

2020 Financial Report

JANUARY - DECEMBER



MAPFRE

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[CONTENTS]

1.	MAPFRE Group Key Figures	3
2.	Significant Economic and Corporate Events	4
3.	Macroeconomic Overview and Financial Markets	10
4.	Consolidated Result	13
5.	Consolidated Balance Sheet	16
5.1.	Balance Sheet	16
5.2.	Investment Portfolio	17
5.3.	Equity	19
5.4.	Funds under Management	20
6.	Information by Business Unit	21
6.1.	Insurance Entities	21
6.1.1.	IBERIA	21
6.1.2.	LATAM	24
6.1.3.	INTERNATIONAL	31
6.2.	MAPFRE RE	36
6.3.	MAPFRE ASISTENCIA	38
7.	Debt & Capital Management	40
8.	Solvency II	41
9.	Ratings	44
10.	The MAPFRE Share. Dividend Information	45
11.	Accolades received in the quarter	49
12.	Events Subsequent to Closing	51
13.	Appendixes	52
13.1.	Consolidated Balance Sheet	52
13.2.	Consolidated Income Statement	54
13.3.	Key Figures by Business Unit. Quarterly Breakdown	55
13.4.	Consolidated Statement of Other Comprehensive Income	57
13.5.	Income Statement by Business Unit	58
13.6.	Terminology	60

1. MAPFRE Group Key Figures

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Results			
Revenue	28,472.2	25,419.1	-10.7%
Total written and accepted premiums	23,043.9	20,482.2	-11.1%
- Non-Life	17,559.1	16,109.8	-8.3%
- Life	5,484.8	4,372.4	-20.3%
Attributable net result	609.2	526.5	-13.6%
Non-Life Loss Ratio	69.0%	65.6%	-3.4 p.p
Non-Life Expense Ratio	28.6%	29.1%	0.5 p.p
Non-Life Combined Ratio	97.6%	94.8%	-2.9 p.p
Earnings per share (euros)	0.20	0.17	-13.6%

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Balance sheet			
Total assets	72,509.9	69,152.6	-4.6%
Assets under management	63,637.8	55,181.8	-13.3%
Shareholders' equity	8,854.3	8,536.0	-3.6%
Debt	2,973.7	2,993.6	0.7%
ROE	7.2%	6.1%	-1.2 p.p

Employees at the close of the period			
Total	34,324	33,730	-1.7%
- Spain	11,032	11,332	2.7%
- Other countries	23,292	22,398	-3.8%

MAPFRE share			
Market capitalization (million euros)	7,268.7	4,905.7	-32.5%
Share price (euros)	2.36	1.59	-32.5%

ITEM	DECEMBER 2019	SEPTEMBER 2020	Δ %
Solvency			
Solvency ratio	186.8%	180.2%	-6.6 p.p

Figures in millions of euros

2. Significant Economic and Corporate Events

2.1 Significant Economic Events.

2.1.1 Coronavirus crisis (COVID-19)

2.1.1.1 Coronavirus crisis (COVID-19) context

2020 is marked by the coronavirus (COVID-19) outbreak. This health crisis was declared a pandemic by the WHO, and its spread, along with the measures aimed at containing and mitigating its effects, has caused a slowdown of economic activity, the final impact of which is difficult to quantify. In these circumstances, from the very beginning, MAPFRE carried out several initiatives focused on two main priorities: guaranteeing the health and safety of all its collaborators, and ensuring business continuity in a way that makes it possible to continue to provide the highest quality service to our clients. The most relevant activity was:

- The roll out of our business continuity plan in all countries and units, adapting it to the special nature of the COVID-19 crisis, with nearly 90 percent of employees worldwide working from home, and guaranteeing essential services (tow trucks, repair shops, home repairs, medical centers, funeral homes...)
- The evaluation of the risks that have emerged from the crisis and adoption of a strategy aimed at protecting our balance sheet, especially the investment portfolio, and preserving the Group's capital position, ensuring we have the liquidity and financing necessary to neutralize any financial tension, especially in operations in emerging countries.
- The mobilization of resources and transfer of funds to the economy, through aid and additional financing for agents, direct providers and clients, with a special focus on the self-employed and SMEs.

The coronavirus crisis has implied a strong reduction in worldwide economic activity as a result of the confinement of the population. The impact of the health and financial crisis has had an important impact on business volume and on the company's results, as well as

greater volatility in the financial markets and a strong currency depreciation in several emerging countries.

2.1.1.2 Most relevant economic impacts on MAPFRE's Income Statement.

The following is a breakdown of the most relevant impacts on Group results, as a result of the coronavirus crisis (COVID-19):

Written premiums:

As a result of the confinement of the population, there has been a reduction in new insurance policies being issued, which has caused a fall in written premiums, with a relevant impact on the Auto, Life Savings and Travel Assistance lines. However, this fall was partially offset by growth in issuing in Health. At December 31, premiums were down 11.1 percent, with a big impact on the Auto business, which went down 15.6 percent. This decline is explained both by lower car sales as well as by very relevant currency depreciation in various countries where MAPFRE operates.

In Spain, support measures for clients were adopted, including the noteworthy premium discount for SMEs and the self-employed, the accumulated amount of which reached 55.5 million euros at the close of December 2020. In the United States, a financial assistance program was also established for clients, equivalent to 15 percent of the monthly premium and effective in April and May. This program had a total impact to date of 31.8 million euros on premiums, and was applied in all states where MAPFRE USA has Retail Auto business. Additionally, several countries in Latin America recorded premium returns or extensions in insurance coverage periods for an accumulated amount of 7.6 million euros.

Losses:

Non-Life reported claims have significantly gone down in Auto, due to the reduction in the use of vehicles, and in Health, from the postponement of non-urgent treatment and surgery during the health crisis. On the other hand, there has been a relevant increase in Life Protection and Burial lines, in line with the increase in deaths.

Accumulated direct reported losses incurred as a result of claims directly allocated to COVID-19, by line of business, to December 2020, is as follows:

Lines	Amount
HEALTH	58.8
BURIAL	30.0
LIFE PROTECTION	83.5
TRAVEL ASSISTANCE (Travel Insurance)	23.2
OTHER (HOMEOWNERS, MULTIRISK...)	13.7
IBNR	44.1
TOTAL INSURANCE	253.3
ACCEPTED REINSURANCE	113.4
TOTAL ACCUMULATED	366.7

Figures in millions of euros

The line of business with the greatest impact from direct reported losses from COVID-19 is accepted reinsurance underwritten by the Reinsurance Business Unit. Gross accepted reinsurance losses at December 31 reached 113.4 million euros, which primarily correspond to business interruption coverage.

Additionally, MAPFRE Group has adopted measures to adapt IBNR (Incurred but not reported) reserves with the aim of recognizing the economic impact from clients' delays in reporting claims as a result of the population's mobility restrictions. The amount reached 44.1 million euros and primarily affects the Health line.

COVID-19 Expenses

MAPFRE has mobilized resources and adopted measures aimed at guaranteeing the protection of its staff against the COVID-19 pandemic, as well as ensuring business continuity. The accumulated expenses related to these measures incurred by the Group reached 30.4 million euros at the close of December 2020.

Combined Ratio

The previously mentioned effects on premiums, losses and expenses have had a relevant impact on the combined ratio of the following lines:

Lines	Combined Ratio		
	Dec. 2019	Dec. 2020	Δ %
AUTO	100.5%	91.7%	-8.8 p.p
HEALTH & ACCIDENT	98.5%	94.1%	-4.4 p.p
GENERAL P&C	89.0%	95.0%	6.0 p.p
BURIAL	96.3%	112.1%	15.8 p.p
TRAVEL ASSISTANCE	102.9%	102.3%	-0.6 p.p
LIFE PROTECTION	84.2%	85.4%	1.2 p.p

As can be seen, there has been a relevant decline in the combined ratio in the Auto and Health lines to December 2020, due, respectively, to the lower use of vehicles from confinement, and to the postponement of non-urgent treatment and surgery, compared to the same date the

previous year. On the other hand, there has been a significant increase in the combined ratio in the Burial line, from the increase in mortality from the coronavirus, as well as in the General P&C line from the increase in Homeowners and Condominium claims.

2.1.1.3 Economic effects on MAPFRE's Balance Sheet and Solvency.

Goodwill and Other Intangible Asset Impacts

Within the strategic planning framework, the Group has updated its business projections, considering the macroeconomic context and other risk factors, in the context of the current COVID-19 crisis, which could affect the insurance business in the future. Regarding the valuation of Goodwill and Other intangible assets, the content of the note published by ESMA (European Securities and Markets Authority) on October 28, 2020 regarding the annual financial information of listed companies was considered.

As a result, the assumptions and hypothesis applied in the Goodwill and Intangible assets valuations have been modified, and have primarily focused on:

- The moderation of medium and long-term expectations for profit growth (free cash flow) in the countries most exposed to the crisis caused by COVID-19.
- An increase in risk premiums that comprise the discount rate of cash flows, based on publications by independent experts at the end of 2020.

This update in projections has implied an extraordinary write-off of goodwill from direct insurance operations in Italy, Indonesia and Turkey for an attributable amount of 127.5 million euros and portfolio acquisition expenses (VOBA) pending amortization for the attributable amount of 4.1 million euros.

Company (Country)	Goodwill write-off	Impaired Portfolio Acquisition Expenses (VOBA)	Total Writedown
Verti Insurance (Italy)	46.7	---	46.7
Genel Sigorta (Turkey)	19.6	1.4	21.0
ABDA Seguros (Indonesia)	61.2	2.7	63.9
Total	127.5	4.1	131.6

Figures in million euros

As a result of this extraordinary provision carried out in 2020, goodwill and portfolio acquisition expenses (VOBA) of these companies have been written off at the

close of 2020. This goodwill write-offs in no way affect the cash generated by the Group in 2020, nor does it affect its financial strength and flexibility, nor the capital models that support the current ratings and high solvency level of the Group and its subsidiaries, which therefore maintains its relevant capacity to generate dividends.

Further, the Group has recorded an extraordinary writedown of 32.4 million euros in its legacy IT applications in the United States, once the implementation of new software concluded.

Other balance sheet headings and Solvency Impacts

From the very beginning, MAPFRE adopted a strategy aimed at protecting its balance sheet, especially the financial investments, and its insurance entities' solvency. To this end, the necessary liquidity and appropriate financing were made available to neutralize any financial tension in the Group insurance companies, and especially MAPFRE company operations in emerging countries. As a result, throughout the pandemic, the Group has maintained high levels of liquidity in all its entities, having duly and timely handled payment obligations with clients and providers, and there has been no evidence of relevant delays in premium payments from clients or collections from reinsurers.

The available for sale financial investment portfolio shows, to December, a positive variation of 503.4 million euros, as a result of the increase in market value of the assets included in this portfolio, due to the positive performance of fixed income as well as the recovery of equity markets in the fourth quarter of 2020. An individual review of fixed income assets was carried out, with no value impairment of these assets being detected.

At December 31, as a result of the fall in economic activity, the value of the most relevant investments in land intended for residential development were reviewed. Therefore, a provision made in June is maintained, at the close of December 2020, for the amount of 27.9 million euros, which is equivalent to approximately 7.3 percent of the accounting value of said land.

The Group's shareholders' equity has been primarily impacted by the strong depreciation of the currencies in several Latin American countries, as well as the Turkish lira during the year, and the US dollar in the fourth quarter. The negative impact of this effect on the Group's attributable shareholders' equity to December

2020 reached 675.5 million euros, with a significant part of this coming from the coronavirus crisis.

MAPFRE updated the calculation of its Solvency II position to September 30, 2020, following the request from the Directorate General for Insurance, and in line with EIOPA's (the European Insurance Supervisory Authority) recommendations. This solvency position update implies the estimation, in the first nine months of 2020, of both the solvency capital requirement (SCR), which is usually calculated on an annual basis, as well as the eligible own funds (EOF), which are usually calculated on a quarterly basis. The Solvency II ratio stood at 180.2 percent, which is a three percentage point improvement compared to March 2020, when the markets were hardest hit by COVID-19, and a three point reduction compared to June, primarily as a result of the interim dividend against 2020 results, approved on October 30, for the amount of 154 million euros. MAPFRE remains, despite the impact of the crisis, within the tolerance limits set by the Board of Directors, which has a lower limit of 175 percent of the Solvency margin. This is proof of the solidity and resilience of MAPFRE's balance sheet, as well as its continued management capacity.

2.1.1.4 Current state of MAPFRE operations

MAPFRE's activity during the COVID-19 crisis has been focused on two main priorities:

- Guaranteeing the health and safety of all its employees and collaborators.
- Ensuring business continuity in order to continue providing the highest quality service to our clients.

From the very beginning, the health and safety of MAPFRE Group employees and collaborators has been the most fundamental priority, so much so that from the first weeks of the pandemic's impact, practically all of the Group entities had already begun working from home en masse. Subsequently, as the crisis lessened in some regions, a partial, gradual, organized and prudent return to the office has taken place, in those countries where it was possible as the COVID-19 crisis permitted, and always following a model based on incremental incorporations and in line with the instructions from the health authorities in each country.

From the point of view of pandemic-related crisis management, despite its impact and the mobility

restrictions imposed in many countries, MAPFRE subsidiaries have been able to maintain their business continuity, and have continued to provide service to clients everywhere the Group operates, fulfilling commitments to clients as well as complying with the regulations in force in each country at all times.

