# Capturing emerging opportunities

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# Building a platform for growth

Geographical overview



MAPFRE has reinforced its strong competitive position. This includes, among others, the following initiatives taken:





Reorganising and streamlining of the Group's corporate structure



Unification of the agent distribution networks in Spain



Continuous process of improvement of systems, leading to the migration of all Group companies onto a single IT platform

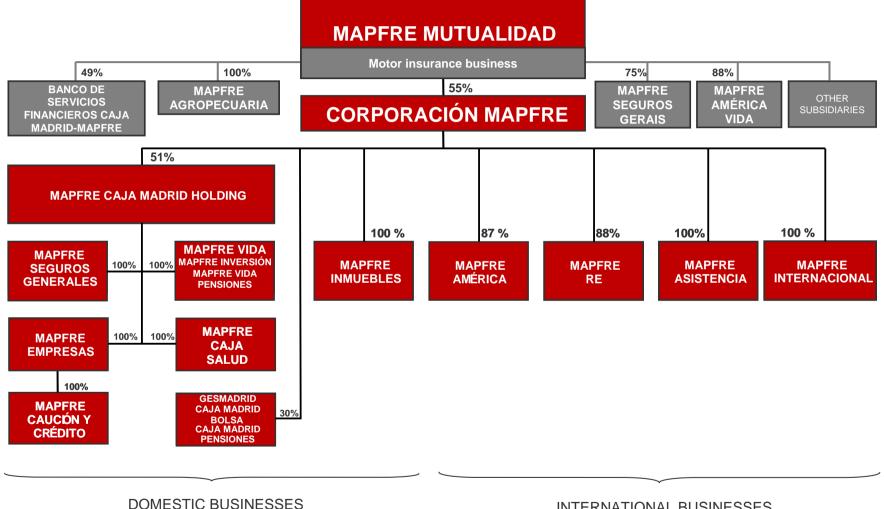


Selective joint ventures and acquisitions





# **Corporate structure in 2006**

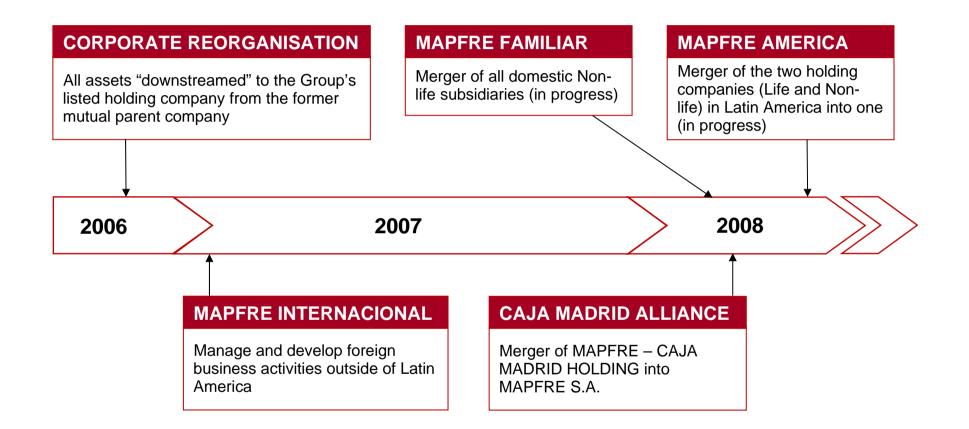


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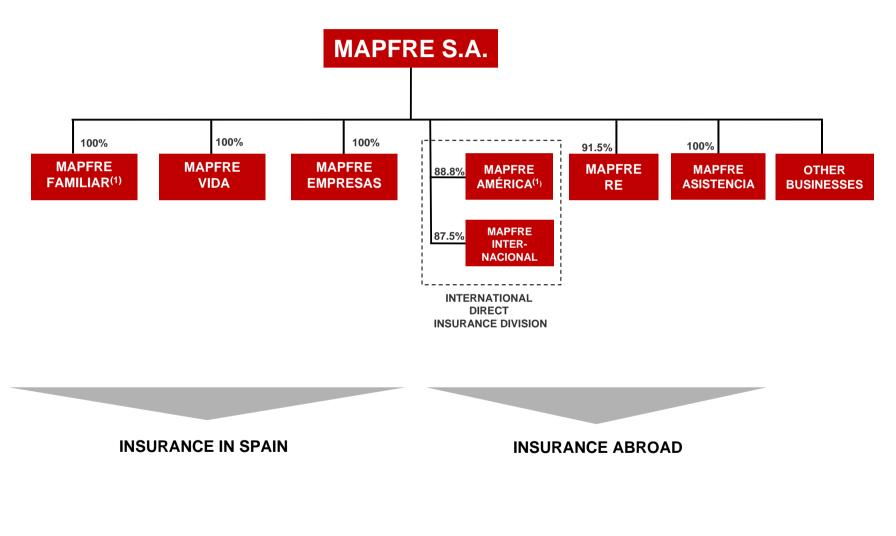








