkey	Financial strength	AA+ (tur)	Stable
MAPFRE SEGUROS GENERALES DE COLOMBIA	Colombia	Financial strength	AA (col)	Stable
A.M. Best				
MAPFRE U.S.A. Group	USA	Financial strength	A	Stable
MAPFRE PRAICO	Puerto Rico	Financial strength	A	Stable
MAPFRE MÉXICO	Mexico	Financial strength	A	Stable

10. The MAPFRE Share. Dividend Information.

In 2019 the price of MAPFRE S.A. shares has increased 1.7 percent, compared to an 11.8 percent increase in the IBEX 35 index.

According to the data published by the Spanish Stock Market (BME), on this platform an average of

5,128,636 shares were traded daily and the average daily effective value reached 12.9 million euros.

The chart below includes information regarding the development of MAPFRE's shares.

Stock Market Information

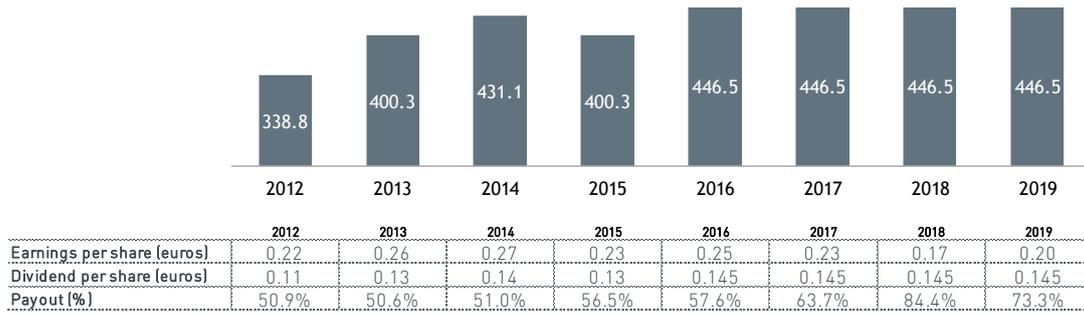
	12/31/2018	12/31/2019
Total outstanding shares	3,079,553,273	3,079,553,273
Market cap (million euros)	7,145	7,268
Share price (euros / share)		
Share value at the beginning of the period	2.678	2.320
Share value at the close of the period	2.320	2.360
Price variation in the period	-13.4%	1.7%
Period high	2.955	2.750
Period low	2.267	2.250
Trading volume		
Average number of shares traded daily	5,515,638	5,128,636
Average daily effective value (million euros)	14.6	12.9
Market value ratios (euros / share)		
Earnings (last 12 months)	0.172	0.198
Book value	2.596	2.875
Dividend (last 12 months)	0.145	0.145
P/BV	0.894	0.821

Dividend and Payout

On December 23, the interim dividend for 2019 results of 0.0606 euros gross per share was distributed, after having applied the amount corresponding to treasury stock proportionately to the remaining shares.

The dividend proposed to the Annual General Meeting as the final dividend for 2019 is 0.085 euros gross per share. As such, the total dividend against 2019 results reaches 0.145 euros gross per share, which implies a payout ratio of 73.3 percent.

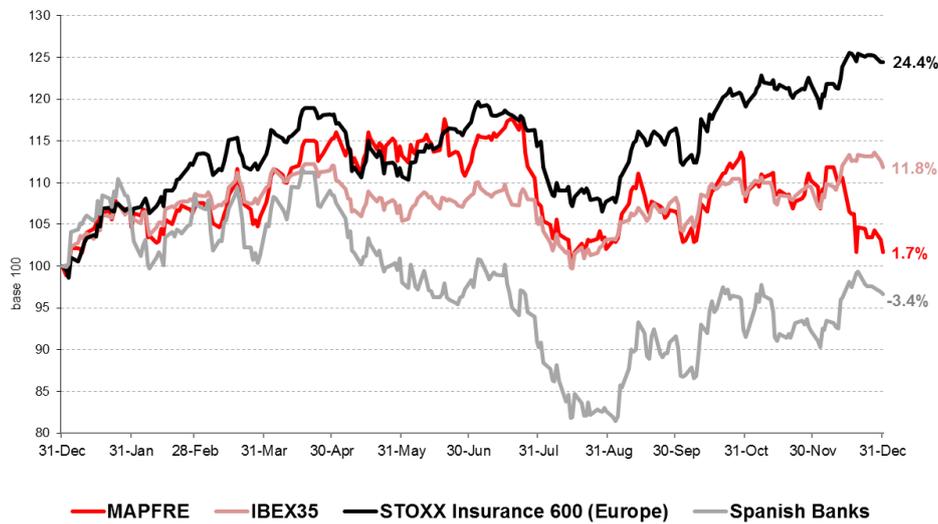
Dividends paid against results*



Million euros

*The amount of the dividend against 2019 results corresponds to: the interim dividend of 0.06 euros gross; the final dividend of 0.085 euros gross, which will be approved by the Annual General Meeting

Share Performance: December 31, 2018 –December 31, 2019



Source: Bloomberg and own calculations
Spanish Banks: the six Spanish banks with the greatest market cap