It has been possible to return to almost full commercial activity in the main markets in which MAPFRE operates. At December 31, the percent of personnel working on the premises in the key markets in which MAPFRE operates is as follows: 65 percent in Spain, 68 percent in Brazil, and 23 percent in the United States because of the strict limitations on in-person activity in the state of Massachusetts. It is important to point out that all countries are maintaining very strict prevention and control measures in the face of the growing concern over new outbreaks and any possible changes in trend.

2.1.1.5 Future outlook

Economic outlooks reflect very significant falls in the global GDP in 2020, with a partial recovery in 2021, but still marked by great uncertainty in the indicators, which extends to the insurance and reinsurance market.

Expectations for a return to global economic growth in 2021 point to a relative recovery, which would extend to the insurance sector, although uncertainty about new outbreaks and the speed of the vaccination process is still high, which could lead to the global recovery consolidating in 2022 and unevenly in different countries. The wide variety between forecasts is indicative of the elevated levels of uncertainty affecting all sectors of activity, including insurance. The high level of uncertainty is affecting household and company decisions regarding expenses, hiring and investments, which is impacting the performance of the insurance sector, although some lines of business continue to show solid resistance, particularly Health insurance. The efficiency of vaccination campaigns to reach a level of immunity that at least takes some of the pressure off healthcare systems, until reaching herd immunity, will be a key element in a recovery that will be uneven due to some countries' weaker healthcare infrastructure and logistical problems in vaccine distribution, especially in emerging economies.

It is not currently possible to make an accurate estimate of the potential future effects of the crisis on the Group's business volume, financial situation and solvency. However, the strength of MAPFRE's balance sheet, its high level of capital and solvency, and its liquidity

position and the availability of additional financing make it possible to conclude that the impacts, in any case, will be limited, and there is no doubt about MAPFRE's capacity to continue operating as a business.

2.1.2 Catastrophic events

The net result to December is impacted by the earthquakes that occurred in Puerto Rico in January and May. The total retained net attributable effect of both earthquakes for the Group reached 67.7 million euros, 28.4 of which correspond to MAPFRE Puerto Rico and 31.8 and 7.5 million euros of which correspond to the Reinsurance and Global Risks Units, respectively.

2.1.3 Cyber Attack

On August 14, MAPFRE detected a malfunction in its IT systems. Following the established protocol, the IT and Security teams initiated an investigation, detecting that malware, specifically ransomware, had managed to infiltrate the IT systems, affecting part of the servers and equipment in Spain. Right away, the protocol established in the business continuity plan was followed, with the priority being to protect information and block any possible attempt of third parties accessing the company's systems, as well as to guarantee service provision to clients and providers. As an additional precaution, to avoid the spread of the malware to the rest of the network, various segments of the network were isolated and all systems were shut down until the extent of the attack was confirmed, which caused a temporary deterioration of some services. The main activity affected was that of MAPFRE in Spain, though it is important to point out that the attack did not affect back-up information. Service to clients was maintained at all times, thanks to the planned alternative procedures, and was almost entirely normalized by the end of August. In line with MAPFRE's commitment to transparency, this cyber attack was announced right away, using all the company's internal and external channels, as well to the Insurance Supervisor.

MAPFRE Group has an insurance policy that covers extraordinary damage and expenses from business interruption from this kind of event, limiting the impact according to the policy conditions. To December 2020, the process of assessing damage corresponding to the cyberattack that affected MAPFRE Group is ongoing, but considering the insurance coverage in the contract, its

economic impact will under no circumstance surpass 5 million euros.

2.2 Significant Corporate Events

2.2.1 Business Restructuring

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. Due to the regulatory authorization process taking longer than expected, and to the uncertainty this situation could cause in the company's strategic planning, MAPFRE has decided to stop the VERTI Italy branch transformation.

MAPFRE ASISTENCIA Restructuring

In the framework of the MAPFRE ASISTENCIA strategic restructuring that began in 2016, the closure of MAPFRE ABRAXAS operations in the United Kingdom - which implies the liquidation of the specialty risks business line - and of ROAD AMERICA operations in the United States, after the sale of its business portfolio, is underway. As such, the Group continues to analyze the future viability of certain operations that are impacted by the current COVID-19 crisis, especially those related to the Travel Assistance line, the continuity of which in the Group could be affected by this fact.

Finally, the Group decided at the end of 2020 to discontinue its road assistance operations in China.

MAPFRE USA Restructuring

The Group has decided to discontinue its insurance operations in the states of Arizona and Pennsylvania (with the exception of VERTI USA), and is proceeding with the non-renewal of policies in force.

Further, the Group has considered its operation in the state of Florida as non-strategic, and is currently in the process of evaluating various alternatives, which are expected to materialize throughout 2021.

2.2.2 Business Development. Acquisitions and Disposals.

MAPFRE acquires 51% of the Dominican health insurance company, ARS Palic.

In the first quarter of 2020, MAPFRE reached an agreement with the León BHD Financial Center by means of which the Spanish company acquired 51 percent of the Health insurance company, ARS Palic, which has changed its name to MAPFRE Salud ARS. The León BHD Financial Center holds the remaining 49 percent. Both companies are already partners in the company MAPFRE BHD Seguros, which offers various personal and property damage protection plans throughout its own offices and the network of the León BHD Financial Center, the largest financial company in the Dominican Republic.

The acquisition of the stake was made for a consideration of 40.1 million US dollars, and was financed through a seven-year, 38-million dollar bank loan.

MAPFRE and Banco Santander reach an agreement to distribute Non-Life insurance in Portugal

In June, MAPFRE and Banco Santander reached an agreement to jointly distribute Non-Life insurance products in Portugal, based on the acquisition of 50.01 percent of the existing company, Popular Seguros, by the MAPFRE subsidiary in Portugal. The agreement implies signing a contract for the exclusive distribution of new business of certain Non-Life products (Auto, Multirisk SME and TPL insurance) through the bank's network in Portugal, until December 31, 2037. This agreement is reinforced with the acquisition of 100 percent of a run-off Life Protection portfolio currently owned by Santander Totta Seguros.

Sale of Annuity portfolio in Chile

The Group companies, MAPFRE Chile Vida and Caja Reaseguradora de Chile hold run-off Annuity portfolios, with this activity not being a strategic business for MAPFRE in Chile. On April 29, the Group received a binding offer that proposed a transaction based on the valuation of these portfolios to March 31, which would imply the transfer of assets and liabilities for an approximate amount of 115 million euros. This offer was for the combination of the Annuity portfolios of MAPFRE Chile Vida and Caja Reaseguradora de Chile and was subject to, among other requirements, being accepted by the cedents of Caja Reaseguradora and by 80 percent

of MAPFRE Chile Vida clients. At December 31, the execution of this operation is suspended, given the difficulties in obtaining said acceptance from the cedents.

Bankia-Caixabank Merger

In December, the Annual General Meetings of Bankia and CaixaBank approved the merger process for the two entities, which will be carried out via Bankia's absorption by CaixaBank. In line with the public information, all legal and regulatory aspects are expected to be concluded over the course of the first quarter of 2021.

MAPFRE and Bankia have a contract-bound exclusive bancassurance alliance. Bankia's absorption by CaixaBank would activate the application of the Bankia change of control clause. The change of control grants the unaffected party – MAPFRE – the right to exercise an exit option. The contract establishes all the steps to determine the exit value.

At December 31, 2020, the merger of Bankia MAPFRE Vida and the entities CAJA GRANADA VIDA and CAJAMURCIA VIDA was completed.

The Life business is managed through the Bankia MAPFRE Vida entity, of which MAPFRE Group holds 51% of the shares. The following chart shows the key economic figures for this entity:

ITEM	DECEMBER 2019*	DECEMBER 2020	Δ %
Written premiums	267.3	178.9	-33.1%
Result before tax	138.1	167.5	21.3%
Net result	103.9	125.8	21.1%
Net equity	399.2	482.8	21.0%
Financial investments	7,813.0	7,429.4	-4.9%
Technical provisions	7,059.1	6,599.6	-6.5%

Figures in million euros

*The 2019 information is pro-forma for comparison, taking into account the abovementioned merger

The Non-Life business is managed and recorded via the entity MAPFRE ESPAÑA.

At the close of December, written Life and Non-Life premiums contributed from Bankia reached 392.0

million euros and were 1.9 percent of total MAPFRE Group premiums.

Sale of MAQUAVIT INMUEBLES

On October 27, the sale of 100 percent of the shares of MAQUAVIT INMUEBLES, for the consideration of 50.3 million euros, was formalized, and payment was received in full at said date. This company is the owner of real estate assets dedicated to senior citizen services, and is not currently a strategic asset for MAPFRE. The sale generated a gross gain of 14.1 million euros

Sale of Industrial RE

On December 15, the Group received a binding offer for the entity Industrial RE, a company that has not had relevant activity for several years. This transaction is currently in the process of obtaining the corresponding administrative authorizations.

Sale of Rastreator and Preminen

This past December 29, Admiral Group Plc announced the sale of Penguin Portals Group and the comparison site Preminen to RVU. Penguin Portal Group holds control of the online price comparison site Rastreator.

MAPFRE Group continues to hold 25 percent of Rastreator and 50 percent of Preminen, which are included in this transaction. The value of this transaction will be paid in cash. This operation is subject to the corresponding administrative authorizations, and is expected to take place in the first half of 2021.

2.3 Treasury Stock

At December 31, 2020, MAPFRE owns 30,285,934 shares of treasury stock representing 0.98 percent of the capital, for the amount of 63.4 million euros.

3. Macroeconomic Overview and Financial Markets

General Overview

In 2020, the COVID-19 pandemic negatively impacted the world's economies to a greater or lesser extent depending on the rate of infection in each country and the restriction measures adopted by the different governments.

The world economy in 2020 contracted an estimated 4.4 percent. The gross domestic product (GDP) of the advanced economies went down 5.1 percent, with the United States showing an estimated fall of 3.5 percent and the Eurozone of 7.3 percent. Emerging economies did not escape the slow-down, with Mexico contracting an estimated 9.0 percent and Brazil 4.7 percent. China was one of the first economies to recover, at least, from the first wave of contagion, and managed to grow an estimated 1.5 percent in 2020, although for 2021 the large growth expectations (from the base effect) could be affected by resurgences of the illness in various regions of the country.

Restrictions imposed in many countries in the form of lockdowns and social distancing measures initially damaged most economic activities and, after the relaxation of such measures in the third quarter, sectors with greater contact between people, such as hospitality, catering and travel, to varying degrees.

Economic activity in the fourth quarter of 2020 was affected by new restrictions from the second wave of infections in Europe and the United States, although the fall will be less than the second quarter because in general interrupting business activity not related to hospitality, leisure and entertainment, and tourism has been avoided.

In an attempt to minimize structural damage to the economy, governments have established stimulus packages, especially to cover temporary lay-offs and to prevent them from becoming permanent, and have provided credit lines and guarantees to companies. In many countries, the government even joined the shareholding of companies that had national strategic interest, to guarantee their continued existence in the midst of a profound recession. Similarly, in some countries there were temporary tax cuts, and in others, aid plans with fiscal spending policies.

In a highly synchronized global effort, central banks all over the world have responded with significant

benchmark rate cuts and, in some cases, with quantitative easing programs through government or large corporate bond purchases. The result of these grand scale actions can be seen in the growth of the world money supply. This growth is expected to be sustained, both by continuing central banks' monetary aid programs as well as fiscal easing policies that will also extend for at least five years.

This notable monetary expansion is already stimulating a debate about whether certain inflationary factors could be strengthened in the coming quarters. They might not imply a significant increase in general inflation indices, at least as long as employment and salaries remain low, but they would produce certain asset price inflation, part of which can already be seen.

The following is an analysis of the most relevant markets in which MAPFRE operates.

Eurozone

In 2020, the Eurozone suffered an estimated 7.3 percent GDP contraction. Inflation closed the year in negative numbers (-0.3 percent, in December), thanks in large part to the lower energy and transport prices, while food and beverage inflation was positive. The European Central Bank (ECB), at its meeting in December, announced an additional 500 billion euros for the pandemic emergency purchase program, bringing the total to 1,850 billion euros. The European Union established a 750 billion-euro Recovery Plan to deal with the damage caused by the pandemic (NextGenEU), consisting in loans and direct aid, and which complement the new and larger European budget (Multiannual Financial Framework) of 1,074 billion euros, for a total of 1,824 billion euros. Further, in 2020, in addition to the pandemic and the fiscal and monetary measures to alleviate it, the European Union has had to move forward with Brexit negotiations, about which an agreement was finally reached in extremis.

The Euro Stoxx 50 index closed the year with a fall of 5.1 percent, reaching 3,553 points, due to the economic crisis, and the very composition of European indices, where banks, airlines, and utility companies have greater weight.

Spain

The Spanish economy contracted an estimated 11.3 percent in 2020, one of the largest contractions in

developed economies. There were two main factors – first, the severity of the restrictions imposed in April and May, and second, the economy’s great dependence not only on foreign tourism but also on hospitality.

A 6.1 percent recovery is expected for 2021, leaving GDP levels still below those of 2019. It is important to point out that the activation of the ERTE (temporary unemployment) mechanism and credit lines and guarantees have prevented the fall from being even greater. As such, 2021 will be a key year for the Spanish economy, where it will become clear which companies and business were able to survive in a context of reduced mobility and lower in-person spending.