# **Corporate structure in 2008 (expected)**





# Advantages of the new corporate structure





Simpler layout, easier to understand and manage



Single reporting line for subsidiaries



Easier access to the Group's cash flows and capital resources



Greater scope for synergies



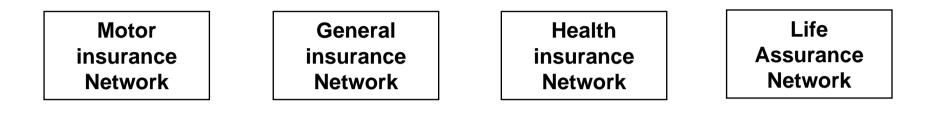
Enhanced customer and geographical focus



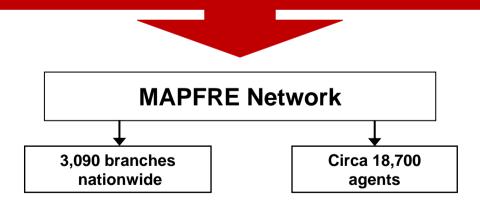
Unification of the agent distribution networks in Spain



# From a "federation" of networks ...



...to a single network with a multiproduct offering

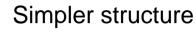




Advantages of the single agent distribution network









Clearer references and guidelines for agents



Focus on cross-selling

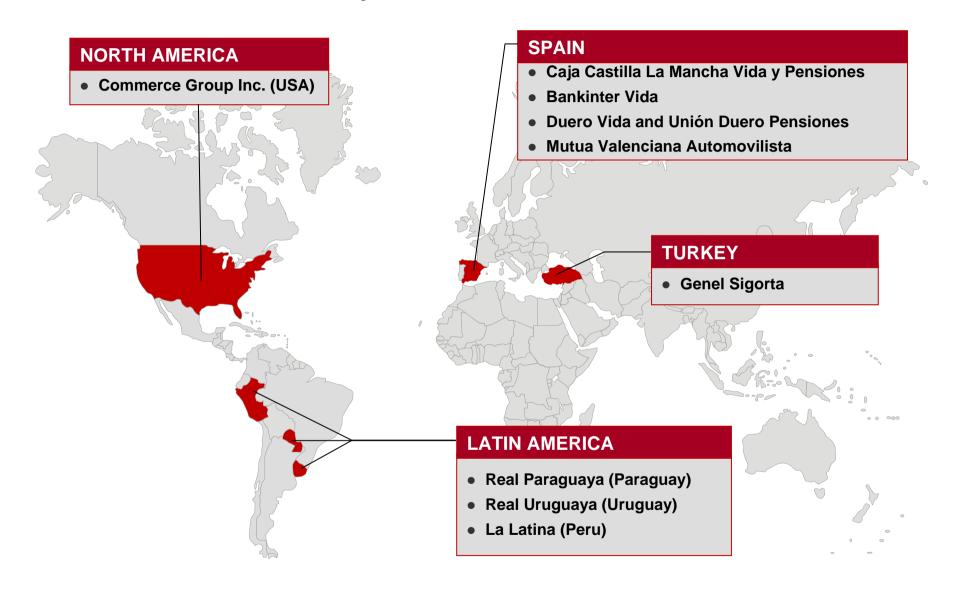


Reduction in administrative workload, freeing up time for sales activities





# **New Joint Ventures and acquisitions**





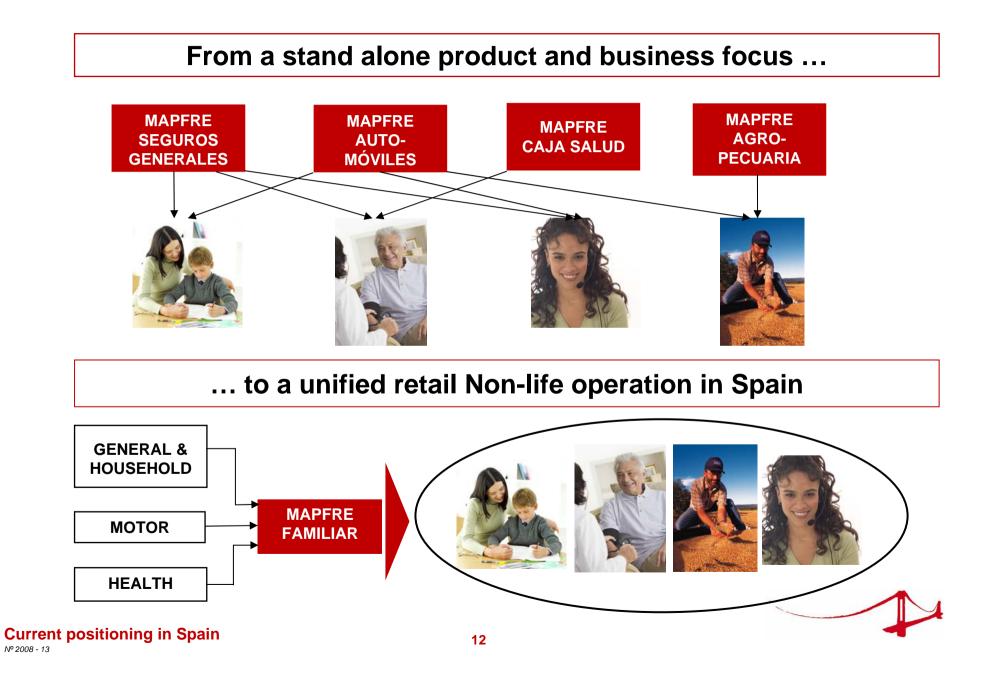


- Constructing a platform for growth
- Strategic overview





# **Creation of MAPFRE FAMILIAR**







# Take advantage of opportunities offered by the creation of MAPFRE FAMILIAR

- Cross-selling
- Development of new products
- Cost reduction and improvement of underwriting results
- Capital requirements