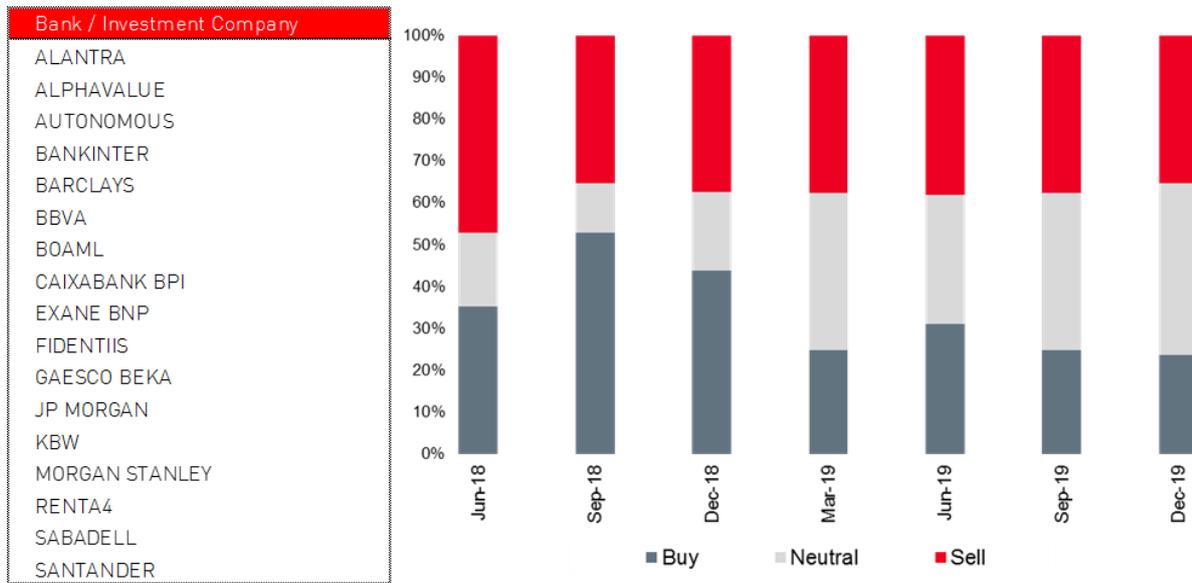
Target price (average provided by analysts) and share price: January 1, 2017 –December 31, 2019



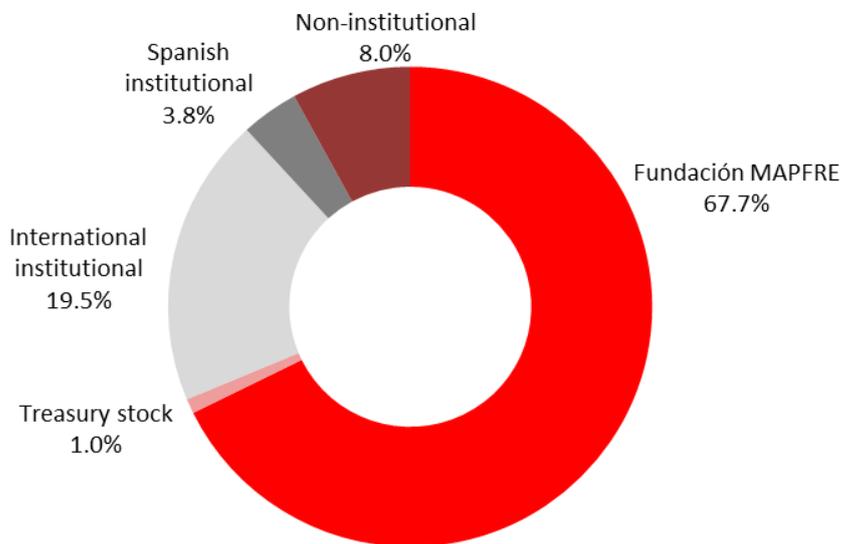
Source: Bloomberg

The average target price for the MAPFRE share stands at 2.72 euros at December 31, 2019, based on reports from the analysts covering the company.

Analyst coverage: Recommendation summary



Shareholder composition to December 31, 2019



11. Accolades received in the fourth quarter

Group

MAPFRE received the award for “Stock value that most improved its recommendation”

MAPFRE received the award for the “Stock value that most improved its recommendation” in the presentation of the annual awards from the specialized publication *El Economista*.

MAPFRE, recognized for its commitment to sustainability

MAPFRE has received the *Cambio 16* Sustainability award, which recognizes MAPFRE’s commitment to sustainability and its efforts to achieve a fairer, more solidary, transparent and equal world.

MAPFRE, in the top 10 of the Merco Talento 2019 ranking

MAPFRE is in 10th place in the classification and confirms itself as the insurer that most attracts and retains talent, reaffirming its position for the fifth consecutive year as the most valued insurer to work for.

MAPFRE, recognized by the SAP Quality Awards for a digital talent recruitment program

The SAP Quality Awards, with which the multinational company, SAP, recognizes the best initiatives for technological transformation every year, have recognized the high level of innovation in MAPFRE’s project to increase talent recruitment in the digital environment.

Spain

MAPFRE, the insurer with the best reputation in Spain, according to Brand Finance

Brand Finance has named MAPFRE the company with the best reputation in the Spanish insurance sector, highlighting the company’s commitment to

the 2030 Agenda and the global strategy for the United Nations Sustainable Development.

MAPFRE, the first IBEX 35 company recognized by AENOR for its management of volunteering activity

MAPFRE is the first IBEX 35 company to obtain the AENOR quality certificate in accordance with the ISO 9001 Standard for the management of its corporate volunteering activity. The certificate assesses the quality of the volunteering management carried out by the company in Spain to improve the lives of the most vulnerable and disadvantaged people in society.

MAPFRE recognized for its cybersecurity strategy

MAPFRE received the prize for the Cybersecurity strategic project adapted to the new digital scenario, awarded by IDC Research Spain. This award recognizes MAPFRE’s work in this area, and the effort and importance the Group gives to security, both internally, as well as for its clients’ and providers’ data and information.

MAPFRE, the most relevant insurer on social networks in Spain

MAPFRE is the insurer with the most relevance in the banking and insurance sector on social networks, according to the Epsilon Icarus Analytics Panel, prepared by the Epsilon Technologies consultancy.

Other countries and business units

MAPFRE Uruguay, included in the 100 companies with the best reputation according to the country’s first Merco ranking

The company was classified as Number 1 in corporate reputation in the insurance sector, and included in the 100 best companies in the country.