Final inflation numbers for 2020 were negative (-0.5 percent). Unemployment went up to 16.4 percent (November).

The IBEX 35 index fell 15.5 percent in the year, closing at 8,074 points, hurt by banks, communications, energy and tourism-related companies.

United States

The United States economy fell an estimated 3.5 percent in 2020. Closings and restrictions have varied greatly from state to state. The government has activated extraordinary stimulus packages, including direct checks to households, which led to a strong recovery in retail sales and car sales recovering up to 90 percent of the regular activity. Leading activity indicators recovered significantly from minimums, but have still not returned to pre-crisis levels.

Inflation stood at 1.4 percent in December, but with great disparity in the different components.

The Federal Reserve has left interest rates stable at 0-0.25 percent since March, after two cuts, and has focused its policy on asset purchases, which have reached record proportions.

The dollar closed the year at 0.82 euros, depreciating 8.2 percent against the euro.

The S&P500 index closed the year with an increase of 16.3 percent, reaching 3,756 points, driven by technology companies.

Brazil

The Brazilian economy contracted an estimated 4.7 percent in 2020, with significant falls in both consumption and investment. The Brazilian government activated an important aid program for families (the so-called “coronavoucher”) for the amount of 322 billion

reales (4.5 percent of the GDP). This aid, along with lower mobility restrictions compared to other countries, have led to a lower fall in the Brazilian economy than in other countries.

Inflation in Brazil is on the rise and the Brazilian real depreciated 29 percent against the dollar in 2020, closing the year at 5.20 BRL/USD, supported in part by real negative interest rates and the increase in the money supply.

Regarding the stock market, the BOVESPA index closed the year at 119,017 points, with an increase of 2.9 percent in local currency in the year.

Mexico

Mexico has experienced one of the largest economic downturns in Latin America, and in general in the emerging world, with an estimated contraction of 9.0 percent in 2020. The Mexican economy already had problems before the beginning of the recession from the pandemic, with a downward trend in investment levels, which got worse in 2020 with the fall in spending and exports. Additionally, the very weak fiscal stimulus response marked a significant difference in economic performance in 2020 between this economy and, for example, that of Brazil, which is a difference that may be seen in the dynamism of economic recovery in 2021.

Inflation stood at around 3.2 percent at the close of 2020, and the official interest rate at 4.25 percent, putting real interest rates in positive territory. This will be favorable for the currency, which has been recovering after it hit lows in March. The Bank of Mexico, which lowered interest rates 300 basis points in 2020, is expected to maintain this for 2021, unless additional inflationary pressure arises.

The exchange rate has recovered substantially since lows of 25.35 MXN/USD in March, but closed the year depreciating 5.2 percent to 19.91 MXN/USD. On the other hand, the Mexican Stock Exchange went up 1.2 percent in the year in local currency.

Turkey

The Turkish economy grew 1.2 percent in 2020, as the spread of the pandemic occurred later than in other regions of the world. Therefore, performance in the first quarter was barely affected, and in the following quarters the impact was lower than that in Western European economies. However, toward the end of the year the number of cases began to go up, and looking toward the coming quarters, the containment measures and vaccine roll out will need to be monitored.

Inflation closed 2020 at 12 percent. The Central Bank lowered interest rates in the first half of the year, but

began raising them again in September, due to inflationary pressure and currency weakness, to 15 percent at the end of the year.

The Turkish lira depreciated 25 percent over the course of the year, reaching 7.44 TRY/USD at the end of the year.

The BIST30 stock index in Istanbul went up 17.8 percent in local currency in the year.

Main currencies compared to the euro

ITEM	Average Exchange Rate		Closing Exchange Rate	
	DECEMBER 2020	Var. DECEMBER 2020 vs. DECEMBER 2019	DECEMBER 2020	Var. DECEMBER 2020 vs. DECEMBER 2019
US dollar	0.87335	-2.3%	0.81860	-8.2%
Brazilian real	0.16746	-26.2%	0.15762	-28.9%
Turkish lira	0.12478	-20.9%	0.10997	-26.6%
Mexican peso	0.04102	-11.0%	0.04113	-12.8%
Colombian peso	0.00024	-12.8%	0.00024	-11.8%
Chilean peso	0.00110	-11.4%	0.00115	-2.7%
Peruvian sol	0.24887	-7.2%	0.22615	-16.0%
Argentine peso	0.00974	-34.6%	0.00974	-34.6%
Panamanian balboa	0.87080	-2.7%	0.81860	-8.2%
Dominican peso	0.01542	-11.3%	0.01406	-16.4%
Honduran lempira	0.03531	-3.4%	0.03393	-6.3%
Philippine peso	0.01747	0.6%	0.01705	-3.1%
Indonesian rupiah	0.00006	-4.5%	0.00006	-9.6%

4. Consolidated Result

Consolidated Revenue

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Total written and accepted premiums	23,043.9	20,482.2	-11.1%
Financial income from investments	3,287.5	2,437.3	-25.9%
Revenue from non-insurance entities and other revenue	2,140.8	2,499.7	16.8%
Total consolidated revenue	28,472.2	25,419.1	-10.7%

Figures in millions of euros

The Group's consolidated revenue reached 25.4 billion euros, with a decrease of 10.7 percent, mainly due to the fall in written premiums and lower financial income.

Premiums from direct insurance and accepted reinsurance, which represent a fundamental part of revenue, reached 20.5 billion euros, with a decrease of 11.1 percent, due in part to the effects on new business from the confinement of the population from COVID-19, and to the strong depreciation of the main currencies.

At constant exchange rates, and eliminating the effect on premiums from the two-year PEMEX policy (502.9 million dollars) that was issued in 2019, premiums would have only fallen 2.2 percent.

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

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Total written and accepted premiums	23,043.9	20,482.2	-11.1%
NON-LIFE	17,559.1	16,109.8	-8.3%
AUTO	6,639.1	5,601.3	-15.6%
GENERAL P&C	6,237.9	5,552.8	-11.0%
HEALTH & ACCIDENT	1,304.9	1,487.6	14.0%
OTHER NON LIFE	1,134.3	897.4	-20.9%
SUB-TOTAL NON LIFE INSURANCE	15,316.2	13,539.0	-11.6%
NON-LIFE REINSURANCE	4,987.8	5,132.9	2.9%
CONSOLIDATION ADJUSTMENTS	(2,744.9)	(2,562.1)	6.7%
LIFE	5,484.8	4,372.4	-20.3%
LIFE PROTECTION	2,326.7	2,036.5	-12.5%
LIFE SAVINGS	2,564.4	1,782.2	-30.5%
SUB-TOTAL LIFE INSURANCE	4,891.1	3,818.8	-21.9%
LIFE REINSURANCE	593.7	553.6	-6.8%

Figures in millions of euros

Written premiums in 2020 were affected by lower business volumes due to lower economic activity, by the depreciation of currencies in Latin America, the Turkish lira and the US dollar, as well as by the lack of incentives in Life Savings products.

Non-Life premiums went down 11.6 percent, marked primarily by lower issuing in the Auto and General P&C lines, the latter from the effect of PEMEX premiums. Written Auto premiums fell 15.6 percent, primarily as a result of lower issuing in Brazil, the United States, Turkey, Spain and Italy. Life insurance premiums fell 21.9 percent. Of these, Life Protection fell 12.5 percent, primarily from the currency effect in Brazil. Life Savings

premiums fell 30.5 percent, primarily from the fall of issuing in Spain, in a complicated economic environment for the sale of these products.

By Non-Life business type, Auto is the most important line, with over 5.6 billion euros in premiums. General P&C holds second place, with almost 5.6 billion euros. Health and Accident is in third place with nearly 1.5 billion euros in premiums and 14.0 percent growth thanks to Spain and the Dominican Republic as a result of the acquisition of the insurer MAPFRE Salud ARS.

Gross revenue from investments surpassed 2.4 billion euros, 25.9 percent less than the same period the

previous year. This fall comes primarily from Spain and Brazil.

In the case of Spain, the 430.3 million euro reduction in financial income is due, on one hand, to the fall in realized gains and lower yields, and on the other hand, to the absence of two large operations carried out in the previous year, and which were not repeated in 2020. In the case of Brazil, the fall in financial income of 137.3 million euros is due to a decrease in the income from returns on financial investments as a result of the fall in interest rates, in addition to the effect of currency depreciation.

Finally, other revenue, which mostly includes non-insurance activity and non-technical revenue, went up 16.8 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 2020, showing the various components of earnings and the comparison with the same period of the previous year.

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
I. REVENUE FROM INSURANCE BUSINESS	24,154.8	21,271.0	-11.9%
1. Premiums earned, net	19,172.9	16,701.6	
2. Revenue from investments	3,235.4	2,370.9	
3. Positive currency differences	1,589.2	2,042.9	
4. Other revenues	157.3	155.5	
II. INSURANCE BUSINESS EXPENSES	(22,621.1)	(19,934.2)	11.9%
1. Incurred claims for the year, net	(14,699.5)	(11,604.7)	
2. Net operating expenses	(5,108.3)	(4,687.1)	
3. Investment expenses	(847.5)	(1,062.3)	
4. Negative currency differences	(1,589.5)	(2,018.5)	
5. Other expenses and writedowns	(376.3)	(561.6)	
RESULT FROM THE INSURANCE BUSINESS	1,533.7	1,336.8	-12.8%
III. OTHER ACTIVITIES	(232.9)	(204.5)	
IV. RESULT ON RESTATEMENT OF FINANCIAL ACCOUNTS	(21.6)	(13.9)	
V. RESULT BEFORE TAXES	1,279.2	1,118.4	-12.6%
VI. TAX ON PROFITS	(323.9)	(297.7)	
VII. RESULT AFTER TAX	955.3	820.7	-14.1%
IX. RESULT FOR THE FINANCIAL YEAR	955.3	820.7	-14.1%
1. Attributable to non-controlling interests	346.0	294.1	
2. Attributable to the controlling company	609.2	526.5	-13.6%

Figures in millions of euros

Lower earned premiums to December come from the decrease in written premiums and the strong depreciation of some of the main currencies.

The fall in the heading for revenue from investments comes from lower income from financial investment returns due to the fall in rates, lower dividend payments and realized gains, as well as from the effect of currency depreciation.

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

The insurance business result reached over 1.3 billion euros, which is 12.8 percent less than the same period the previous year. An important part of this fall is explained by the extraordinary goodwill and intangible

asset write-off for attributable amount of 131.6 million euros.

Non-Life insurance business results reached 873.3 million euros, with a decrease of 5.0 percent compared to the same period the previous year mainly due to the extraordinary write-offs mentioned in the paragraph above. It is important to point out that Non-Life technical result improved thanks to the lower Auto and Health claims, offsetting the increase in losses in lines with COVID-19-related claims and lower financial income.

MAPFRE ESPAÑA continues to be the largest contributor to Group profits. Further, the positive rate of contribution to earnings from Non-Life businesses in local currency in BRAZIL is noteworthy. The UNITED STATES, LATAM NORTH and LATAM SOUTH improved

significantly despite unfavorable currency development. The UNITED STATES showed strong results growth, primarily due to the absence of weather-related events and the fall in claims frequency. EURASIA showed positive Non-Life business results that are much higher than the same period the previous year.

The effects of the confinement of the population because of the COVID-19 crisis have had an asymmetrical impact to date. It has had a positive effect on losses in Auto and Health in several countries – Spain, USA and Turkey – and a negative effect in general on the Commercial Multi-Risk and Burial lines.

The result of Reinsurance and of the Global Risks Unit was impacted by the effect of the earthquakes in Puerto Rico, the direct incurred losses from claims directly attributable to COVID-19, and in general by the negative development of large accepted reinsurance claims.

The Life technical-financial result reached 463.5 million euros, a 24.5 percent decrease compared to the same period the previous year. This decline is primarily due to Brazil, which shows a deterioration in this line from the Life Protection business coming from the bank channel,

from the increase in claims, as well as from the currency effect.

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

The result from other activities contributed a loss of 204.5 million euros. In 2019, a 75.6 million euro extraordinary provision was included in this heading, from goodwill write-offs for restructuring expenses for various MAPFRE ASISTENCIA subsidiaries.

The result before taxes stands at more than 1.1 billion euros, 12.6 percent less than the same period the previous year.

Tax on profits reached 297.7 million euros, with an 8.1 percent reduction compared to the close of the same period the previous year.

The accumulated attributable result to December 2020 reached 526.5 million euros, falling 13.6 percent.

