

PROCEDURE FOR REMOTE ATTENDANCE AT THE ANNUAL GENERAL MEETING

As indicated in the call for attendance, the Board of Directors, in accordance with current legal regulations, has convened the Annual General Meeting to be held **exclusively via remote means (i.e. without the physical attendance of the shareholders and their representatives)**.

In view of the current extraordinary circumstances, the restrictions imposed and the recommendations issued by the authorities regarding the mobility of individuals and the holding of meetings, the Board of Directors has authorized, in accordance with the provisions of Article 3 of the Royal Decree-Law 34/2020, of November 17, on urgent measures to support business solvency and the energy sector, and in matters of taxation, the following procedure to regulate remote attendance to the Annual General Meeting.

Shareholders (or their representatives) who are entitled to attend may attend the Annual General Meeting telematically, via a remote connection, using the mechanisms described in this procedure and that are intended to allow the shareholders (or their representatives) attending the Annual General Meeting through telematic means to interact in real-time, as well as allowing the proper exercise of their rights and the proper conduct of the meeting.

➤ **Prior registration of shareholders and representatives**

The shareholder (or their representative) who wishes to attend the Annual General Meeting telematically must register on the Telematic Attendance Platform enabled for this purpose on the Company's website (www.mapfre.com), **from 8:00 am until 11:30 am on the day of the Annual General Meeting** (i.e. March 12, 2021 for the first call and, where appropriate, on the following day, March 13, 2021 for the second call). The website explains in detail the procedure to be followed by the shareholder in order to exercise this right. **After said time, prior registration will not be allowed** for exercising the right to remote attendance.

Shareholders (or their representatives) must provide proof of their identity by means of an electronic identity document currently in force or by means of a recognized electronic certificate issued by the Spanish National Mint (FNMT), which has not been revoked. The Company reserves the right to request any additional means of identification from shareholders (or their representatives) as it deems necessary to verify their status as shareholders and to ensure the authenticity of the vote or proxy.

In order for legal entities with the status of shareholders to be able to register on the Telematic Attendance Platform and attend the Annual General Meeting telematically, the proxy who will complete the registration process on behalf of said shareholders **must first prove their**

representation and identity by sending the attendance card issued in the name of said shareholders by the Company or by the depositary entity, duly completed and signed, along with a copy of the official document accrediting the identity of the proxy and a copy of the document certifying the power that allows them to act on behalf of said shareholders, for the attention of the General Counsel, Carretera de Pozuelo, No. 52, Building 1, 28222, Majadahonda, Madrid, Spain, or to the email address juntageneral@mapfre.com **at least twenty-four hours prior to the first call of the Annual General Meeting.** Upon receipt and verification of the documentation, the proxy may register and attend the Annual General Meeting telematically provided that they meet the access and identification requirements set out in the preceding paragraph.

In order for the representative to be able to attend the Annual General Meeting telematically, the proxy (unless the proxy has been authorized by electronic means) **and the identity of the representative to the Company,** must be accredited by means of sending the proxy card issued by the Company or by the depositary entity, duly completed and signed by the shareholder along with a copy of the official document certifying the identity of the representative to be received by the Company for the attention of the General Counsel at Carretera de Pozuelo, No. 52, Building 1, 28222, Majadahonda, Madrid, Spain, or at the email address juntageneral@mapfre.com **at least twenty-four hours prior to the first call of the Annual General Meeting.**

Without prejudice to such accreditation, representatives must also register themselves in the Telematic Attendance Platform and be accredited as remote attendees under the same terms as the shareholders.

Once the shareholder (or their representative) has accessed the Telematic Attendance Platform, they may attend and vote in the Annual General Meeting through real-time remote means of communication. Likewise, people who attend telematically may follow the Annual General Meeting's entire agenda, which will be broadcast in real time through the Company's website www.mapfre.com, without prejudice to its recording and public dissemination through that page.

In the case of jointly owned shares, the joint shareholder who registers first shall be considered as the shareholder attending the Annual General Meeting, and shall be empowered to exercise the rights of intervention, information, proposal and voting that correspond to jointly owned shares.

Shareholders' remote attendance shall be equivalent to in-person attendance at the Annual General Meeting.

In the event that the Annual General Meeting cannot be held on the first call due to a lack of quorum, shareholders (or their representatives) must complete the registration process again in order to register as an attendee of the Annual General Meeting in the second call.