12. Events Subsequent to Closing

- There have been no relevant events subsequent to the close of December 2019.

13. Appendixes

13.1. Consolidated Balance Sheet

ITEM	DECEMBER 2018	DECEMBER 2019
A) INTANGIBLE ASSETS	3,072.4	3,300.1
I. Goodwill	1,689.0	1,773.2
II. Other intangible assets	1,383.3	1,526.9
B) PROPERTY, PLANT AND EQUIPMENT	1,112.3	1,377.2
I. Real estate for own use	852.7	1,111.6
II. Other fixed assets	259.7	265.5
C) INVESTMENTS	43,977.0	47,363.3
I. Real estate investments	1,243.6	1,323.4
II. Financial investments		
1. Held-to-maturity portfolio	1,951.5	1,973.4
2. Available-for-sale portfolio	33,753.7	37,085.2
3. Trading portfolio	5,540.8	5,937.3
III. Investments recorded by applying the equity method	193.7	207.8
IV. Deposits established for accepted reinsurance	806.1	543.7
V. Other investments	487.6	292.5
D) INVESTMENTS ON BEHALF OF LIFE INSURANCE POLICYHOLDERS BEARING THE INVESTMENT RISK	2,242.5	2,510.2
E) INVENTORIES	60.9	60.5
F) PARTICIPATION OF REINSURANCE IN TECHNICAL PROVISIONS	5,883.2	6,386.1
G) DEFERRED TAX ASSETS	333.6	307.0
H) RECEIVABLES	5,761.2	6,069.4
I. Receivables on direct insurance and co-insurance operations	3,644.2	3,945.1
II. Receivables on reinsurance operations	903.1	934.3
III. Tax receivables		
1. Tax on profits receivable	192.1	245.5
2. Other tax receivables	144.7	163.7
IV. Corporate and other receivables	877.2	780.8
V. Shareholders, called capital	0.0	0.0
I) CASH	2,201.4	2,537.5
J) ACCRUAL ADJUSTMENTS	2,168.8	2,217.3
K) OTHER ASSETS	136.2	117.2
L) NON-CURRENT ASSETS HELD FOR SALE AND FROM DISCONTINUED OPERATIONS	341.5	264.2
TOTAL ASSETS	67,290.8	72,509.9

Figures in millions of euros

ITEM	DECEMBER 2018	DECEMBER 2019
A) EQUITY	9,197.6	10,106.0
I. Paid-up capital	308.0	308.0
II. Share premium	1,506.7	1,506.7
III. Reserves	6,323.6	6,377.5
IV. Interim dividend	(184.8)	(184.8)
V. Treasury Stock	(48.2)	(63.8)
VI. Result attributable to controlling company	528.9	609.2
VII. Other equity instruments	4.5	0.0
VIII. Valuation change adjustments	293.1	1,003.7
IX. Currency conversion differences	(737.9)	(702.2)
Equity attributable to the controlling company's shareholders	7,993.8	8,854.3
Non-controlling interests	1,203.8	1,251.7
B) SUBORDINATED LIABILITIES	1,120.5	1,121.1
C) TECHNICAL PROVISIONS	46,481.1	48,521.4
I. Provisions for unearned premiums and unexpired risks	7,951.4	8,243.3
II. Provisions for life insurance	24,838.5	26,584.1
III. Provision for outstanding claims	12,714.1	12,624.0
IV. Other technical provisions	977.1	1,069.9
D) TECHNICAL PROVISIONS FOR LIFE INSURANCE WHERE POLICYHOLDERS BEAR THE INVESTMENT RISK	2,242.5	2,510.2
E) PROVISIONS FOR RISKS AND EXPENSES	641.5	709.3
F) DEPOSITS RECEIVED ON CEDED AND RETROCEDED REINSURANCE	79.5	68.1
G) DEFERRED TAX LIABILITIES	499.3	703.1
H) DEBT	6,596.4	8,318.9
I. Issue of debentures and other negotiable securities	1,004.0	1,004.8
II. Due to credit institutions	545.7	847.8
III. Other financial liabilities	1,262.8	1,913.1
IV. Due on direct insurance and co-insurance operations	1,094.8	928.1
V. Due on reinsurance operations	852.6	1,541.1
VI. Tax liabilities		
1. Tax on profits to be paid	130.1	101.2
2. Other tax liabilities	320.6	358.2
VII. Other debts	1,385.8	1,624.7
I) ACCRUAL ADJUSTMENTS	238.4	315.9
J) LIABILITIES LINKED TO NON-CURRENT ASSETS HELD FOR SALE AND FROM DISCONTINUED OPERATIONS	194.0	135.9
TOTAL EQUITY AND LIABILITIES	67,290.8	72,509.9