5. Consolidated Balance Sheet

5.1. Balance Sheet

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Goodwill	1,773.2	1,409.8	-20.5%
Other intangible assets	1,526.9	1,370.3	-10.3%
Other fixed assets	265.5	238.9	-10.0%
Cash	2,537.5	2,418.9	-4.7%
Real estate	2,435.0	2,239.9	-8.0%
Financial investments	44,995.9	36,511.1	-18.9%
Other investments	1,044.1	1,220.8	16.9%
Unit-Linked investments	2,510.2	2,502.4	-0.3%
Participation of reinsurance in technical provisions	6,386.1	5,378.6	-15.8%
Receivables on insurance and reinsurance operations	4,879.4	4,489.5	-8.0%
Deferred taxes assets	307.0	221.7	-27.8%
Assets held for sale	264.2	8,159.5	--
Other assets	3,585.0	2,991.2	-16.6%
TOTAL ASSETS	72,509.9	69,152.6	-4.6%
Equity attributable to the Controlling company	8,854.3	8,536.0	-3.6%
Non-controlling interests	1,251.7	1,301.8	4.0%
Equity	10,106.0	9,837.8	-2.7%
Financial debt	2,973.7	2,993.6	0.7%
Technical provisions	51,031.6	41,692.6	-18.3%
Provisions for risks and expenses	709.3	582.6	-17.9%
Debt due on insurance and reinsurance operations	2,469.1	2,256.9	-8.6%
Deferred taxes liabilities	703.1	670.6	-4.6%
Liabilities held for sale	135.9	7,263.9	--
Other liabilities	4,381.2	3,854.7	-12.0%
TOTAL LIABILITIES	72,509.9	69,152.6	-4.6%

Figures in millions of euros

Total assets reached 69.2 billion euros at December 2020 and fell 4.6 percent compared to the close of the previous year. The most relevant changes are analyzed below:

- The depreciation of the main currencies in LATAM, the US dollar and the Turkish lira has a significant effect on the Group's balance sheet, and explains a large part of the variations at the close of December 2020.
- The fall in the heading for Goodwill is in part a result of the extraordinary goodwill write-off for the amount of 127.5 million euros.
- The inclusion of the insurer MAPFRE Salud ARS in the Dominican Republic in the consolidation scope has implied the incorporation of 68.8 million euros in financial investments and 47.6 million euros in technical provisions, and has also implied recording an intangible asset (VOBA) of 49.1 million euros.
- To December 31, 2020, the heading for assets held for sale reached 8.2 billion euros. In 2020, the following Group companies/operations have been reclassified in accounting to the heading "Assets held for sale":
 - Bankia MAPFRE Vida
 - Industrial RE
 - Rastreator and Preminen
 - MAPFRE Inmuebles' land for sale

Of these operations, the most relevant is Bankia MAPFRE Vida, the assets of which reach 7.7 billion euros. More information regarding this transaction is provided in section 2.2.2 herein.

- The fall in the headings for Financial Investments and Technical Provisions comes primarily from the reclassification of the assets and liabilities from the Bankia MAPFRE Vida operation to the lines held for sale, for the amount of 7.4 and 6.6 billion euros, respectively.
- 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

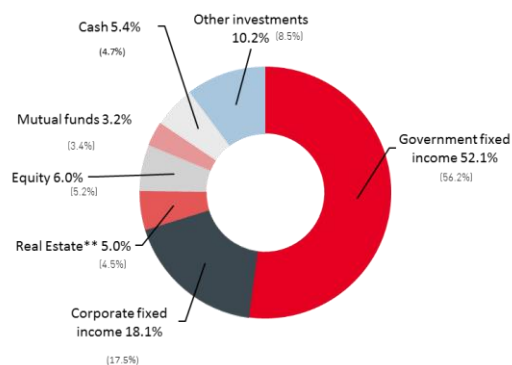
In the fourth quarter of the year, the recovery of the financial markets has been remarkable, especially in the stock markets. The elections in the United States, the announcement of the first vaccine, and the signing of the agreement for the United Kingdom to leave the European Union have all been a turning point for investors. While the different waves of contagion of COVID-19 continue creating questions about the intensity and speed of recovery, the macroeconomic foundations are still slightly better than expected. In large part, everything will depend on the speed of vaccinations.

With regard to the investment portfolio, we have continued actively managing the fixed income and equity portfolios, taking advantage of movements in the curve, primary market issuance and investing in those sectors and companies that are more attractive from a valuation perspective. The accounting reclassification of Group operations – mentioned in section 5.1 – as “Assets held for sale” is reflected both in the total volume of the investment portfolio as well as the weight of each type of asset, therefore government and corporate debt exposure has varied throughout the quarter from 55.9 percent and 18.5 percent to 52.1 percent and 18.1 percent, respectively. Equity and mutual fund exposure has gone up in the quarter, reflecting both the previously mentioned reclassification as well as market effects, going from 7.6 percent to 9.2 percent. The positive performance of all assets with the highest ESG (environmental, social and governance) ratings is also noteworthy. The MAPFRE Good Governance, European Equity and Inclusión Responsable funds have demonstrated exceptional performance in terms of

returns, as have the alternative investments that have been made in recent years in line with the investment plan.

Details of the investment portfolio by asset class to December 31 are given in the following chart:

Breakdown by asset class*



ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Government fixed income	30,088.8	23,396.0	-22.2%
Corporate fixed income	9,354.9	8,135.7	-13.0%
Real Estate**	2,435.0	2,239.9	-8.0%
Equity	2,761.0	2,694.9	-2.4%
Mutual funds	1,826.1	1,414.6	-22.5%
Cash	2,537.5	2,418.9	-4.7%
Other investments	4,519.4	4,593.1	1.6%
TOTAL	53,522.7	44,893.2	-16.1%

Figures in millions of euros

Figures from the previous year (December 2019) are in smaller text.

* At the close of December 2020, the Bankia MAPFRE Vida Investment portfolio has been reclassified to the category “Assets held for sale”, which explains in large part the changes compared to the previous year.

** “Real Estate” includes both investment property and real estate for own use (at net book value)

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

Breakdown of Fixed income portfolio to December 2020
by geographic area and by asset class

ITEM	Government	Total Corporate Debt	Total
Spain	12,761.1	1,595.8	14,357.0
Rest of Europe	4,401.2	3,317.5	7,718.7
United States	1,523.9	2,110.2	3,634.1
Brazil	2,244.7	1.9	2,246.6
Latin America - Other	1,697.1	742.4	2,439.5
Other countries	767.9	368.0	1,135.8
TOTAL	23,396.0	8,135.7	31,531.7

Figures in millions of euros

Approximately 2.4 billion euros in Italian sovereign debt is included in “Rest of Europe”.

The breakdown of corporate debt is as follows:

Total Corporate Debt	Corporate without collateral	Corporate with collateral	Total
Spain	1,058.3	537.5	1,595.8
Rest of Europe	3,082.3	235.2	3,317.5
United States	2,059.2	51.0	2,110.2
Brazil	1.9	0.0	1.9
Latin America - Other	690.1	52.3	742.4
Other countries	368.0	0.0	368.0
TOTAL	7,259.8	875.9	8,135.7

Figures in millions of euros

The classification of corporate debt by rating is as follows:

Rating	Δ %
AAA	8.9%
AA	20.8%
A	21.2%
BBB	33.4%
BB or lower and Unrated	15.7%
TOTAL	100.0%

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

- Those that aim for a strict immunization of 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 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)				
12.31.2020	7,458.2	1.68%	0.28%	8.58%
09.30.2020	7,398.3	1.70%	0.42%	8.21%
06.30.2020	7,150.7	1.78%	0.62%	8.22%
03.31.2020	6,849.3	1.89%	1.08%	8.03%
12.31.2019	7,271.9	1.95%	0.78%	8.25%
Life (IBERIA)				
12.31.2020	5,559.2	3.66%	-0.01%	7.10%
09.30.2020	6,618.9	3.56%	0.15%	6.72%
06.30.2020	6,561.6	3.56%	0.34%	6.77%
03.31.2020	6,584.5	3.51%	0.70%	6.81%
12.31.2019	6,821.6	3.53%	0.33%	6.89%

Figures in million euros

At December 31 2020, the unrealized capital gains on equity and mutual funds from IBERIA's and MAPFRE RE's freely actively managed portfolios reached 15 million euros (-84.7 million euros at the close of the third quarter).

5.3. Equity

Consolidated equity amounted to 9.8 billion euros at December 31, 2020, as compared to 10.1 billion euros at December 31, 2019. To December 31, 2020, 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 2.77 euros at December 31, 2020 (2.87 euros at December 31, 2019).

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

Equity attributable to the controlling Company

ITEM	DECEMBER 2019	DECEMBER 2020
BALANCE AT 12/31 PREVIOUS YEAR	7,993.8	8,854.3
Changes in accounting standards	(8.0)	0.0
Additions and deductions recognized directly in equity		
Financial assets available for sale	1,435.1	503.4
Currency conversion differences	35.7	(675.5)
Shadow accounting	(719.6)	(228.1)
Other	(4.9)	(8.3)
TOTAL	738.3	(408.5)
Result for the period	609.2	526.5
Dividends	(446.7)	(415.6)
Other changes in net equity	(40.3)	(20.7)
BALANCE AS AT PERIOD END	8,854.3	8,536.0

Figures in millions of euros

Equity attributable to the controlling Company at the close of December 2020 includes:

- An increase of 503.4 million euros in the market value of the financial assets available for sale portfolio, as a result of the increase in market value of the assets included in this portfolio, due to the positive development of the fixed income and equity markets in the fourth quarter of 2020, partially offset by shadow accounting for the negative amount of 228.1 million euros.
- A fall of 675.5 million euros from currency conversion differences, due to the depreciation of all currencies against the euro.
- Profits to December 2020.

- A reduction of 415.6 million euros, from the final dividend against the 2019 financial year, and the interim dividend for 2020, paid on June 25 and December 22, 2020, respectively.

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

ITEM	DECEMBER 2019	DECEMBER 2020
Capital, retained earnings and reserves	9,154.7	9,244.4
Treasury stock and other	(66.4)	(74.3)
Net capital gains	1,006.3	1,281.6
Unrealised gains (Available for sale portfolio)	3,565.2	4,068.6
Gains allocated to provisions	(2,558.9)	(2,787.0)
Currency conversion differences	(1,240.2)	(1,915.7)
Attributable equity	8,854.3	8,536.0

Figures in millions of euros

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

CURRENCY	DECEMBER 2019	DECEMBER 2020	VARIATION
US dollar	489.7	3012	(188.6)
Brazilian real	(648.1)	(944.6)	(296.6)
Venezuelan Bolivar	(420.5)	(423.3)	(2.8)
Turkish lira	(309.2)	(345.9)	(36.7)
Argentine peso	(117.5)	(1218)	(4.3)
Mexican peso	(103.7)	(140.9)	(37.2)
Colombian peso	(42.4)	(62.6)	(20.2)
Indonesian rupiah	(7.8)	(17.4)	(9.6)
Other currencies	(80.7)	(160.3)	(79.6)
Total	(1,240.2)	(1,915.7)	(675.5)

Figures in millions of euros

Dividends upstreamed from subsidiaries

At the close of December, 539.9 million euros in dividends have been upstreamed from subsidiaries, with noteworthy contributions from Spain (388.1 million euros), USA (57.3 million euros) and Brazil (51.8 million 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, until the close of the 2019 accounting year, consisted of recording in Reserves the

accounting effects of both the adjustment for inflation as well as the currency conversion differences generated from the conversion to euros of the restated financial statements of subsidiaries in these countries. While this criteria was accepted by market regulators in previous years, in response to a recently opened request, the IFRIC (International Financial Reporting Interpretations Committee) considered this abovementioned policy to be in need of review. As a result, the Group proceeded to change the criteria at the quarterly close of March 2020, and adopted one of the criteria proposed by the IFRIC, therefore recording the accounting effects from inflation adjustments and from currency conversion differences in Equity, with both recycled in P&L. The adoption of the new accounting treatment led to the reclassification of the net amount of the effects of restatement for inflation and currency conversion to the Equity heading for “Currency Conversion Differences”. The amounts included in the last two years from these effects are the following:

ITEM	DEC 2018	Var. 2019	DEC 2019	Var. 2020	DEC 2020
Restatement for inflation	542.8	22.0	564.8	17.7	582.5
Currency conversion differences	(1,070.8)	(32.0)	(1,102.8)	(24.8)	(1,127.6)
Net	(528.0)	(10.0)	(538.0)	(7.1)	(545.1)

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		Attrib. Net Equity	
	DEC 2019	DEC 2020	DEC 2019	DEC 2020
Argentina	(11.6)	(9.2)	49.1	54.9
Venezuela	(10.1)	(4.7)	6.3	6.9
Total	(21.6)	(13.9)	55.5	61.8

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 companies, and the Life provisions of multiline 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 2019	DECEMBER 2020	Δ %
Life technical provisions	30,547.9	22,500.7	-26.3%
Pension funds	5,479.1	5,754.9	5.0%
Mutual funds and other	4,636.1	4,533.8	-2.2%
Subtotal	40,663.0	32,789.3	-19.4%

Figures in millions of euros

Changes in managed savings with respect to December of the previous year reflect the decrease in Life technical provisions, as a result of the reclassification of technical provisions from Bankia MAPFRE Vida to liabilities held for sale.

In pension funds, the sales activity of MAPFRE Inversión and of the sales network in Spain stand out with contributions and external inflows surpassing withdrawals and external outflows at the close of December 2020, for the amount of 124.7 million euros. Additionally, investment funds also had positive net contributions for the amount of 194.2 million euros.

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

Assets under management

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Investment portfolio	53,522.7	44,893.2	-16.1%
Pension funds	5,479.1	5,754.9	5.0%
Mutual funds and other	4,636.1	4,533.8	-2.2%
TOTAL	63,637.8	55,181.8	-13.3%

Figures in millions of euros

The variations in assets under management compared to December of the previous year shows the decline in the investment portfolio as a result of the accounting reclassification of financial investments from Bankia MAPFRE Vida to the heading Assets held for sale.

