



CORPORATE  
PRESENTATION

**ABOUT US**

 **MAPFRE**



# MAPFRE WORLDWIDE

**USA**  
Top 25 in  
Automobile  
insurance

**LATAM**  
#1 multinational insurer  
in the region

**SPAIN**  
Leading insurance company

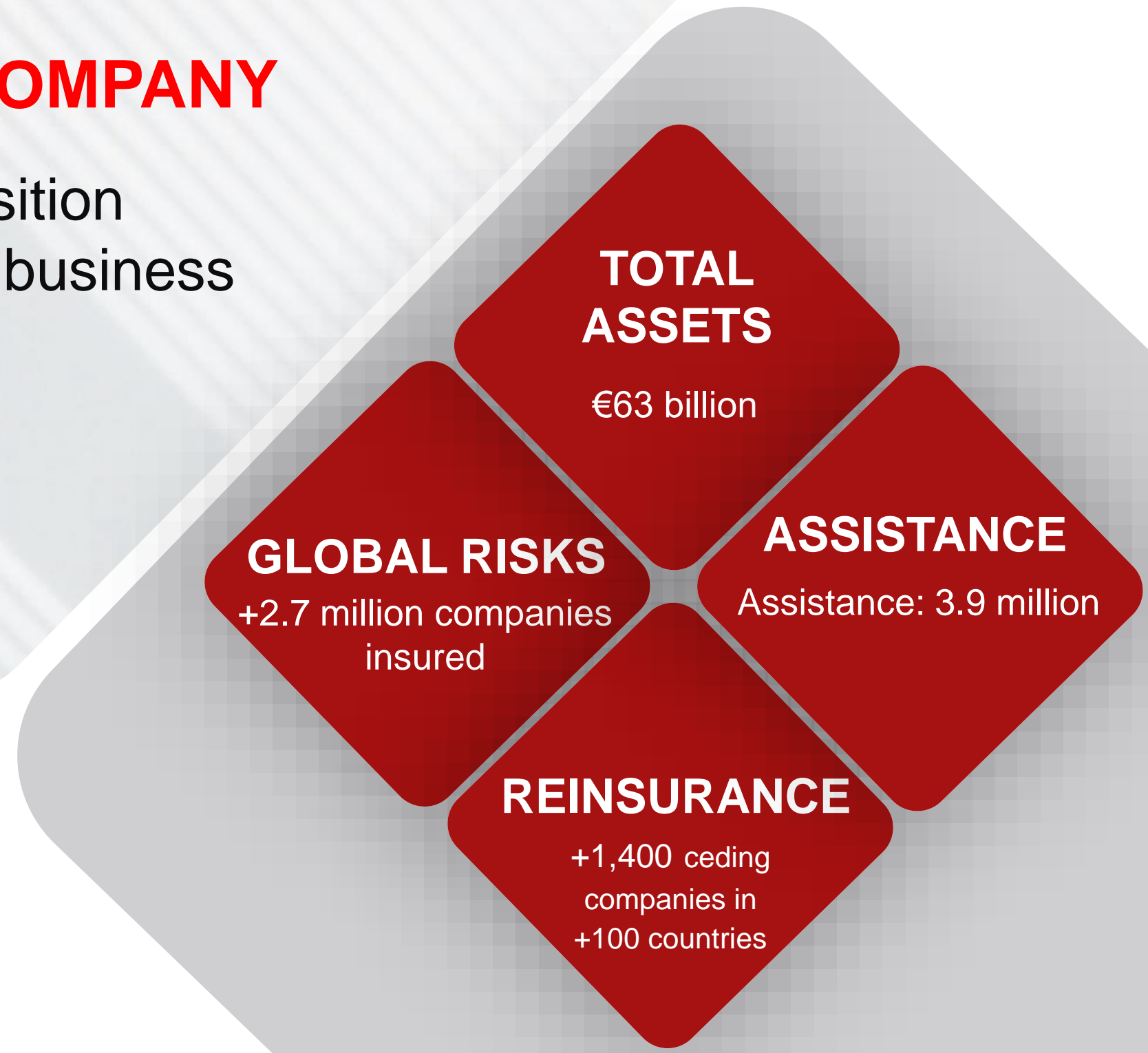
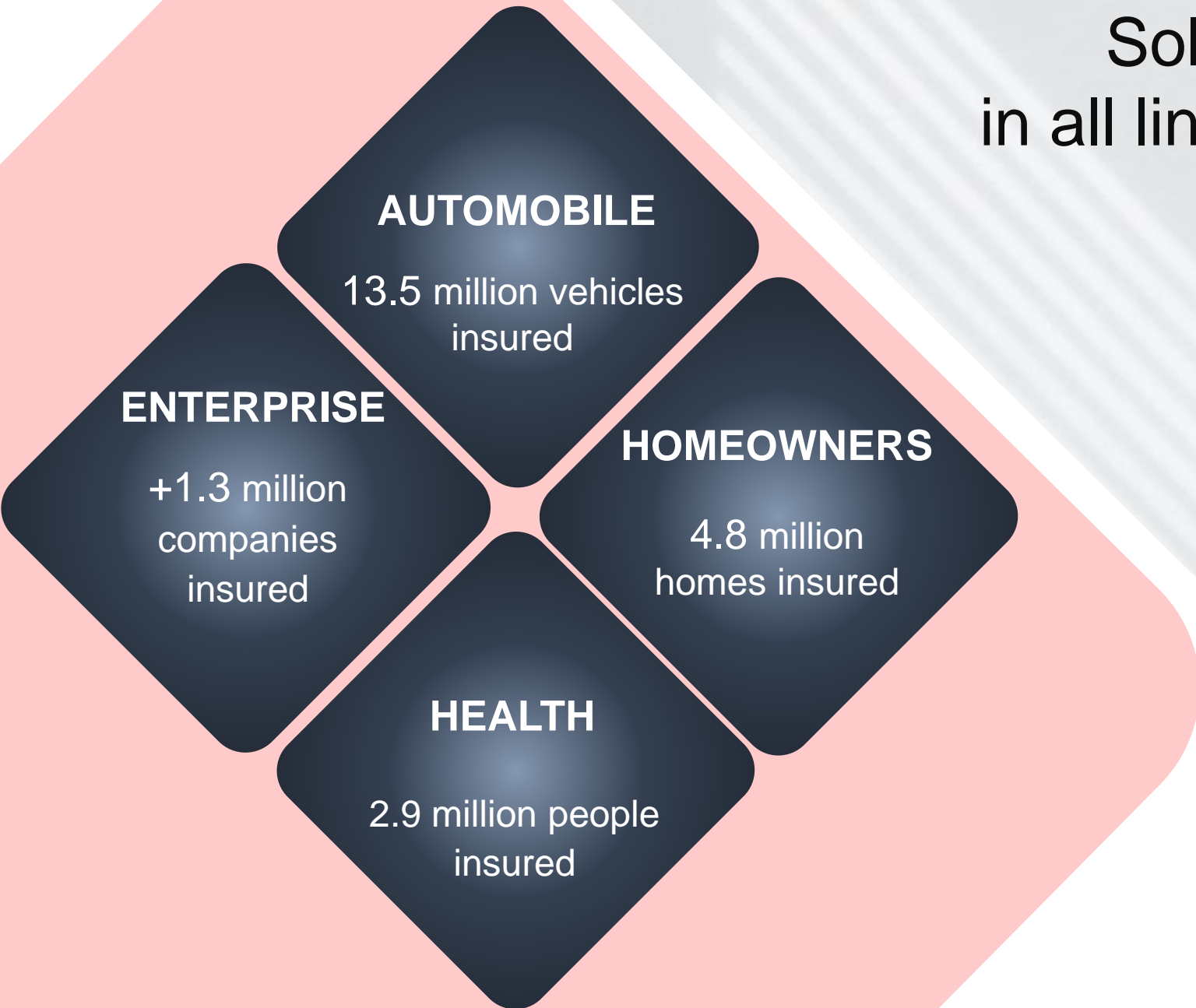
**EUROPE**  
Top 10 in  
premium volume