Figures in millions of euros

13.2. Consolidated Income Statement

ITEM	DECEMBER 2018	DECEMBER 2019
I. REVENUE FROM INSURANCE BUSINESS		
1. Premiums earned, net		
a) Written premiums, direct insurance	19,102.2	19,538.8
b) Premiums from accepted reinsurance	3,434.9	3,505.2
c) Premiums from ceded reinsurance	(3,374.3)	(4,137.3)
d) Variations in provisions for unearned premiums and unexpired risks		
Direct insurance	35.4	(402.5)
Accepted reinsurance	172.5	281.9
Ceded reinsurance	(158.7)	386.9
2. Share in profits from equity-accounted companies	12.1	8.0
3. Revenue from investments		
a) From operations	2,176.1	2,763.2
b) From equity	214.0	231.1
4. Gains on investments on behalf of life insurance policyholders bearing the investment risk	88.1	233.0
5. Other technical revenue	61.0	68.6
6. Other non-technical revenue	69.5	60.4
7. Positive foreign exchange differences	959.4	1,589.2
8. Reversal of the asset impairment provision	41.1	28.3
TOTAL REVENUE FROM INSURANCE BUSINESS	22,833.4	24,154.8
II. INSURANCE BUSINESS EXPENSES		
1. Incurred claims for the year, net		
a) Claims paid and variation in provision for claims, net		
Direct insurance	(13,802.2)	(12,584.1)
Accepted reinsurance	(2,465.6)	(2,721.5)
Ceded reinsurance	3,677.1	2,475.6
b) Claims-related expenses	(815.8)	(814.5)
2. Variation in other technical provisions, net	(564.8)	(1,009.1)
3. Profit sharing and returned premiums	(38.7)	(45.9)
4. Net operating expenses		
a) Acquisition expenses	(4,810.8)	(5,020.2)
b) Administration expenses	(745.6)	(723.9)
c) Commissions and participation in reinsurance	567.7	635.8
5. Share in losses from equity-accounted companies	(0.0)	(0.0)
6. Investment expenses		
a) From operations	(710.8)	(711.4)
b) From equity and financial accounts	(92.9)	(81.2)
7. Losses on investments on behalf of life insurance policyholders bearing the investment risk	(146.2)	(54.9)
8. Other technical expenses	(139.1)	(155.1)
9. Other non-technical expenses	(149.7)	(165.2)
10. Negative foreign exchange differences	(946.7)	(1,589.5)
11. Allowance to the asset impairment provision	(229.3)	(55.9)
TOTAL EXPENSES FROM INSURANCE BUSINESS	(21,413.4)	(22,621.1)
RESULT FROM THE INSURANCE BUSINESS	1,420.0	1,533.7
III. OTHER ACTIVITIES		
1. Operating revenue	321.0	385.3
2. Operating expenses	(401.6)	(515.7)
3. Net financial income		
a) Financial income	82.6	47.6
b) Financial expenses	(85.3)	(88.2)
4. Results from non-controlling interests		
a) Share in profits from equity-accounted companies	2.3	4.5
b) Share in losses from equity-accounted companies	(0.0)	(0.0)
5. Reversal of asset impairment provision	25.4	9.0
6. Allowance to the asset impairment provision	(15.1)	(75.4)
7. Result from the disposal of non-current assets classified as held for sale, not included in discontinued operations	0.0	0.0
RESULT FROM OTHER ACTIVITIES	(70.7)	(232.9)
IV. RESULT ON RESTATEMENT OF FINANCIAL ACCOUNTS	(18.7)	(21.6)
V. RESULT BEFORE TAXES	1,330.5	1,279.2
VI. TAX ON PROFITS	(453.0)	(523.9)
VII. RESULT AFTER TAX	877.5	955.3
VIII. RESULT AFTER TAX FROM DISCONTINUED OPERATIONS	0.0	0.0
IX. RESULT FOR THE FINANCIAL YEAR	877.5	955.3
1. Attributable to non-controlling interests	348.7	346.0
2. Attributable to the controlling company	528.9	609.2

Figures in millions of euros

13.3. Key Figures by Business Unit. Quarterly Breakdown.

Period	2018				2019				Δ Annual Sept.-Dec. 2019/2018
	Jan.-Mar.	Apr.-Jun.	Jul.-Sept.	Sept.-Dec.	Jan.-Mar.	Apr.-Jun.	Jul.-Sept.	Sept.-Dec.	
Consolidated figures									
Total consolidated revenue	7,257.0	6,834.0	6,205.5	6,293.1	7,674.8	7,376.3	6,567.4	6,853.8	8.9%
Written and accepted premiums - Total	6,197.2	5,773.2	5,248.1	5,318.6	6,398.6	6,129.6	5,119.1	5,396.5	1.5%
Written and accepted premiums - Non-Life	4,965.9	4,306.2	3,814.1	3,974.7	4,999.2	4,704.8	3,863.9	3,991.2	0.4%
Written and accepted premiums - Life	1,231.3	1,467.1	1,434.0	1,343.9	1,399.4	1,424.8	1,255.2	1,405.3	4.6%
Net result	187.0	198.7	143.1	0.1	188.1	186.4	88.4	146.3	--
Combined ratio	96.5%	98.2%	99.5%	96.2%	95.9%	96.0%	97.2%	101.4%	5.1 p.p.
Loss ratio	68.3%	70.5%	70.2%	70.0%	67.3%	67.6%	68.9%	72.2%	2.2 p.p.
Expense ratio	28.2%	27.8%	29.3%	26.2%	28.6%	28.4%	28.3%	29.2%	3.0 p.p.
Figures by business unit									
Written and accepted premiums - Total									
IBERIA	2,342.4	1,787.5	1,809.5	1,718.6	2,525.4	1,812.0	1,625.2	1,755.2	2.1%
BRAZIL	1,012.9	1,005.1	968.3	985.9	966.8	1,089.4	1,044.1	877.2	-11.0%
NORTH AMERICA	561.9	685.8	637.5	540.2	550.6	665.2	601.9	514.0	-4.8%
EURASIA	541.2	455.2	359.4	409.9	527.3	423.8	350.4	394.1	-3.9%
LATAM SOUTH	395.4	399.9	410.6	399.8	397.7	409.6	383.0	406.4	1.6%
LATAM NORTH	365.2	340.0	277.7	326.4	404.0	848.1	318.4	402.5	23.3%
MAPFRE RE	1,393.0	1,400.1	1,002.8	1,165.0	1,541.1	1,262.9	1,279.0	1,497.4	28.5%
MAPFRE ASISTENCIA	226.9	244.0	239.3	200.9	232.8	219.4	232.1	176.7	-12.0%
Written and accepted premiums - Non-Life									
IBERIA	1,805.5	1,158.5	988.2	1,123.2	1,873.9	1,174.4	1,066.1	1,178.3	4.9%
BRAZIL	689.4	660.7	645.1	621.3	602.8	680.6	658.1	533.4	-14.1%
NORTH AMERICA	560.9	684.8	636.4	539.1	549.6	664.0	600.7	513.0	-4.8%
EURASIA	456.6	362.5	278.9	339.6	442.1	343.4	295.3	322.4	-5.1%
LATAM SOUTH	328.5	334.9	345.2	335.8	342.8	342.3	323.8	346.5	3.2%
LATAM NORTH	258.0	263.2	197.3	247.2	280.7	744.6	223.1	299.3	21.1%
MAPFRE RE	1,281.9	1,142.0	940.8	995.7	1,421.8	1,136.7	1,179.7	1,248.5	25.4%
MAPFRE ASISTENCIA	226.9	244.0	239.3	200.9	232.8	219.4	232.1	176.7	-12.0%
Written and accepted premiums - Life									
IBERIA	536.9	629.0	821.3	595.4	651.6	637.6	559.1	576.9	-3.1%
BRAZIL	323.6	344.4	323.1	364.6	364.0	408.8	386.0	343.8	-5.7%
NORTH AMERICA	0.9	1.0	1.0	1.1	1.0	1.1	1.2	1.0	-10.4%
EURASIA	84.6	92.6	80.5	70.3	85.2	80.3	55.1	71.7	1.9%
LATAM SOUTH	66.9	65.0	65.5	64.0	55.0	67.3	59.2	59.8	-6.5%
LATAM NORTH	107.2	76.8	80.5	79.3	123.3	103.5	95.4	103.2	30.2%
MAPFRE RE	111.1	258.1	62.0	169.3	119.3	126.3	99.3	248.9	47.0%
MAPFRE ASISTENCIA	--	--	--	--	--	--	--	--	--