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 each business unit:

Key Figures

AREA / BUSINESS UNIT	Premiums			Attributable result			Combined ratio	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020
IBERIA	7,717.8	6,998.9	-9.3%	497.8	453.3	-8.9%	94.4%	92.0%
LATAM	7,547.3	6,110.5	-19.0%	214.9	229.7	6.9%	94.4%	89.8%
INTERNATIONAL	4,027.3	3,581.3	-11.1%	93.7	107.4	14.6%	102.3%	98.1%
TOTAL INSURANCE	19,292.4	16,690.7	-13.5%	806.4	790.5	-2.0%	96.5%	92.9%
REINSURANCE AND GLOBAL RISKS	5,580.5	5,686.5	1.9%	57.5	16.9	-70.7%	101.0%	100.6%
ASSISTANCE	861.0	618.9	-28.1%	(88.0)	(20.6)	76.6%	103.3%	98.4%
Holdings and consolidation adjustments	(2,690.0)	(2,513.9)	6.5%	(166.7)	(260.2)	-56.1%	--	--
MAPFRE S.A.	23,043.9	20,482.2	-11.1%	609.2	526.5	-13.6%	97.6%	94.8%

Figures in millions of euros

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 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020
IBERIA	7,717.8	6,998.9	-9.3%	497.8	453.3	-8.9%	94.4%	92.0%	12.6%	10.6%
SPAIN*	7,582.3	6,862.1	-9.5%	488.7	445.2	-8.9%	94.4%	91.9%	12.7%	10.7%
PORTUGAL	135.4	136.8	1.0%	9.1	8.1	-10.6%	95.9%	95.4%	8.3%	6.4%

Figures in millions of euros

* VERTI Spain premiums reached 84.4 million euros (+6 percent). The net result reached 9.1 million euros (-1.6 million euros in 2019).

Breakdown by key lines:

ITEM	Premiums			Attributable result			Combined ratio	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020
LIFE	2,425.1	1,676.9	-30.9%	178.6	140.8	-21.2%	--	--
LIFE PROTECTION	470.0	476.8	1.5%	69.3	94.9	37.0%	--	--
LIFE SAVINGS	1,955.1	1,200.1	-38.6%	70.0	43.9	-37.2%	--	--
AUTO	2,313.6	2,234.6	-3.4%	154.9	249.0	60.8%	93.7%	84.9%
GENERAL P&C	2,036.7	2,134.0	4.8%	91.5	27.0	-70.4%	96.3%	100.8%
HEALTH & ACCIDENT	692.2	714.7	3.3%	39.8	45.7	14.9%	94.4%	93.1%

Figures in millions of euros

IBERIA premiums

Premiums in IBERIA fell 9.3 percent. Non-Life premiums grew 0.6 percent and reflect the positive development of the Health, Condominiums, Homeowners, and Commercial business.

Life premiums went down 30.9 percent, primarily due to the low interest rate environment which complicates selling savings insurance policies, where there is a 755.0 million euros fall in premiums, from the cancellation of the sale of certain products.

Regarding the SANTANDER MAPFRE operation, written premiums at the close of December 2020 reached 18.5 million euros.

MAPFRE ESPAÑA adopted client support measures amounting to 55.5 million euros through the application of premium discounts on renewal for the self-employed and SMEs, corresponding to the period of inactivity from the COVID-19 crisis.

IBERIA result

IBERIA's pre-tax results reached 710.2 million euros, which implies a 1.2 percent increase compared to 2019.

IBERIA's attributable result reached 453.3 million euros with a decline of 8.9 percent compared to the same period the previous year.

The technical result of Non-Life business is very positive and maintains an excellent combined ratio, which to December 2020 stood at 92.0 percent. The effects of the confinement of the Spanish population from COVID-19 have had an asymmetrical effect, with a positive effect on losses in Auto and Health lines, and a negative effect on the Commercial Multi-Risk and Burial lines.

The Life business technical-financial result shows positive development primarily due to the favorable performance of the result of MAPFRE VIDA Individual and Bankia MAPFRE Vida.

At the close of December 2020, 57.8 million euros in financial gains, net of losses, were recorded (117.7 million as of December 2019).

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

MAPFRE ESPAÑA – Key figures

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Gross written and accepted premiums	5,245.1	5,279.0	0.6%
Net premiums earned	4,435.3	4,423.2	-0.3%
Gross result	334.4	339.5	1.5%
Tax on profits	(73.3)	(82.0)	
Non-controlling interests	1.5	2.6	
Attributable net result	262.5	260.1	-0.9%
Combined ratio	95.1%	92.7%	-2.4 p.p.
Expense ratio	21.2%	22.8%	1.6 p.p.
Loss ratio	73.9%	69.9%	-4.0 p.p.

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Investments, real estate and cash	7,093.0	7,147.1	0.8%
Technical provisions	6,279.8	6,322.1	0.7%
Shareholders' equity	2,498.9	2,590.7	3.7%
ROE	11.2%	10.2%	-1.0 p.p.

Figures in millions of euros

MAPFRE ESPAÑA – Auto

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Gross written and accepted premiums	2,313.6	2,234.6	-3.4%
Net premiums earned	2,061.5	2,014.8	-2.3%
Result before tax	205.7	329.8	60.3%
Non-Life Loss Ratio	76.9%	66.2%	-10.7 p.p.
Non-Life Expense Ratio	16.8%	18.7%	2.0 p.p.
Non-Life Combined Ratio	93.7%	84.9%	-8.8 p.p.
Number of vehicles insured (units)	5,896,758	5,988,341	1.6%

Figures in millions of euros

Auto premiums (including VERTI, SEGUROS GERAIS PORTUGAL and SANTANDER MAPFRE) fell 3.4 percent. Personal Auto premiums in MAPFRE ESPAÑA fell 3.4 percent and premiums in Fleets fell 6.7 percent.

The Auto combined ratio went down and stands at 84.9 percent due to a 10.7 percentage point decrease in the loss ratio.

MAPFRE ESPAÑA – General P&C

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Gross written and accepted premiums	2,036.7	2,134.0	4.8%
Net premiums earned	1,539.0	1,561.9	1.5%
Result before tax	121.5	32.5	-73.2%
Non-Life Loss Ratio	69.6%	72.7%	3.2 p.p.
Non-Life Expense Ratio	26.8%	28.1%	1.3 p.p.
Non-Life Combined Ratio	96.3%	100.8%	4.5 p.p.

Figures in millions of euros

General P&C business volume reflects the solid performance of the majority of retail Non-Life lines. At the close of December, accumulated growth in the

Homeowners business reached 4.0 percent, and 6.5 percent in Condominiums. Commercial lines experienced an increase in written premiums of 5.7 percent. There has been a strong increase in losses in the Burial line, where the combined ratio reached 115.3 percent, from the increase in mortality from the COVID-19 crisis, which, along with aid to SMEs in the context of COVID-19, caused a very relevant reduction in the result.

MAPFRE ESPAÑA – Health & Accident

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Gross written and accepted premiums	599.6	629.4	5.0%
Net premiums earned	594.2	624.3	5.1%
Result before tax	28.2	36.4	28.9%
Non-Life Loss Ratio	79.1%	76.8%	-2.3 p.p.
Non-Life Expense Ratio	18.1%	19.0%	0.9 p.p.
Non-Life Combined Ratio	97.2%	95.9%	-1.4 p.p.

Figures in millions of euros

Health and Accident premiums maintained their strong rate of growth, reaching 5.0 percent over the same period in the previous year. The combined ratio shows a decrease compared to the same period of the previous year, reaching 95.9 percent.

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

MAPFRE VIDA – Key Figures

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Gross written and accepted premiums	2,472.9	1,720.1	-30.4%
Gross result	367.6	371.3	1.0%
Tax on profits	(48.2)	(81.7)	
Non-controlling interests	(83.3)	(96.3)	
Attributable net result	236.0	193.3	-18.1%

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Investments, real estate and cash	26,419.1	18,790.7	-28.9%
Shareholders' equity	1,690.0	1,778.4	5.2%
ROE	14.6%	11.1%	-3.5 p.p.
Technical financial Margin	1.4%	1.6%	0.2 p.p.

Figures in millions of euros

MAPFRE VIDA – Premium breakdown

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
- Agent channel	1,811.7	1,275.9	-29.6%
- Bank channel	661.2	444.2	-32.8%
BANKIA MAPFRE VIDA	267.3	178.9	-25.2%
BANKINTER SEG DE VIDA	332.0	224.4	-32.4%
CAJA CASTILLA LA MANCHA	61.9	40.9	-33.9%
TOTAL PREMIUMS	2,472.9	1,720.1	-30.4%
- Life-Savings	1,916.6	1,166.6	-39.1%
- Life-Protection	463.7	468.2	1.0%
- Accident	92.6	85.3	-7.9%

Figures in millions of euros

MAPFRE VIDA business went down 30.4 percent due to the fall in Life Savings business, from lower sales in both the agent and bank channel. The Life Savings business is conditioned by a low interest rate environment that highly complicates taking out policies. The positive development of the Life Protection business is noteworthy, growing 1.0 percent.

MAPFRE VIDA's result before taxes grew 1 percent, with its attributable result reaching 193.3 million euros, 18.1 percent lower than the same period the previous year. This fall is a result of recording a fiscal benefit in 2019 for the tax deductions from previous years, which was recorded in 2019, once the fiscal documentation was obtained from third parties.

MAPFRE INVERSIÓN activity is consolidated in MAPFRE VIDA accounts. Its attributable result, to December 31, 2020, reached 36.4 million euros (41.9 million euros to December 2019).

MAPFRE VIDA – Managed savings

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Technical provisions	23,327.0	16,439.8	-29.5%
MAPFRE VIDA	14,005.8	14,224.4	1.6%
BANKIA MAPFRE VIDA	7,059.1	--	--
BANKINTER SEGUROS DE VIDA	1,417.7	1,434.9	1.2%
CAJA CASTILLA LA MANCHA	844.4	780.6	-7.6%
Mutual funds and other	3,597.8	3,875.8	7.7%
Pension funds	5,479.1	5,754.9	5.0%
MAPFRE AM	2,482.8	2,633.7	6.1%
OTHER	2,996.3	3,121.2	4.2%
TOTAL MANAGED SAVINGS	32,403.9	26,070.6	-19.5%

Figures in millions of euros

BANKIA MAPFRE VIDA, a subsidiary owned 51 percent by MAPFRE VIDA and 49 percent by Bankia, has carried out a merger by absorption of the entities CAJA GRANADA VIDA and CAJAMURCIA VIDA. In order to integrate the corporate assets of the companies being absorbed, it has carried out a capital increase and share premium, which has been fully paid-up through the contribution by MAPFRE VIDA and Bankia of the net equity of CAJA GRANADA VIDA and CAJAMURCIA VIDA.

The fall in financial investments and technical provisions comes primarily from the reclassification of assets and liabilities from the Bankia MAPFRE Vida operation to the heading Held for sale.

6.1.2. LATAM

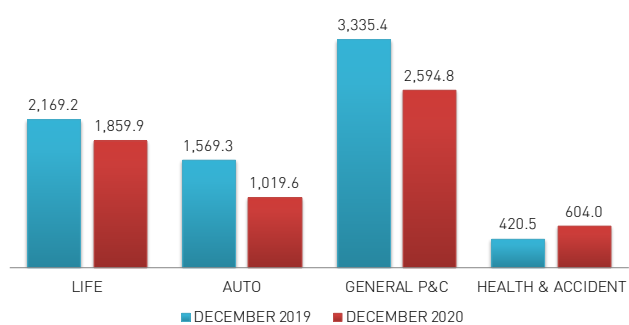
This territorial area comprises the regional areas of BRAZIL, LATAM NORTH, and LATAM SOUTH.

Information by region

REGION	Premiums			Attributable result			Combined ratio		ROE	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020
BRAZIL	3,977.5	3,085.4	-22.4%	97.0	101.5	4.6%	92.2%	87.6%	9.6%	11.3%
LATAM NORTH	1,973.1	1,574.6	-20.2%	63.1	69.7	10.4%	94.7%	90.5%	15.2%	15.8%
LATAM SOUTH	1,596.7	1,450.5	-9.2%	54.8	58.5	6.8%	100.0%	93.9%	9.8%	10.3%

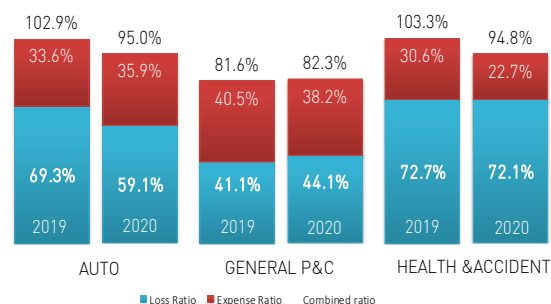
Figures in millions of euros

Written premiums in key lines

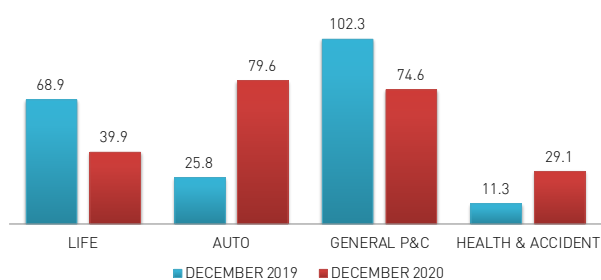


Figures in millions of euros

Combined Ratio of key lines to December 2019 and 2020



Attributable result in key lines



Figures in millions of euros

BRAZIL

This regional area encompasses the insurance activity in Brazil.