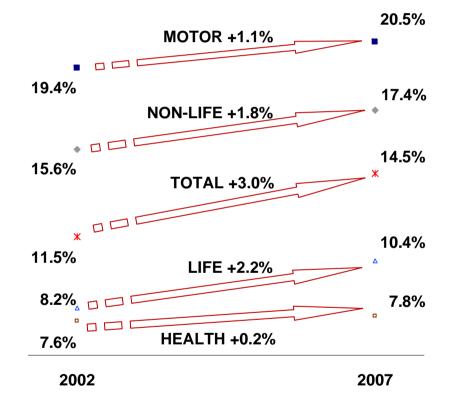
Continue to raise the volume and profitability of the bancassurance agreements

Greater integration will not come at the expense of results: the new company will maintain a specialised management by business lines



# Growing market shares, despite a highly competitive environment<sup>(1)</sup>





	1Q 08	1Q 07	Ranking
Total Market	13.8%	12.3%	1 <sup>st</sup>
Life	9.9%	6.6%	2 <sup>nd</sup>
Non-life	17.0%	16.8%	1 <sup>st</sup>
Motor	19.5%	18.2%	1 <sup>st</sup>
Health	7.5%	7.6%	4 <sup>th</sup>

1) Source: ICEA. NOTE: MAPFRE's Life assurance market shares for 2007 and 1Q 08 include premiums for the full period for BANKINTER VIDA and CCM VIDA Y PENSIONES.



# Latin America



#### The expansion of the tied distribution network is almost complete

Business development will increasingly benefit from the enlarged tied network

- Lower acquisition expenses
- Larger business volumes, leading to higher market shares and a lower fixed costs ratio
- Enhanced customer retention
- Greater weight of retail customers

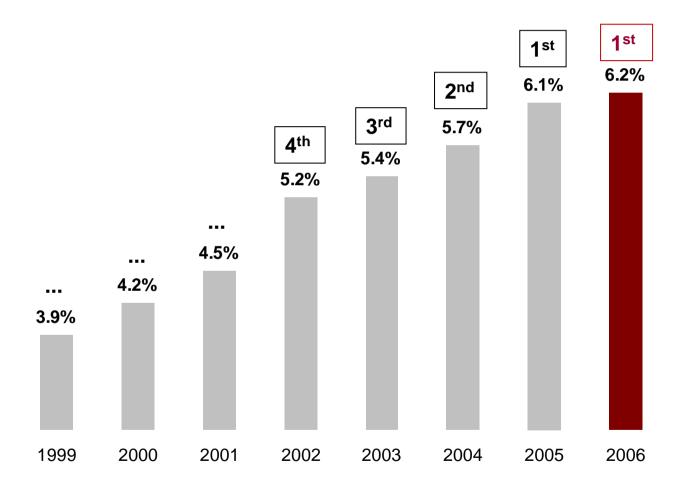
MAPFRE will continue to seek additional distribution agreements with banks and retailers





# Non-life market share in Latin America and ranking

# **MAPFRE remains the leading Non-life insurer in the Region**



1) Non-Life market shares corresponding to the countries in which MAPFRE operates. Source: Fundación MAPFRE (I.C.S.). No data available prior to 2002.



#### **Current positioning in Latin America**

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## **New markets**





#### **USA: THE COMMERCE GROUP**

- No.1 in Motor (31.5% market share) and Homeowner insurance (9.8% market share) in the state of Massachusetts.
- 2007 gross written premiums: USD1.86 bn.

#### **Turkey: GENEL SIGORTA**

- 10<sup>th</sup> largest insurer overall with a 4.2% market share.
- 2007 gross written premiums: €229.6 mm.







### The acquisition of Commerce Group was completed on 4<sup>th</sup> June 2008

MAPFRE will now work together with the Commerce Group's management team to define the new business plan

- Integration of Commerce into the MAPFRE Group
- Consolidating the company's leading position in Massachusetts within the new "Managed Competition" environment
- Expanding into other States by optimising the current resources
- The offer of dedicated products and services for the Hispanic community

#### **Commerce's operations will remain in Massachusetts**







The existing management team has been maintained

MAPFRE's management reporting systems are already in place

Current initiatives are focused on:

- Implementing MAPFRE's proprietary integrated IT systems.
- Transferring technologies and expertise in:
  - Products
  - IT
  - Processes and policies
  - Claims management
- Expanding the presence and scope of the existing distribution network and analysing the possibility of adding new channels





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