Figures in millions of euros

Period	2018				2019				Δ Annual Sept.-Dec. 2019/2018
	Jan.-Mar.	Apr.-Jun.	Jul.-Sept.	Sept.- Dec.	Jan.-Mar.	Apr.-Jun.	Jul.-Sept.	Sept.-Dec.	
Net result									
IBERIA	117.9	132.0	104.1	126.6	119.6	112.1	117.6	148.5	17.3%
BRAZIL	14.5	15.4	9.2	15.0	24.4	24.4	21.5	26.6	77.5%
NORTH AMERICA	(4.2)	8.5	16.7	14.0	13.4	32.2	19.1	14.0	0.4%
EURASIA	4.3	6.0	6.3	(4.2)	(2.0)	1.5	3.8	11.9	--
LATAM SOUTH	13.8	15.0	31.4	(1.1)	10.5	15.2	12.5	16.6	--
LATAM NORTH	9.9	14.3	11.2	8.3	13.3	15.6	13.0	21.2	154.5%
MAPFRE RE	70.2	50.3	3.4	44.8	51.5	33.4	17.2	(44.6)	--
MAPFRE ASISTENCIA	(2.7)	0.2	(4.8)	(2.7)	(4.0)	(1.6)	(80.0)	(2.4)	10.5%
Holdings and consolidation adjustments	(36.7)	(42.9)	(34.4)	(200.6)	(38.6)	(46.4)	(36.2)	(45.5)	341.1%
Combined ratio									
IBERIA	92.1%	95.2%	94.0%	93.8%	92.6%	95.1%	93.8%	95.9%	2.1 p.p.
BRAZIL	98.3%	106.9%	104.8%	85.2%	95.4%	87.6%	90.0%	95.7%	10.5 p.p.
NORTH AMERICA	106.2%	100.1%	101.0%	101.4%	99.9%	100.1%	99.1%	102.3%	0.9 p.p.
EURASIA	104.9%	104.9%	110.5%	106.7%	108.5%	107.2%	104.9%	103.6%	-3.2 p.p.
LATAM SOUTH	97.0%	96.6%	97.4%	98.3%	95.5%	96.0%	101.1%	107.6%	9.2 p.p.
LATAM NORTH	96.6%	93.6%	99.6%	102.3%	96.2%	90.1%	101.6%	91.3%	-11.0 p.p.
MAPFRE RE	91.2%	94.0%	99.8%	97.9%	92.2%	96.6%	100.5%	114.1%	16.3 p.p.
MAPFRE ASISTENCIA	102.2%	104.2%	103.7%	103.8%	104.9%	101.7%	106.3%	100.5%	-3.3 p.p.
Loss ratio									
IBERIA	71.3%	75.2%	72.4%	72.4%	71.2%	74.0%	72.8%	74.5%	2.1 p.p.
BRAZIL	63.8%	66.9%	68.0%	48.3%	59.5%	54.6%	54.1%	52.0%	3.8 p.p.
NORTH AMERICA	76.4%	72.6%	72.5%	74.5%	71.4%	71.6%	70.4%	73.9%	-0.6 p.p.
EURASIA	80.3%	86.9%	88.0%	82.9%	81.6%	81.1%	79.9%	77.3%	-5.6 p.p.
LATAM SOUTH	61.3%	60.4%	62.1%	60.7%	60.6%	60.8%	64.2%	67.4%	6.8 p.p.
LATAM NORTH	65.3%	61.1%	67.5%	69.3%	64.9%	59.8%	69.8%	60.0%	-9.2 p.p.
MAPFRE RE	61.4%	65.2%	64.3%	76.9%	61.6%	64.7%	69.7%	85.3%	8.4 p.p.
MAPFRE ASISTENCIA	61.3%	63.6%	62.1%	62.4%	64.4%	58.2%	64.6%	61.8%	-0.6 p.p.
Expense ratio									
IBERIA	20.8%	20.0%	21.6%	21.4%	21.5%	21.1%	21.0%	21.4%	0.0 p.p.
BRAZIL	34.5%	40.0%	36.8%	37.0%	35.9%	33.0%	35.9%	43.7%	6.7 p.p.
NORTH AMERICA	29.8%	27.5%	28.5%	26.9%	28.5%	28.5%	28.7%	28.4%	1.5 p.p.
EURASIA	24.6%	17.9%	22.5%	23.8%	27.0%	26.1%	25.0%	26.3%	2.5 p.p.
LATAM SOUTH	35.7%	36.2%	35.4%	37.7%	34.9%	35.2%	37.0%	40.1%	2.5 p.p.
LATAM NORTH	31.3%	32.4%	32.0%	33.1%	31.3%	30.3%	31.8%	31.3%	-1.8 p.p.
MAPFRE RE	29.8%	28.8%	35.5%	21.0%	30.6%	31.9%	30.8%	28.8%	7.8 p.p.
MAPFRE ASISTENCIA	40.9%	40.5%	41.6%	41.4%	40.6%	43.5%	41.7%	38.7%	-2.6 p.p.