**MAPFRE RE**  
#17 in reinsurance\*

(\*) Source: S&P Global Ratings

# GLOBAL COMPANY

Solid position  
in all lines of business



# MAPFRE BY THE NUMBERS

**+30** MILLION  
CUSTOMERS



**31,000**  
EMPLOYEES



**+4,700**  
OFFICES



**81,000**  
INTERMEDIARIES





# KEY FIGURES

**WARNING:** The figures contained in this document are presented under the accounting principles currently in force in each country, homogenized to allow comparison and aggregation between units and regions. For this purpose, certain adjustments have been made, the most significant of which are: the elimination of goodwill amortization in Spain and the elimination of catastrophe reserves in some Latin American countries. In Malta and Portugal, IFRS 9 and 17 are applied in local accounting.

NON-LIFE  
COMBINED RATIO

97.2%

SOLVENCY II  
RATIO

198.1%

190%

ROE

9.0%

9.9%

EXCL. GOODWILL  
WRITEDOWN  
IN USA

REVENUE

€32.2BN

+9.2%

PREMIUMS

€26.9BN

+9.7%

ATTRIBUTABLE  
PROFIT

€692M

+7.7%

€767M

+19.4%  
EXCL. GOODWILL  
WRITEDOWN  
IN USA

Homogenized local accounting.  
\*Figures at September 2023. / \*\*Not including transitional periods.

**GROWING  
DESPITE  
UNCERTAINTIES**

**AUTO  
BUSINESS**  
is regaining  
profitability.  
Brazil in profit, Spain  
and the US  
are moving forward

**VERY POSITIVE  
ENVIRONMENT**  
for recurring financial  
income

**HISTORICAL  
GROWTH**  
in revenue  
and premiums

**PROFITABLE  
AND  
SUSTAINABLE  
DIVIDENDS**

**BUSINESS AND  
GEOGRAPHIC  
DIVERSIFICATION**

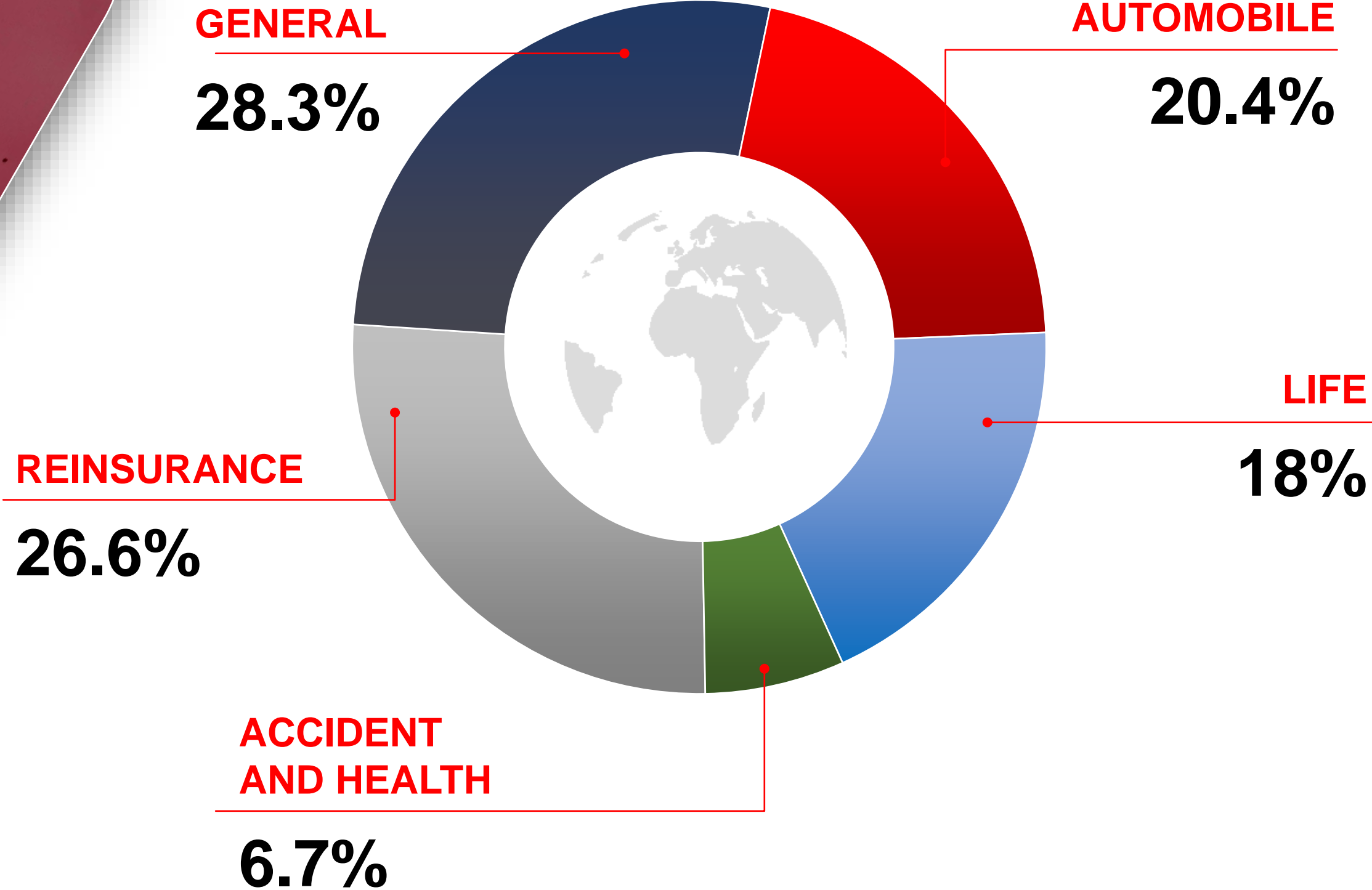
Life, Spain, LATAM,  
and reinsurance  
lead profitable  
growth