Key figures

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Gross written and accepted premiums	3,977.5	3,085.4	-22.4%
- Non-Life	2,475.0	1,875.9	-24.2%
- Life	1,502.5	1,209.5	-19.5%
Net premiums earned	3,217.7	2,328.5	-27.6%
Gross result	476.3	369.5	-22.4%
Tax on profits	(149.7)	(100.1)	
Non-controlling interests	(229.7)	(167.9)	
Attributable net result	97.0	101.5	4.6%
Combined ratio	92.2%	87.6%	-4.6 p.p.
Expense ratio	37.0%	36.6%	-0.5 p.p.
Loss ratio	55.1%	51.1%	-4.1 p.p.

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Investments, real estate and cash	3,756.6	2,623.1	-30.2%
Technical provisions	4,777.7	3,416.5	-28.5%
Shareholders' equity	1,011.8	782.7	-22.6%
ROE	9.6%	11.3%	1.7 p.p.

Figures in millions of euros

Breakdown by key lines:

ITEM	Premiums			Attributable result			Combined ratio	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020
LIFE	1,502.5	1,209.5	-19.5%	50.9	31.3	-38.6%	--	--
LIFE PROTECTION	1,400.4	1,130.1	-19.3%	48.8	26.7	-45.3%	84.0%	88.1%
LIFE SAVINGS	102.1	79.3	-22.3%	(3.7)	0.1	101.8%	--	--
AUTO	842.7	443.5	-47.4%	(18.8)	14.8	178.9%	107.5%	100.2%
GENERAL P&C	1,629.6	1,431.9	-12.1%	66.6	43.8	-34.3%	77.9%	79.3%

Figures in millions of euros

Premiums

Written premiums fell 22.4 percent in euros, while in Brazilian reals they showed 5.1 percent growth. The fall in issuing in euros is due to the 26.2 percent depreciation of the real compared to the last year.

In Brazilian reals, the Brasil Seg (Banco do Brasil) channel grew 14.8 percent, with good Agro business performance, which went up 22.7 percent, and Life Protection increased 12.2 percent in premiums. The MAPFRE channel fell 5.3 percent, highly affected by the fall in premiums in the Auto line which decreased 27.7 percent in reals. The positive growth in reals in the Industrial Risk, Agro and Transport lines is noteworthy.

Result

The development of the attributable result in Brazil at the close of December 2020 has been very satisfactory, reaching 101.5 million euros and 4.6 percent growth. The increase in the result comes from the notable

improvement in the Auto result compared to the previous year, with the combined ratio going from 107.5 to 100.2 percent, as a result of the fall in claims from the lower use of vehicles, due to the restrictions on movement from the COVID-19 crisis.

The Agro, General P&C, and Life Protection businesses continue to contribute very positively to the result.

At the close of December, there was a decline in financial income from investments due to the reduction in official interest rates in Brazil, which is partially offset with important positive exchange differences, from the positions held in dollars in the year.

It is important to point out that the Life Savings line is at breakeven at the close of the year. This business primarily corresponds to Previdencia insurance (Pensions).

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 2019	DECEMBER 2020	Δ %
Gross written and accepted premiums	1,973.1	1,574.6	-20.2%
- Non-Life	1,547.7	1,150.6	-25.7%
- Life	425.4	424.1	-0.3%
Net premiums earned	974.7	1,119.4	14.8%
Gross result	100.5	114.5	13.9%
Tax on profits	(24.9)	(29.0)	
Non-controlling interests	(12.5)	(15.8)	
Attributable net result	63.1	69.7	10.4%
Combined ratio	94.7%	90.5%	-4.2 p.p.
Expense ratio	31.2%	26.6%	-4.6 p.p.
Loss ratio	63.5%	63.8%	0.3 p.p.

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Investments, real estate and cash	1,454.1	1,531.0	5.3%
Technical provisions	1,748.9	1,521.6	-13.0%
Shareholders' equity	438.4	445.6	1.6%
ROE	15.2%	15.8%	0.6 p.p.

Figures in millions of euros

Breakdown of key countries

COUNTRY	Premiums			Attributable result			Combined ratio	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020
MEXICO	1,324.8	771.2	-41.8%	25.1	31.0	23.6%	98.1%	92.2%
DOMINICAN REP.	149.4	324.8	117.4%	11.7	12.6	7.6%	86.2%	90.8%
PANAMA	223.0	212.2	-4.8%	7.0	10.5	50.2%	95.4%	89.2%
HONDURAS	79.0	72.7	-8.0%	6.2	3.9	-37.3%	87.1%	83.1%
GUATEMALA	74.3	77.8	4.8%	6.3	5.7	-9.3%	87.5%	84.9%

Figures in millions of euros

Breakdown by key lines of business

ITEM	Premiums			Attributable result			Combined ratio	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020
LIFE	425.4	424.1	-0.3%	15.3	5.6	-63.4%	--	--
LIFE PROTECTION	263.4	229.3	-12.9%	12.5	3.6	-71.1%	95.1%	103.2%
LIFE SAVINGS	162.1	194.8	20.2%	2.8	2.0	-29.0%	--	--
AUTO	298.6	230.7	-22.8%	20.3	29.3	44.3%	94.1%	87.2%
GENERAL P&C	992.9	468.6	-52.8%	14.8	20.8	40.6%	93.0%	82.6%
HEALTH & ACCIDENT	248.5	455.9	83.5%	9.5	16.9	78.1%	96.7%	94.4%

Figures in millions of euros

Premiums

Premiums in the region went down 20.2 percent compared to the same period the previous year, due primarily to booking in June 2019 the two-year PEMEX policy, for the amount of 502.9 million dollars, and to currency depreciation in the region. Eliminating the effect of this policy, premiums in the region would have grown 3.4 percent. This growth is mainly due to positive performance in the Dominican Republic (145.3 percent growth in local currency) from the incorporation of MAPFRE Salud ARS and the growth in Guatemala (8.1 percent in local currency) and El Salvador (3.2 percent in local currency).

Premiums from the Life line are stable, with noteworthy positive development in the Life Savings line, where premiums grew 20.2 percent, thanks to the positive performance in Mexico in this line, from the distribution agreement with Actinver signed in 2019 and from the growth of the Unit Linked business. On the other hand, other business lines, like Auto, went down 22.8 percent, and General P&C, which, eliminating the effect of the PEMEX policy in 2019, went down 13.7 percent.

From the beginning of 2020, the acquired company MAPFRE Salud ARS in the Dominican Republic was included in the consolidation scope. Accumulated to December, premiums contributed by this company to the consolidated Group reached 193.6 million euros.

Result

There was an important improvement in results in the LATAM NORTH region, supported by the favorable development of business in Mexico. This region increased its results by 10.4 percent, going from a combined ratio of 94.7 percent to 90.5 percent, on the back of the solid performance of the P&C (General Insurance and Industrial Risks), Automobile and Health businesses, thanks to a significant decrease in claims in these lines.

There was very positive development of the result in the Central America region, specifically in Panama and the Dominican Republic, where MAPFRE Salud ARS contributed an accumulated attributable result of 6.4 million euros to December.

LATAM SOUTH

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

Key figures

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Gross written and accepted premiums	1,596.7	1,450.5	-9.2%
- Non-Life	1,355.4	1,224.2	-9.7%
- Life	241.3	226.3	-6.2%
Net premiums earned	929.0	757.5	-18.5%
Gross result	80.7	84.6	4.8%
Tax on profits	(18.7)	(20.8)	
Non-controlling interests	(7.2)	(5.3)	
Attributable net result	54.8	58.5	6.8%
Combined ratio	100.0%	93.9%	-6.0 p.p.
Expense ratio	36.8%	38.4%	1.6 p.p.
Loss ratio	63.2%	55.5%	-7.6 p.p.

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Investments, real estate and cash	2,005.9	1,995.6	-0.5%
Technical provisions	3,684.0	3,305.0	-10.3%
Shareholders' equity	558.5	578.5	3.6%
ROE	9.8%	10.3%	0.5 p.p.

Figures in millions of euros

Breakdown of key countries

COUNTRY	Premiums			Attributable result			Combined ratio	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020
COLOMBIA	379.9	293.0	-22.9%	5.2	9.8	87.3%	99.6%	96.8%
PERU	551.7	507.3	-8.0%	29.2	26.2	-10.3%	97.2%	88.5%
ARGENTINA	170.7	140.8	-17.5%	4.9	6.9	40.8%	107.2%	102.0%
CHILE	276.0	311.6	12.9%	5.5	4.1	-26.5%	104.7%	98.7%
URUGUAY	93.9	91.4	-2.6%	3.7	4.7	27.6%	95.1%	94.1%
PARAGUAY	69.5	60.0	-13.7%	6.9	7.2	4.7%	90.8%	88.0%

Figures in millions of euros

Breakdown by key lines of business

ITEM	Premiums			Attributable result			Combined ratio	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020
LIFE	241.3	226.3	-6.2%	2.6	3.1	16.0%	--	--
LIFE PROTECTION	166.9	175.4	5.1%	(3.4)	0.4	112.8%	111.7%	108.2%
LIFE SAVINGS	74.4	50.9	-31.5%	5.6	2.1	-61.9%	--	--
AUTO	427.9	345.4	-19.3%	24.3	35.4	45.6%	99.1%	92.5%
GENERAL P&C	712.9	694.4	-2.6%	20.9	10.0	-52.1%	96.4%	98.9%
HEALTH & ACCIDENT	171.1	147.6	-13.7%	3.5	12.1	251.2%	111.8%	96.1%

Figures in millions of euros

Premiums

In general, issuing in local currency grew at a good rate in several countries in the region: Argentina (26.1 percent), Uruguay (17.3 percent), and Chile (27.4 percent), while Peru, Colombia, Paraguay and Ecuador went down.

By line of business, the Life Protection line stands out with a 5.1 percent improvement in premium issuing, which comes from operations carried out through the bancassurance channel in Peru, while the General P&C, Life Savings, Auto, and Health lines show declines compared to the same period the previous year.

Result

To the close of December 2020, LATAM SOUTH had an attributable result of 58.5 million euros, with a 6.8 percent improvement. The Non-Life combined ratio stands at 93.9 percent, lower than the same period the previous year, due to favorable development of losses in Auto and Health.

By country, Peru is the highest contributor to results in the region, with 26.2 million euros. Colombia closed the year with a profit of 9.8 million euros from the positive development of Non-Life business, which implies a significant improvement compared to the same period the previous year. The rest of the countries show improved results, with the exception of Chile.

By line of business, the 45.6 percent improvement in the Auto line stands out, as does the extraordinary improvement in the Health line, while the General P&C line results fall.

6.1.3. INTERNATIONAL

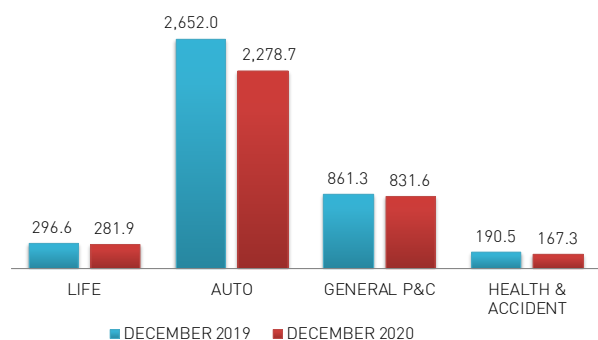
This territorial area comprises NORTH AMERICA and EURASIA.

Information by region

REGION	Premiums			Attributable result			Combined ratio		ROE	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020
NORTH AMERICA	2,331.7	2,097.9	-10.0%	78.6	76.3	-3.0%	100.4%	97.7%	6.0%	5.6%
EURASIA	1,695.5	1,483.4	-12.5%	15.1	31.1	106.3%	106.1%	98.9%	2.2%	4.4%

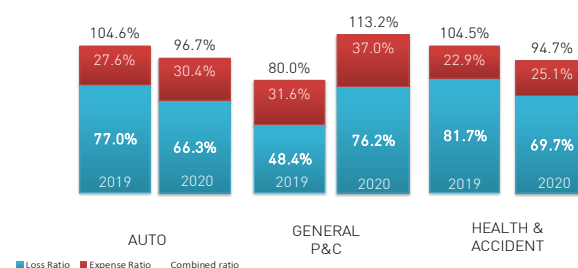
Figures in millions of euros

Written premiums in key lines

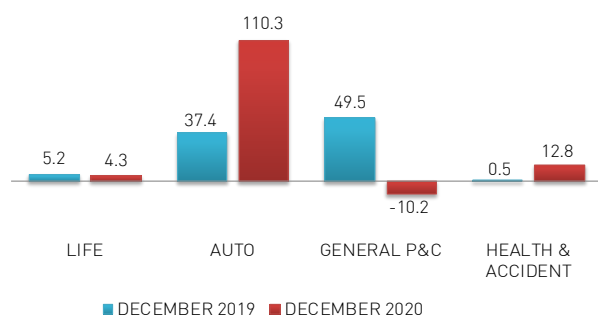


Figures in millions of euros

Combined ratio of key lines to September 2019 and 2020



Attributable result in key lines



Figures in millions of euros

NORTH AMERICA

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

Key figures

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Gross written and accepted premiums	2,331.7	2,097.9	-10.0%
Net premiums earned	1,850.6	1,613.4	-12.8%
Gross result	106.9	94.8	-11.3%
Tax on profits	(28.2)	(18.5)	
Non-controlling interests	0.0	0.0	
Attributable net result	78.6	76.3	-3.0%
Combined ratio	100.4%	97.7%	-2.7 p.p.
Expense ratio	28.5%	32.6%	4.1 p.p.
Loss ratio	71.8%	65.1%	-6.8 p.p.