Figures in millions of euros

13.4. Consolidated Statement of Other Comprehensive Income

	GROSS AMOUNT		TAX ON PROFITS		ATTRIBUTABLE TO NON-CONTROLLING INTERESTS		ATTRIBUTABLE TO CONTROLLING COMPANY	
	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019
A) CONSOLIDATED RESULT FOR THE YEAR	1,330.5	1,279.2	(453.0)	(323.9)	348.7	346.0	528.9	609.2
B) OTHER RECOGNIZED REVENUE (EXPENSES)	(561.2)	1,009.8	122.7	(231.9)	(123.3)	31.6	(315.3)	746.2
1. Financial assets available for sale	(708.6)	2,079.8	186.0	(500.4)	(49.8)	144.3	(472.8)	1,435.1
a) Valuation gains (losses)	(564.3)	2,519.9	150.2	(609.2)				
b) Amounts transferred to the income statement	(144.3)	(440.2)	35.8	108.8				
c) Other reclassifications	(0.0)	0.1	0.0	0.0				
2. Currency conversion differences	(86.2)	29.8	(0.4)	(0.4)	(98.9)	(6.3)	12.3	35.7
a) Valuation gains (losses)	(99.3)	28.4	(0.4)	(0.4)				
b) Amounts transferred to the income statement	0.2	0.3	0.0	0.0				
c) Other reclassifications	12.9	1.1	0.0	0.0				
3. Shadow accounting	232.5	(1,094.7)	(63.3)	268.7	25.3	(106.4)	143.9	(719.6)
a) Valuation gains (losses)	212.0	(1,353.0)	(58.2)	333.3				
b) Amounts transferred to the income statement	20.5	258.3	(5.1)	(64.6)				
c) Other reclassifications	0.0	0.0	0.0	0.0				
4. Equity-accounted entities	(1.6)	0.1	0.5	0.1	0.0	0.0	(1.2)	0.2
a) Valuation gains (losses)	(1.3)	(0.0)	0.5	0.1				
b) Amounts transferred to the income statement	0.1	0.1	0.0	0.0				
c) Other reclassifications	(0.4)	0.0	0.0	0.0				
5. Other recognized revenue and expenses	2.7	(5.1)	0.0	0.0	0.2	0.0	2.5	(5.1)
TOTALS	769.3	2,289.0	(330.3)	(555.9)	225.4	377.7	213.6	1,355.5

Figures in millions of euros

13.5. Income Statement by Business Unit

ITEM	IBERIA		BRAZIL		NORTH AMERICA		EURASIA		LATAM SOUTH		LATAM NORTH	
	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019
Gross written and accepted premiums	5,075.4	5,292.7	2,616.5	2,475.0	2,421.3	2,327.4	1,437.7	1,403.3	1,344.3	1,355.4	965.6	1,547.7
Net premiums earned	4,335.6	4,473.8	1,949.0	1,894.8	1,966.2	1,845.9	902.4	964.5	731.5	725.6	574.5	621.8
Net claims incurred and variation in other technical provisions	(3,157.1)	(3,271.8)	(1,199.6)	(1,044.9)	(1,454.1)	(1,325.9)	(761.7)	(771.6)	(446.9)	(458.4)	(378.5)	(395.0)
Net operating expenses	(883.9)	(920.0)	(718.9)	(701.5)	(566.5)	(539.4)	(198.2)	(252.2)	(265.4)	(267.9)	(174.3)	(182.1)
Other technical revenue and expenses	(24.8)	(30.4)	(1.9)	(0.4)	13.5	12.8	(2.5)	0.9	0.6	1.0	(10.9)	(11.7)
Technical result	269.8	251.6	28.6	148.0	(41.0)	(6.6)	(60.1)	(58.4)	19.7	0.3	10.8	33.0
Net financial income	205.9	178.0	82.3	79.8	96.7	123.1	74.4	76.8	79.1	81.8	31.6	36.6
Other non-technical revenue and expenses	(55.3)	(58.0)	(0.7)	(0.8)	(0.6)	(8.5)	(1.8)	(3.3)	1.0	(0.1)	(0.3)	(0.0)
Result of Non-Life business	420.4	371.6	110.2	226.9	55.1	108.0	12.5	15.1	99.8	82.0	42.1	69.5
Gross written and accepted premiums	2,582.6	2,425.1	1,355.7	1,502.5	4.0	4.4	328.1	292.3	261.5	241.3	343.8	425.4
Net premiums earned	2,544.6	2,398.6	1,390.1	1,322.9	5.2	4.7	323.5	287.2	223.1	203.4	274.0	352.9
Net claims incurred and variation in other technical provisions	(2,665.2)	(2,922.3)	(572.5)	(561.9)	(1.3)	(1.2)	(243.6)	(486.8)	(185.4)	(192.4)	(190.3)	(265.3)
Net operating expenses	(240.5)	(256.2)	(580.3)	(634.5)	(3.7)	(2.8)	(21.2)	(21.4)	(109.0)	(95.8)	(81.4)	(95.3)
Other technical revenue and expenses	(22.1)	(29.5)	0.0	(1.3)	0.0	0.0	0.5	0.6	(0.8)	(0.4)	(2.7)	(3.2)
Technical result	(383.2)	(809.4)	237.3	125.1	0.1	0.8	59.2	(220.4)	(72.1)	(85.2)	(0.4)	(10.9)
Financial result and other non-technical revenue	615.1	1,098.0	127.0	131.9	0.4	0.4	(43.8)	236.3	80.9	91.4	27.4	41.1
Result of Life business	231.9	288.6	364.4	257.1	0.5	1.2	15.4	15.9	8.7	6.2	27.0	30.2
Result from other business activities	56.2	41.7	13.1	(7.7)	(1.5)	(2.3)	(2.9)	0.3	5.9	3.5	(2.3)	0.8
Hyperinflation adjustments	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	(16.9)	(10.9)	0.0	0.0
Result before tax	708.6	701.9	487.6	476.3	54.1	106.9	24.9	31.4	97.5	80.7	66.7	100.5
Tax on profits	(154.5)	(121.6)	(197.3)	(149.7)	(19.2)	(28.2)	(4.5)	(6.5)	(29.9)	(18.7)	(13.3)	(24.9)
Result from discontinued operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Non-controlling interests	73.5	82.5	236.2	229.7	(0.1)	0.0	8.0	9.7	8.5	7.2	9.8	12.5
Attributable net result	480.6	497.8	54.1	97.0	35.0	78.6	12.5	15.1	59.1	54.8	43.7	63.1
Loss ratio	72.8%	73.1%	61.5%	55.1%	74.0%	71.8%	84.4%	80.0%	61.1%	63.2%	65.9%	63.5%
Expense ratio	21.0%	21.2%	37.0%	37.0%	28.1%	28.5%	22.2%	26.1%	36.2%	36.8%	32.2%	31.2%
Combined ratio	93.8%	94.4%	98.5%	92.2%	102.1%	100.4%	106.7%	106.1%	97.3%	100.0%	98.1%	94.7%