Shareholders (or their representatives) attending telematically who wish to expressly communicate that they have left Annual General Meeting, so that their vote is not counted, should do so by sending a message via the link available for this purpose on the Telematic Attendance Platform, which is available on the corporate website. Once the express wish to leave the meeting has been communicated, all subsequent actions carried out telematically will be deemed to have not been carried out.

➤ **Exercise by the shareholders (or their representatives) of their rights to intervention, information, proposal and voting via remote attendance**

- Rights of intervention, information and proposal

Shareholders (or their representatives) who telematically attend the Annual General Meeting and who wish to speak at the Annual General Meeting, to request information or clarifications that they deem necessary regarding the matters on the agenda or regarding the publicly accessible information that the Company has provided to the National Securities and Exchange Commission (the "CNMV") since the last Annual General Meeting and regarding the Auditors' Report, should indicate, where appropriate, their intention to do so at the time of registration in the form provided in the Telematic Attendance Platform.

Interventions, requests for information and, if necessary, proposals where appropriate, shall be submitted in writing via the link provided in the Telematic Attendance Platform **from the time of registration and until the time for discussion is closed**, which shall be indicated at the appropriate time during the Annual General Meeting.

In the event that shareholders (or their representatives) wish for **their intervention to be included in the meeting minutes**, they must **so state clearly and expressly in the heading of their notification**.

Requests for information or clarifications from shareholders (or their representatives) who attend telematically shall be answered verbally during the Annual General Meeting or in writing, within the seven days of the meeting having been held.

- Voting rights

Shareholders (or their representatives) who attend the Annual General Meeting telematically may vote on the proposed resolutions corresponding to the items on the agenda through the voting form authorized for this purpose on the Telematic Attendance Platform, **from the time of their registration until the moment when the vote on proposed resolutions is completed during the Annual General Meeting**, which shall be indicated at the appropriate time during said meeting.

During the Annual General Meeting, the casting of votes through telematic means for the proposed resolutions corresponding to items not included on the agenda shall be conducted via the voting form authorized for this purpose in the Telematic Attendance Platform, from the time of its reading so that it may be voted upon until voting comes to a close, which will be indicated in due course during the Annual General Meeting.

➤ **Other matters**

- Revocation and priority rules: Shareholders' telematic attendance shall prevail over votes cast remotely and proxies granted prior to the Annual General Meeting being held.
- Storing the electronic signature: Shareholders (or their representatives) are solely responsible for storing and using their electronic signature.
- Incidents: The Company shall not be responsible for any damage or harm that may be caused to the shareholder (or their representative) arising from the occasional lack of availability of its website, nor for faults, overloads, fallen lines, connection errors or any other situation of the same or similar nature that are outside of the Company's control, without prejudice to adopting the measures required in each situation, including any temporary suspension or postponement of the Annual General Meeting if necessary in order to ensure that shareholders or their representatives may fully exercise their rights.

➤ **Data protection**

The information and/or personal data provided by shareholders or shareholders' representatives, as well as all the data, including voice and image, obtained during the Annual General Meeting through videos, photographs, forms or any other means, will be processed by MAPFRE S.A. for the purposes described in "**Additional Information on Data Protection**"

(https://www.mapfre.com/corporate/privacy/informacionadicionalJG_2021_ENU.pdf).

If the data provided refer to physical persons other than the shareholders/shareholders' representative, the latter guarantee to have the former's consent before providing the data, informing them in advance of the data protection terms set out in this document.

Likewise, if the data provided belong to minors, the shareholder, as holder of the parental rights or guardianship of the minor, expressly authorizes the processing of said data under the terms set out in the "**Additional Information on Data Protection.**"

Basic information on data protection	
Data controller	MAPFRE S.A.
Purposes	<p>1- To process telematic attendance to MAPFRE's Annual General Meeting under the terms established by current legislation and pursuant to the procedure approved by the Board of Directors for telematically attending the Annual General Meeting through real-time remote connection, available on MAPFRE's website (www.mapfre.com).</p> <p>2- Organization, implementation, dissemination and publication of the Annual General Meeting</p> <p>3- Comprehensive and centralized management of your relationship with the MAPFRE Group.</p>
Legal basis	<p>- Compliance with legal obligations in the organization and implementation of the Annual General Meeting</p> <p>- Legitimate interest of MAPFRE S.A. in the dissemination and publication of the Annual General Meeting and in the comprehensive and centralized management of your relationship with the Group.</p>
Recipients	Data may be disclosed to third parties and/or transferred to third countries under the terms specified in the Additional Information on Data Protection .
Rights	You may exercise your rights of access, rectification, erasure, restriction, objection and data portability, as detailed in the Additional Information on Data Protection .

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