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Investments, real estate and cash	2,459.8	2,388.6	-2.9%
Technical provisions	2,836.9	2,452.4	-13.6%
Shareholders' equity	1,362.5	1,343.4	-1.4%
ROE	6.0%	5.6%	-0.4 p.p.

Figures in millions of euros

Breakdown by country / region

COUNTRY	Premiums			Attributable result			Combined ratio	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020
UNITED STATES	1,950.0	1,743.3	-10.6%	57.2	78.1	36.6%	101.8%	96.6%
Northeast	1,686.2	1,562.1	-7.4%	78.0	110.5	41.6%	99.3%	92.4%
West	125.5	93.9	-25.1%	5.3	12.7	141.1%	101.9%	89.0%
Exit states*	134.9	83.9	-37.8%	(11.9)	(31.6)	-165.5%	--	--
Verti	3.4	3.4	--	(14.2)	(13.4)	5.5%	--	--
PUERTO RICO	381.7	354.6	-7.1%	21.5	(1.8)	-108.4%	90.5%	104.6%

Figures in millions of euros

*Includes businesses or states that are not part of MAPFRE's long-term strategic path in the United States

Breakdown by key lines

ITEM	Premiums			Attributable result			Combined ratio	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020
LIFE	4.4	2.3	-48.3%	1.1	0.9	-16.6%	--	--
AUTO	1,550.5	1,350.7	-12.9%	26.2	79.9	--	104.0%	96.0%
GENERAL P&C	717.8	696.4	-3.0%	45.6	(10.7)	-123.5%	74.8%	114.5%
HEALTH & ACCIDENT	56.3	50.2	-10.8%	(1.4)	3.7	--	102.6%	91.9%

Figures in millions of euros

Premiums

At the close of December, premiums in NORTH AMERICA registered a 10.0 percent decrease. Written premiums in dollars in NORTH AMERICA is 7.9 percent lower compared to the same period the previous year. Lower issuing in the United States is a consequence of the still slow process of commercial reactivation after the strict measures of technical control implemented in the last two years, as well as the impact of the measures restricting personal movement from the COVID-19 crisis.

In the United States, because of the COVID-19 crisis, in the second quarter of the year a financial aid program was established for clients, equivalent to 15 percent of the monthly premium, effective in April and May. This program was applied in all states where MAPFRE USA has underwritten Retail Auto business, and has had a total impact on premiums of 31.8 million euros at the close of 2020.

Puerto Rico has 7.1 percent lower issuing than the previous year, as a result of the non-renewal of certain Condominium and Auto policies.

Result

The result in NORTH AMERICA to December 31, 2020 shows negative development compared to the same date the previous year, reaching 76.3 million euros, 3.0 percent lower than the same period the previous year, though it is important to highlight the improvement in the underwriting result and the reduction in the loss ratio in Auto from a decline in frequency from the lower use of vehicles, with the combined ratio down from 104.0 to 96.0 percent.

The United States had a profit of 78.1 million euros, which is a significant improvement compared to the results from the previous year. It is important to point out the absence of weather-related events to the close of 2020. It is important to keep in mind that a pre-tax gain of 19.6 million dollars was recorded in the first quarter of the year, from the sale of a building in Boston, and that, in the second half of the year, an impairment of 32.4 million euros in intangible assets was booked in relation to transactional information systems software, which is undergoing a technological update.

The Northeast region stands out for its improved profitability, surpassing 110 million euros in profit and consolidating itself as the core region with more than 90 percent of the premiums. The West also stands out, with great improvement in the result thanks to the contribution of California business.

Regarding geographic presence, the Group continues reducing operations in those states where profits or size do not meet expectations. Operations in Arizona, Pennsylvania (excluding VERTI) and Florida are in this situation. The increase in losses from the so-called Exit States primarily corresponds to commercial lines in the state of Florida.

Puerto Rico has losses of 1.8 million euros, as a result of the earthquakes that took place in January and May, which have had an impact of 35.9 million euros, net of reinsurance and before taxes (28.4 million euros, net of taxes).

EURASIA

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

Key figures

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Gross written and accepted premiums	1,695.5	1,483.4	-12.5%
- Non-Life	1,403.3	1,203.8	-14.2%
- Life	292.3	279.7	-4.3%
Net premiums earned	1,251.8	1,097.9	-12.3%
Gross result	31.4	59.8	90.6%
Tax on profits	(6.5)	(17.5)	
Non-controlling interests	(9.7)	(11.2)	
Attributable net result	15.1	31.1	106.3%
Combined ratio	106.1%	98.9%	-7.2 p.p.
Expense ratio	26.1%	27.0%	0.9 p.p.
Loss ratio	80.0%	71.9%	-8.1 p.p.

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Investments, real estate and cash	4,304.2	4,244.2	-1.4%
Technical provisions	4,412.9	4,268.1	-3.3%
Shareholders' equity	709.5	713.7	0.6%
ROE	2.2%	4.4%	2.2 p.p.

Figures in millions of euros

Breakdown by country

COUNTRY	Premiums			Attributable result			Combined ratio	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020
TURKEY	448.3	325.4	-27.4%	7.2	16.2	125.8%	113.5%	103.1%
ITALY	470.9	392.0	-16.8%	(1.5)	0.9	158.3%	106.0%	99.8%
GERMANY	342.7	361.3	5.4%	5.8	6.1	5.3%	98.7%	97.9%
MALTA	357.3	344.7	-3.5%	4.9	4.9	0.4%	90.3%	85.7%
PHILIPPINES	27.4	25.3	-7.8%	(0.8)	0.2	122.7%	112.4%	101.7%
INDONESIA	48.9	34.7	-29.1%	(0.3)	3.2	--	107.9%	94.1%

Figures in millions of euros

Breakdown by key lines

ITEM	Premiums			Attributable result			Combined ratio	
	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020	Δ %	DECEMBER 2019	DECEMBER 2020
LIFE	292.3	279.7	-4.3%	4.1	3.4	-17.0%	--	--
LIFE PROTECTION	22.3	23.2	4.4%	1.2	0.9	-18.9%	111.1%	101.4%
LIFE SAVINGS	270.0	256.5	-5.0%	2.9	2.5	-15.3%	--	--
AUTO	1,101.6	928.0	-15.8%	11.3	30.4	170.1%	105.7%	98.2%
GENERAL P&C	143.5	135.2	-5.8%	3.8	0.5	-86.0%	111.8%	105.4%
HEALTH & ACCIDENT	134.1	117.1	-12.7%	1.9	9.2	--	105.3%	96.0%

Figures in millions of euros

Premiums

At the close of December, premiums in EURASIA registered a fall of 12.5 percent with a decline in all countries, with the exception of Germany, which grew 5.4 percent.

Issuing in Turkey is affected by a notable fall in Auto business, and by the strong depreciation of the Turkish lira (20.9 percent).

The fall in issuing in Italy is tied to the absence of new car sales in the car dealership channel. This distribution channel has been considered non-strategic for the Group, and the reduction in premiums is expected to continue throughout 2021.

There has been a very positive performance in Germany, with growth from a very good sales campaign and an excellent renewal ratio.

Lower premium issuing in Malta is in line with the notable decline of the Life Savings business as a result of the current low interest rate environment.

Finally, lower issuing in Indonesia is due to the fall in the Auto business, which comes, in large part, from financial entities.

Result

At the close of December 2020, EURASIA presents an attributable result of 31.1 million euros, which is a relevant improvement compared to the previous year.

The result in Turkey reached 16.2 million euros, which is a very significant improvement compared to the previous year, as a result of the decline in loss frequency in Auto and Health, both from the effect of COVID-19 as well as the underwriting measures implemented in previous years. Turkey had a good financial result from positive conversion differences, from financial investments held in dollars and euros.

Germany and Malta had a very positive performance, in line with expectations. Italy improved its result, which reached 0.9 million euros.

Indonesia showed positive development to December, with an improvement in the combined ratio, which at the close of December stood at 94.1 percent.

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.

Key figures

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Gross written and accepted premiums	5,580.5	5,686.5	1.9%
- Non-Life	4,986.8	5,132.9	2.9%
- Life	593.7	553.6	-6.8%
Net premiums earned	3,444.3	3,171.6	-7.9%
Gross result	76.7	22.5	-70.7%
Tax on profits	(19.2)	(5.7)	
Attributable net result	57.5	16.9	-70.7%
Combined ratio	101.0%	100.6%	-0.4 p.p.
Expense ratio	30.5%	30.5%	0.0 p.p.
Loss ratio	70.5%	70.1%	-0.4 p.p.

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Investments, real estate and cash	5,076.2	5,303.1	4.5%
Technical provisions	6,319.2	6,396.7	1.2%
Shareholders' equity	1,746.2	1,770.9	1.4%
ROE	3.4%	1.0%	-2.4 p.p.

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Gross written and accepted premiums	5,580.5	5,686.5	1.9%
Reinsurance Business	4,520.4	4,430.7	-2.0%
Global Risks Business	1,060.1	1,255.8	18.5%
Attributable net result	57.5	16.9	-70.7%
Reinsurance Business	76.7	1.7	-97.8%
Global Risks Business	(19.2)	15.1	178.7%
Combined ratio	101.0%	100.6%	-0.4 p.p.
Reinsurance Business	99.2%	101.2%	2.0 p.p.
Global Risks Business	123.5%	93.3%	-30.3 p.p.
Expense ratio	30.5%	30.5%	0.0 p.p.
Reinsurance Business	30.0%	31.2%	1.2 p.p.
Global Risks Business	37.5%	22.5%	-15.1 p.p.
Loss ratio	70.5%	70.1%	-0.4 p.p.
Reinsurance Business	69.3%	70.0%	0.8 p.p.
Global Risks Business	86.0%	70.8%	-15.2 p.p.

Figures in millions of euros

Breakdown of premium distribution to December 2020 is as follows:

ITEM	%	ITEM	%
By Type of business:		By Ceding company:	
Proportional	61.8%	MAPFRE	48.5%
Non-proportional	12.6%	Other	51.5%
Facultative	25.6%		
By Region:		By Insurance Lines:	
IBERIA	18.9%	Property	40.7%
EURASIA	42.8%	Life & Accident	13.4%
LATAM	24.6%	Motor	16.7%
NORTH AMERICA	13.8%	Global Risks business	22.1%
		Transport	2.8%
		Other Insurance lines	4.3%

Premiums

Total written premiums in MAPFRE RE went up 1.9 percent compared to the same period the previous year.

Written premiums from the Reinsurance business reached 4.4 billion euros, which is a reduction of 2.0 percent compared to the previous year, essentially as a result of the depreciation of the majority of currencies against the euro.

Written premiums from the Global Risks Unit, integrated in MAPFRE RE, reached 1.3 billion euros, representing 18.5 percent more than the previous period, as a result of an increase in tariffs.

Net earned premiums fell 7.9 percent due to lower retention in risks which have contributed to higher losses in previous years, primarily in the Global Risks Unit.

Result

MAPFRE RE's net result at the close of December 2020 had a profit of 16.9 million euros. The reduction is primarily a result of losses from the earthquakes that occurred in Puerto Rico, which have had an attributable net impact of 39.3 million euros to December, and from the direct incurred losses from the claims directly related to COVID-19, for an attributable net amount of 79.8 million euros. Of the latter amount, 61.7 million euros are attributable to the P&C line, and come from the claims filed by cedents, including an estimate for those that are currently in the process of negotiation or litigation. The claims reported in the P&C lines are concentrated in large part in certain business interruption coverage in Europe, above all Germany, France, the United Kingdom and Switzerland. In the

immense majority of the portfolio, business interruption coverage is dependent on the existence of material damage, and in this case, there is none. As such, this exposure only exists in exceptional cases. However, to date, there is a lot of uncertainty about the final amount for possible claims and the results of certain claims that get taken to court or to arbitration, both with regards to the existence of coverage in original insurance policies as well as the validity of certain coverage claims in reinsurance contracts.

MAPFRE RE has no claims for event cancellation, as it does not underwrite this line. Likewise, there is no exposure to the Casualty or Workers' Compensation lines in the USA. The impact on the Life line is 12.5 million euros. To date, the net attributable loss in the Credit line is immaterial.

At the close of December 2020, 21.4 million euros of financial gains, net of financial losses, were recorded (60.2 million euros to December 2019).

The attributable result of the Reinsurance business reached 1.7 million euros, impacted by the above mentioned events and the fall in financial returns. To December 2020, the earthquakes in Puerto Rico have had an impact of 31.8 million euros, net of taxes and minorities, on the Reinsurance business. There has, once again, been a high loss frequency (specifically in 2019, the typhoons in Japan; in 2020, the succession of various mid-sized catastrophic events in the United States and the explosion in the port of Beirut).

The attributable result of Global Risks business reports profits of 15.1 million euros. To December 2020, the earthquakes in Puerto Rico have had an impact of 7.5 million euros, net of taxes and minorities, on the Global Risks Unit.