ITEM	IBERIA		BRAZIL		NORTH AMERICA		EURASIA		LATAM SOUTH		LATAM NORTH	
	DECEMBER 2018	DECEMBER 2019										
Investments, real estate and cash	30,664.2	33,512.6	3,729.6	3,756.6	2,294.3	2,459.8	3,964.4	4,304.2	1,845.3	2,005.9	1,210.9	1,454.1
Technical provisions	27,107.3	29,602.0	4,693.5	4,777.7	3,025.2	2,836.9	4,142.5	4,412.9	3,366.7	3,684.0	1,585.6	1,748.9
Shareholders' equity	3,730.1	4,186.9	1,010.1	1,011.8	1,239.9	1,362.5	650.4	709.5	556.8	558.5	394.4	438.4
ROE	12.4%	12.6%	5.3%	9.6%	2.8%	6.0%	1.9%	2.2%	10.5%	9.8%	11.5%	15.2%

Figures in millions of euros

ITEM	MAPFRE RE*		MAPFRE ASISTENCIA		CONS. ADJUST. & CORPORATE AREAS		TOTAL	
	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019
Gross written and accepted premiums	4,360.5	4,986.8	911.0	861.0	(2,071.2)	(2,690.1)	17,060.9	17,559.1
Net premiums earned	2,791.2	2,605.2	637.4	629.7	2.6	2.7	13,890.4	13,764.0
Net claims incurred and variation in other technical provisions	(1,892.9)	(1,836.5)	(397.5)	(391.6)	(1.5)	(2.7)	(9,690.0)	(9,498.4)
Net operating expenses	(767.3)	(793.8)	(244.2)	(237.7)	4.5	6.3	(3,814.2)	(3,888.3)
Other technical revenue and expenses	(9.2)	(1.8)	(17.7)	(21.3)	0.5	(0.6)	(52.6)	(51.7)
Technical result	121.7	(26.9)	(22.1)	(20.9)	6.1	5.6	333.7	325.6
Net financial income	83.2	97.1	3.8	6.1	(185.8)	0.2	471.0	679.4
Other non-technical revenue and expenses	(8.3)	(8.2)	0.0	(0.0)	(0.1)	(6.5)	(66.2)	(85.5)
Result of Non-Life business	196.6	61.9	(18.3)	(14.8)	(179.9)	(0.6)	738.5	919.6
Gross written and accepted premiums	600.5	593.7	0.0	0.0	0.1	0.1	5,476.2	5,484.8
Net premiums earned	561.0	839.1	0.0	0.0	0.0	0.1	5,321.7	5,408.9
Net claims incurred and variation in other technical provisions	(473.0)	(772.8)	0.0	0.0	11.4	1.5	(4,320.1)	(5,201.2)
Net operating expenses	(138.5)	(114.0)	0.0	0.0	(0.0)	(0.0)	(1,174.5)	(1,220.0)
Other technical revenue and expenses	(0.4)	(1.0)	0.0	0.0	(0.0)	(0.0)	(25.6)	(34.9)
Technical result	(50.9)	(48.6)	0.0	0.0	11.4	1.5	(198.5)	(1,047.1)
Financial result and other non-technical revenue	84.9	63.5	0.0	0.0	(11.8)	(1.4)	880.0	1,661.2
Result of Life business	34.0	14.8	0.0	0.0	(0.4)	0.2	681.5	614.1
Result from other business activities	0.4	0.0	18.2	(74.6)	(157.7)	(194.5)	(70.7)	(232.9)
Hyperinflation adjustments	0.0	0.0	(0.5)	(0.7)	(1.3)	(10.1)	(18.7)	(21.6)
Result before tax	230.9	76.7	(0.7)	(90.2)	(339.2)	(205.1)	1,330.5	1,279.2
Tax on profits	(62.2)	(19.2)	(8.1)	3.9	36.1	41.0	(453.0)	(323.9)
Result from discontinued operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Non-controlling interests	0.0	(0.0)	1.3	1.7	11.5	2.7	348.7	346.0
Attributable net result	168.7	57.5	(10.1)	(88.0)	(314.6)	(166.7)	528.9	609.2
Loss ratio	67.8%	70.5%	62.4%	62.2%			69.8%	69.0%
Expense ratio	27.8%	30.5%	41.1%	41.1%			27.8%	28.6%
Combined ratio	95.6%	101.0%	103.5%	103.3%			97.6%	97.6%

