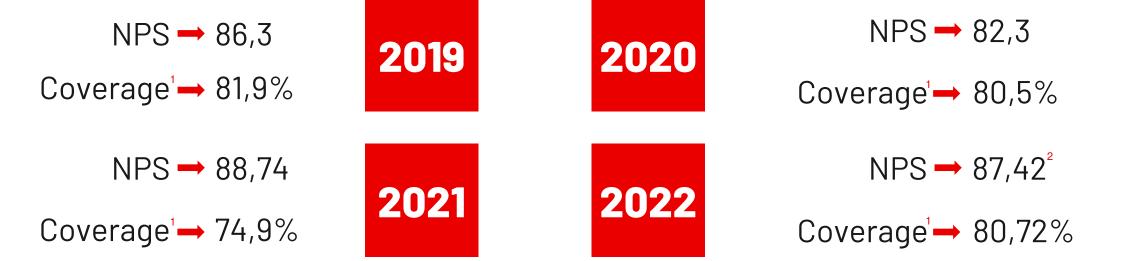
## 

## **Customer satisfaction**



MAPFRE is committed to its clients and therefore every year sets objectives and monitors the evolution of their level of satisfaction with the aim of identifying the aspects that influence the customer's experience in order to improve them.



percent of total Non-Life Group premiums

<sup>2</sup>Target 2022 NPS equal to or greater than 70