**EXCELLENCE  
IN TECHNICAL  
MANAGEMENT**

Combined ratio  
improves by almost  
1 p.p.



# DISTRIBUTION OF PREMIUMS



# FINANCIAL STRENGTHS

**CASH**  
€2.09BN

**RATINGS:**  
Fitch: A- (Stable)  
S&P: A- (Stable)

**DEBT LEVEL**  
22.7%



# COMMITMENT WITH SHAREHOLDERS

DIVIDEND  
YIELD ON  
AVERAGE SHARE PRICE

7.7%

9 CTS.

FINAL  
DIVIDEND

15 CTS.

TOTAL 2023

DIVIDEND  
PAYABLE  
FOR THE FISCAL YEAR

TOTAL €462M

DIVIDENDS  
PAID OUT

€447M    €416M    €416M    €447M    €447M



2019



2020



2021



2022

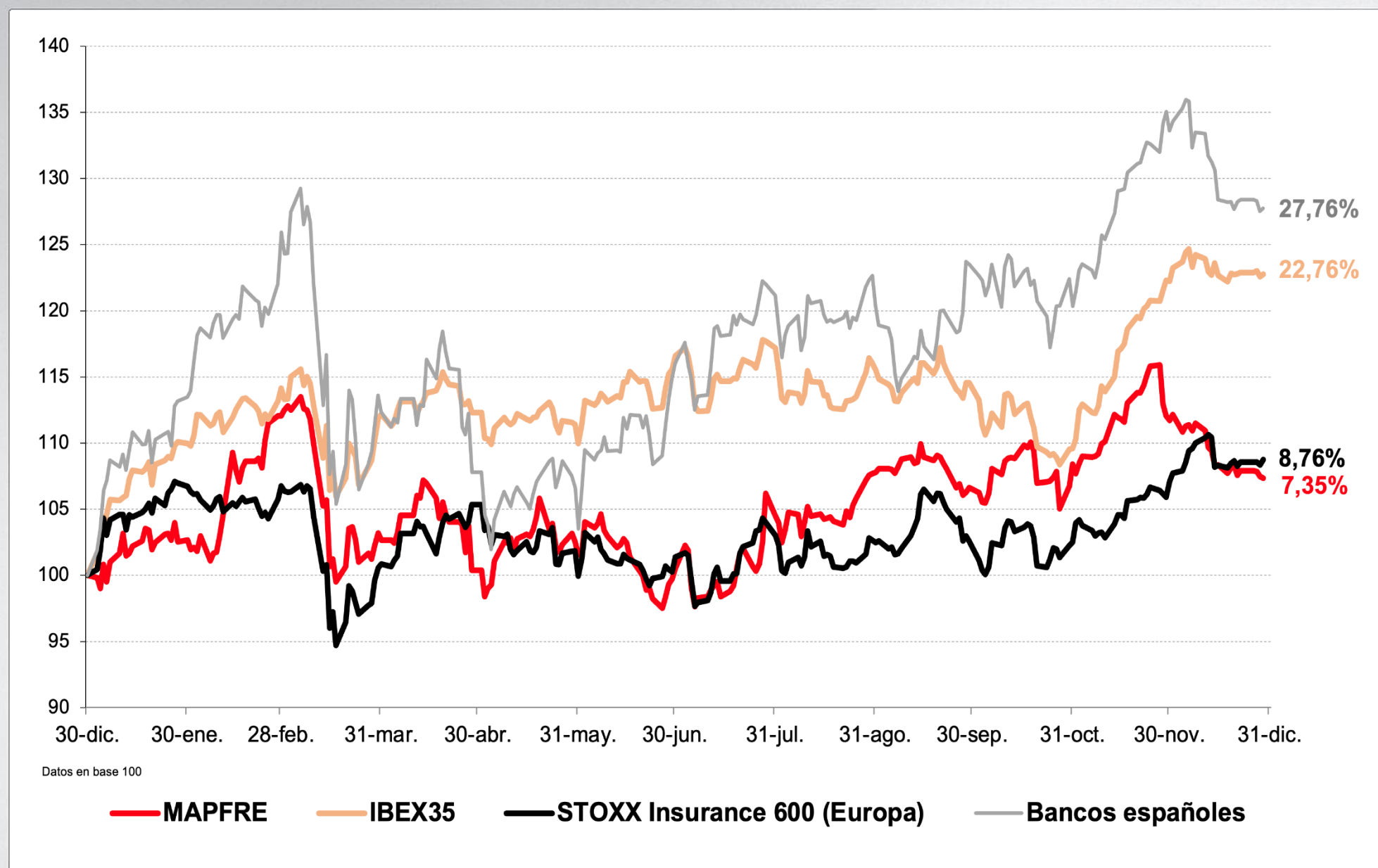


2023

# SHARE PRICE

# €5.98BN

**MARKET CAPITALIZATION**  
at 12/31/2023



STOXX  
INSURANCE 600  
**8.7%**

IBEX 35  
**+22.7%**

MAPFRE  
**+7.3%**



# OUR IMPACT ON SOCIETY



**96.9%** of employees  
are on permanent  
contracts



Volunteering  
**7,200** volunteers  
**127,000**  
beneficiaries



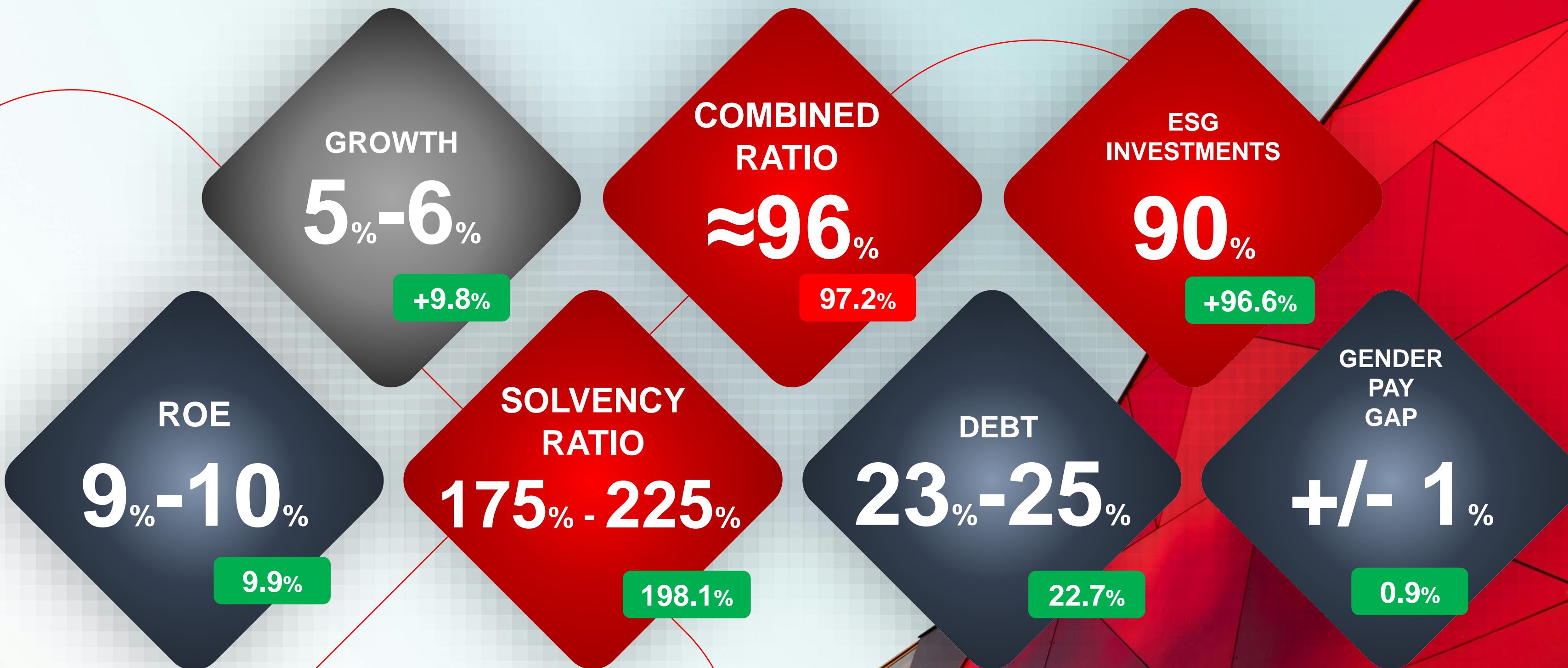