ITEM	MAPFRE RE*		MAPFRE ASISTENCIA		CONS. ADJUST. & CORPORATE AREAS		TOTAL	
	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019	DECEMBER 2018	DECEMBER 2019
Investments, real estate and cash	5,013.5	5,076.2	436.6	456.4	114.6	497.1	49,273.5	53,522.7
Technical provisions	6,215.2	6,319.2	743.7	763.5	(2,156.0)	(3,113.5)	48,723.6	51,031.6
Shareholders' equity	1,668.5	1,746.2	238.0	158.7	(1,494.4)	(1,318.2)	7,993.8	8,854.3
ROE	10.7%	4.5%	-4.3%	-44.4%			6.4%	7.2%

Figures in millions of euros

* 2018 figures on a like for like basis, include the information from Global Risks, based on the corporate restructuring operation detailed in section 2.2 herein

13.6. Terminology

CONCEPT	DEFINITION
TOTAL MANAGED ASSETS	Includes total balance sheet assets, pension funds, and mutual funds
MANAGED SAVINGS	Includes third party Life technical reserves, pensions funds and mutual funds
CORPORATE AREAS AND CONSOLIDATION ADJUSTMENTS	Includes the result attributable to MAPFRE RE and MAPFRE INTERNACIONAL's non-controlling interests and other concepts
GROSS RESULT	Result before taxes and non-controlling interests
MINIMUM CAPITAL REQUIREMENT (MCR)	Minimum level of capital below which the amount of financial resources should not fall
SOLVENCY CAPITAL REQUIREMENT (SCR)	Reflects a level of eligible own funds that enables insurance and reinsurance undertakings to absorb significant losses and meet their obligations to policyholders
FINANCIAL DEBT	Includes subordinated debt, senior debt and debt due to credit institutions
LEVERAGE RATIO	Financial debt / (Equity + Financial debt)
SENIOR DEBT	Issue of debentures and other negotiable securities
SUBORDINATED DEBT	Subordinated liabilities
ELIGIBLE OWN FUNDS/ EOF	Funds available to cover the Solvency Capital Requirement on an on-going basis, consisting of the insurance company's assets, free of any foreseeable liabilities, less any intangible items, and having applied another series of adjustments in line with the Solvency II regulation.
SOLVENCY RATIO	The coefficient between Eligible Own Funds and Solvency Capital Requirement
TECHNICAL AND FINANCIAL MARGIN – LIFE	Technical and financial result, plus other non-technical revenue / arithmetic mean of technical reserves at the beginning and closing of the period (twelve months) x 100
OTHER BUSINESS ACTIVITIES	Includes the Group's non-insurance activities undertaken by the insurance subsidiaries, as well as by other subsidiaries: <ul style="list-style-type: none"> • Activities of the holding companies of MAPFRE S.A. and MAPFRE INTERNACIONAL • Non-insurance activities of the Group developed by its subsidiaries, mainly including: <ul style="list-style-type: none"> • MAPFRE INVERSIÓN (MAPFRE ASSET MANAGEMENT) • MAPFRE ASISTENCIA: Assistance and Specialty Risks • MAPFRE ESPAÑA: FUNESPAÑA (funeral services), MULTIMAP, GESTIÓN CENTROS MÉDICOS MAPFRE (medical services), CESVIMAP (research and training services) • MAPFRE INTERNACIONAL: GENEL SERVIS (vehicle repair shops in Turkey), BEE INSURANCE (advisory services in Malta), GROWTH INVESTMENTS (investment services in Malta)
PAYOUT	(Total dividend charged against earnings / Result for the year attributable to the controlling company) x 100

TARGET PRICE	Average of the target prices calculated by analysts over a period of one year
COMBINED RATIO- NON-LIFE	Expense ratio + Loss ratio
EXPENSE RATIO- NON-LIFE	(Net operating expenses – other technical revenue + other technical expenses) / Net premiums earned. Figures regarding Non-Life Insurance
LOSS RATIO- NON-LIFE	(Incurred claims for the year, net + Variation in other technical provisions + Profit sharing and returned premiums) / Net premiums earned. Figures regarding Non-Life Insurance
SOLVENCY II RATIO	Eligible Own Funds / Solvency Capital Requirement (SCR) x 100
DIVIDEND YIELD	Amount of dividend paid in the year / Average share price in the year
RESULT OF LIFE BUSINESS	Includes technical result, financial result and other non-technical revenue
ROE (RETURN ON EQUITY)	(Attributable result (see definition) for the last twelve months) / (Arithmetic mean of equity attributable to the controlling company (see definition) at the beginning and closing of the period (twelve months)) x 100

The Alternative Performance Measures (APM) used in this report correspond to those financial measures that are not defined or detailed within the framework of the applicable financial information. Their definition and calculation can be consulted at the following link: <https://www.mapfre.com/corporate/institutional-investors/financial-information/>

Certain numerical figures included in this report have been rounded. Therefore, discrepancies may arise in the tables between the totals and the itemized amounts as a result of said rounding.

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