Corporate tax  
**€416M**  
Effective tax rate  
of 23.1%



Supporting indirect  
employment for our  
**125,000**  
providers

2023 - HIGH LEVEL OF MEETING TARGETS

# STRATEGIC PUBLIC COMMITMENTS



\* Figures at Q3 2023.



## OUR IDENTITY



### VISION

Your trusted insurance company.



### PURPOSE

We are by your side every step of the way, accompanying you to move forward with peace of mind, contributing to the development of a more sustainable and supportive society.

We care about what matters to you



### VALUES

Solvency  
Integrity  
Service  
Innovation  
Multicultural and diverse team

# OUR IDENTITY



## OUR VALUES

### INTEGRITY

Ethics, respect for human rights, and honesty among MAPFRE professionals in their relations with all our stakeholders.

### SERVICE

Continual improvement in the development of all our activities in order to satisfy the needs of our customers.

### INNOVATION

A lever of transformation and distinction, offering solutions to our customers and anticipating their needs.

### SOLVENCY

The financial, technical, and professional strength to respond to commitments undertaken, with sustainable results.

### MULTICULTURAL AND DIVERSE TEAM

MAPFRE people bring diverse and inclusive talent, with all of us contributing to our purpose.

# OUR VALUES





# SUSTAINABILITY COMMITMENTS



**2030**

Carbon-neutral  
company

We will not invest in or insure coal, gas or oil projects for clients that don't have an energy transition plan in place

Inclusive policies:  
People with a disability  
make up **3.9%** of our  
workforce

**100%**  
sustainable  
providers

**2024**  
emissions  
neutrality  
for core countries

Executive remuneration  
linked to meeting  
sustainability  
commitments

#PlayingOurPart

#WeCareAboutWhatMattersToYou





**MAPFRE**