The combined ratio of the Reinsurance business stands at 101.2 percent, while the combined ratio for the Global Risks business stands at 93.3 percent. It is important to point out the 15.1 percentage point reduction in the expense ratio in the Global Risks business, due to the increase in reinsurance commissions charged, from changes in the ceding structure.

6.3. MAPFRE ASISTENCIA

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

Key figures

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Operating revenue	978.8	709.6	-27.5%
- Gross written and accepted premiums	861.0	618.9	-28.1%
- Other revenue	117.8	90.7	-23.0%
Net premiums earned	629.7	502.8	-20.1%
Result from other business activities	(74.6)	(31.3)	58.1%
Gross result	(90.2)	(22.6)	74.9%
Tax on profits	3.9	4.0	
Non-controlling interests	(1.7)	(2.0)	
Attributable net result	(88.0)	(20.6)	76.6%
Combined ratio	103.3%	98.4%	-4.9 p.p.
Expense ratio	41.1%	44.7%	3.6 p.p.
Loss ratio	62.2%	53.7%	-8.5 p.p.

ITEM	DECEMBER 2019	DECEMBER 2020	Δ %
Investments, real estate and cash	456.4	341.9	-25.1%
Technical provisions	763.5	591.5	-22.5%
Shareholders' equity	158.7	120.8	-23.9%
ROE	-44.4%	-14.7%	29.6 p.p.

Figures in millions of euros

Premiums reached 618.9 million euros in MAPFRE ASISTENCIA, a decrease of 28.1 percent compared to the same period the previous year. At the close of December, Travel Insurance premium revenue from InsureandGo in the United Kingdom, Ireland and Australia was strongly impacted, with a reduction in business volume of 57 percent after the general shut-down of global tourism.

At the close of December, MAPFRE ASISTENCIA recorded a negative attributable result of 20.6 million euros.

2019 was impacted by an extraordinary provision of 75.6 million euros before taxes for goodwill writedowns and for restructuring expenses for various MAPFRE ASISTENCIA subsidiaries.

The loss in 2020 is concentrated in Travel Insurance, from the strong impact on losses from trip cancellation coverage, stemming from flight cancellations by airlines as a result of COVID-19. The tourism sector and the Assistance companies are experiencing an unprecedented crisis that has not spared the InsureandGo operations (UK, Australia and Ireland).

Travel Cancellation coverage is affected by the limitations on travel and border closings. At the close of

2020, these three operations have an incurred cost of 21.6 million euros, net of reinsurance, as a result of the abovementioned impacts. The Group considers these businesses to be non-strategic and their development in 2021 will be conditioned by this fact.

In the framework of the MAPFRE ASISTENCIA strategic restructuring that began in 2016, the following operations have been closed in 2020:

- MAPFRE ABRAXAS operations in the United Kingdom - which implies the liquidation of the specialty risks business line
- ROAD AMERICA operations in the United States, after the sale of its business portfolio

Further, the Group has approved initiating the closing process of ROAD CHINA operations

At the close of 2020, tax credits were recognized deriving from previous year tax losses in the MAPFRE ABRAXAS and ROAD AMERICA entities for the amount of 13.7 million euros, and a provision of 10.1 million euros pre-tax was recorded for the expenses expected for the close of ROAD CHINA operations, which will start at the beginning of 2021.

The following chart provides a breakdown of MAPFRE ASISTENCIA's result before taxes, by region and business line at the close of December 2020:

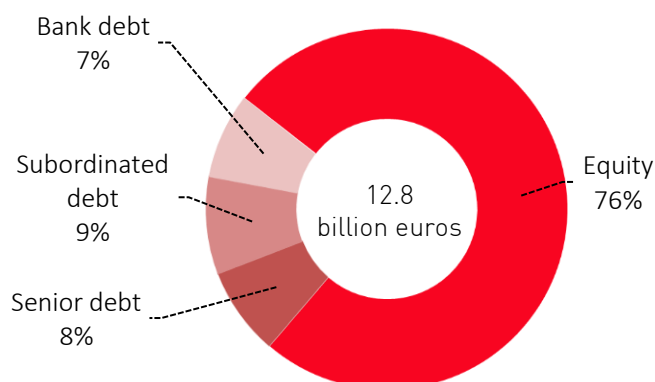
REGION	ASSISTANCE	TRAVEL INSURANCE	SPECIALTY RISKS	TOTAL	
				2020	2019
UNITED KINGDOM, BELGIUM AND FRANCE	0.1	(8.3)	6.3	(1.9)	(85.6)
REST OF EURASIA	(6.7)	(12.7)	2.6	(16.8)	6.1
LATAM	(1.2)	(3.8)	2.8	(2.2)	3.5
NORTH AMERICA	(8.2)	0.6	5.9	(1.7)	(14.2)
TOTAL	(16.0)	(24.2)	17.6	(22.6)	(90.2)

Figures in millions of euros

7. Debt & Capital Management

The chart below shows the composition of the capital structure at the close of December 2020:

Capital structure



Figures in billions of euros

Capital structure reached 12.8 billion euros, of which 76 percent corresponds to equity. The Group leverage ratio is 23.3 percent, a 0.6 percentage point increase compared to the close of 2019.

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

Debt instruments and leverage ratios

ITEM	DECEMBER 2019	DECEMBER 2020
Total Equity	10,106.0	9,837.8
Total debt	2,973.7	2,993.6
- of which: senior debt - 5/2026	1,004.8	1,005.6
- of which: subordinated debt - 3/2047 (First Call 3/2027)	617.8	618.0
- of which: subordinated debt - 9/2048 (First Call 9/2028)	503.3	503.6
- of which: syndicated credit facility - 02/2025 (€ 1,000 M)	610.0	600.0
- of which: bank debt	237.8	266.4
Earnings before tax	1,279.2	1,118.4
Financial expenses	78.5	82.4
Earnings before tax and financial expenses	1,357.7	1,200.8
RATIOS	DECEMBER 2019	DECEMBER 2020
Leverage	22.7%	23.3%
Equity / Debt	3.4	3.3
Earnings before tax and financial expenses / financial expenses	17.3	14.6

Figures in millions of euros

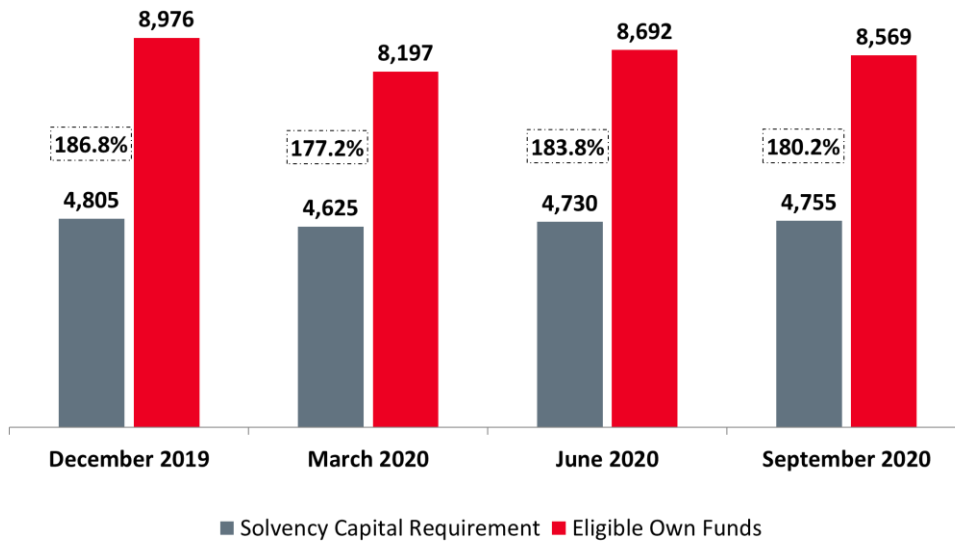
8. Solvency II

The Solvency II ratio for MAPFRE Group stood at 180.2 percent at September 2020, compared to 183.8 percent at the close of June 2020, including transitional measures. This ratio would be 167.2 percent, excluding the effects of these measures. Eligible Own Funds

reached 8.6 billion euros in the same period, of which 86.0 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)

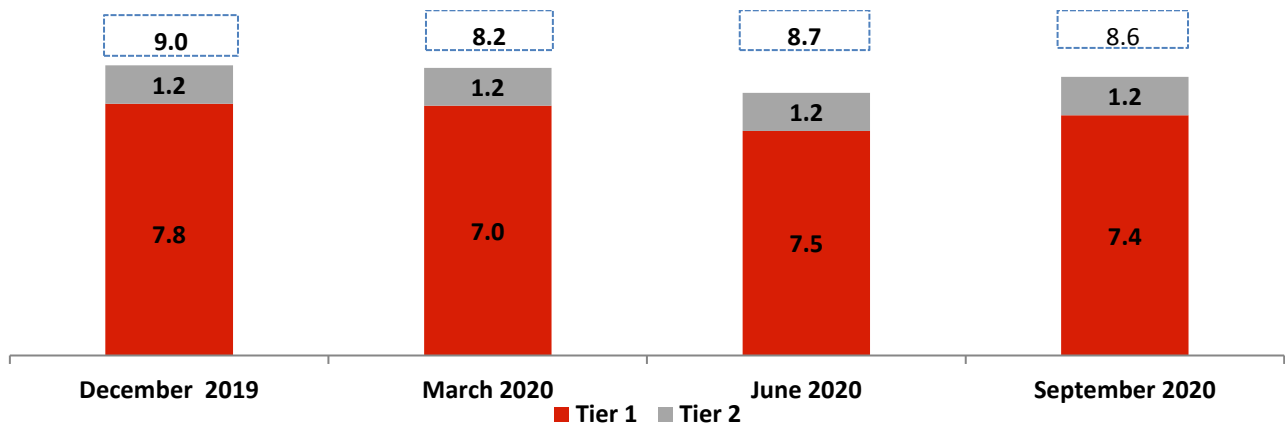


Figures in millions of euros

As a result of the extraordinary situation from the COVID-19 pandemic, the insurance supervisor requested that

the SCR be recalculated quarterly throughout 2020, allowing estimates in the calculation.

Classification of eligible own funds



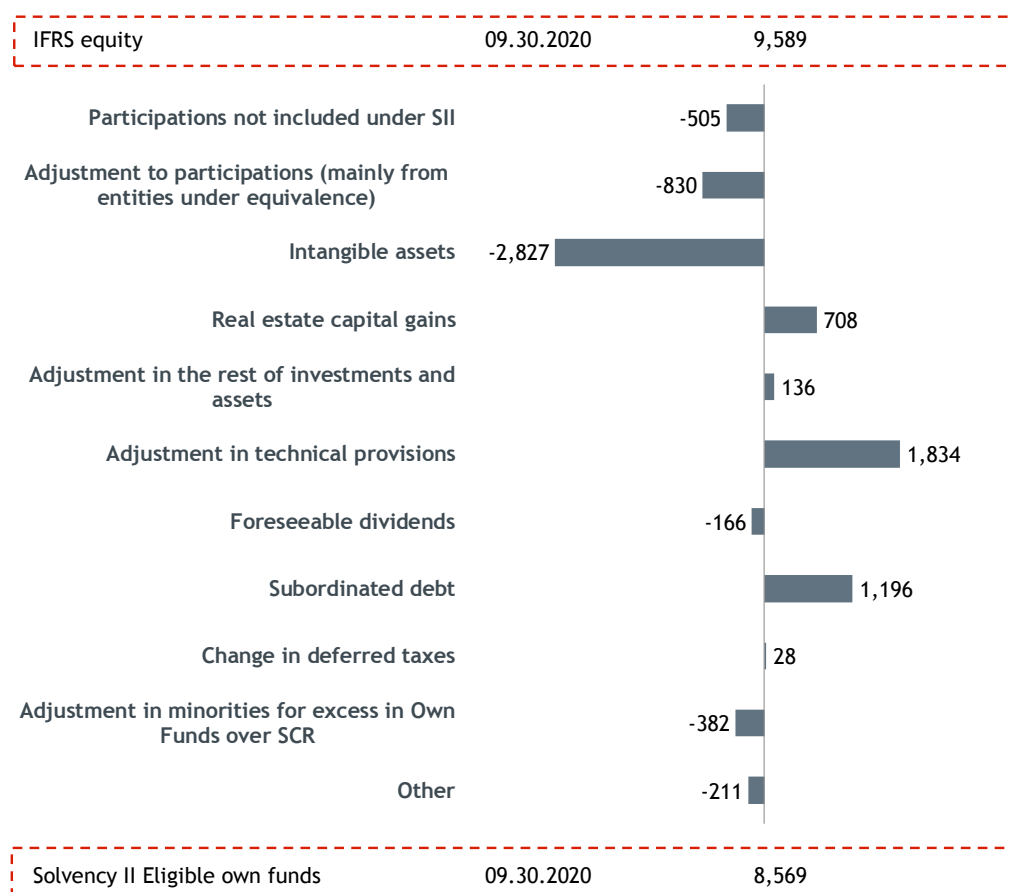
Figures in billion euros

Impact of transitional measures and matching and volatility adjustments

Ratio at 09/30/2020	180.2%
Impact transitional for technical provisions	-12.9%
Impact equity transitional	-0.2%
Total ratio without transitionals	167.2%

Ratio at 09/30/2020	180.2%
Impact Matching adjustment	5.7%
Impact Volatility adjustment	-1.4%
Total ratio without Matching and Volatility adjustments	184.6%

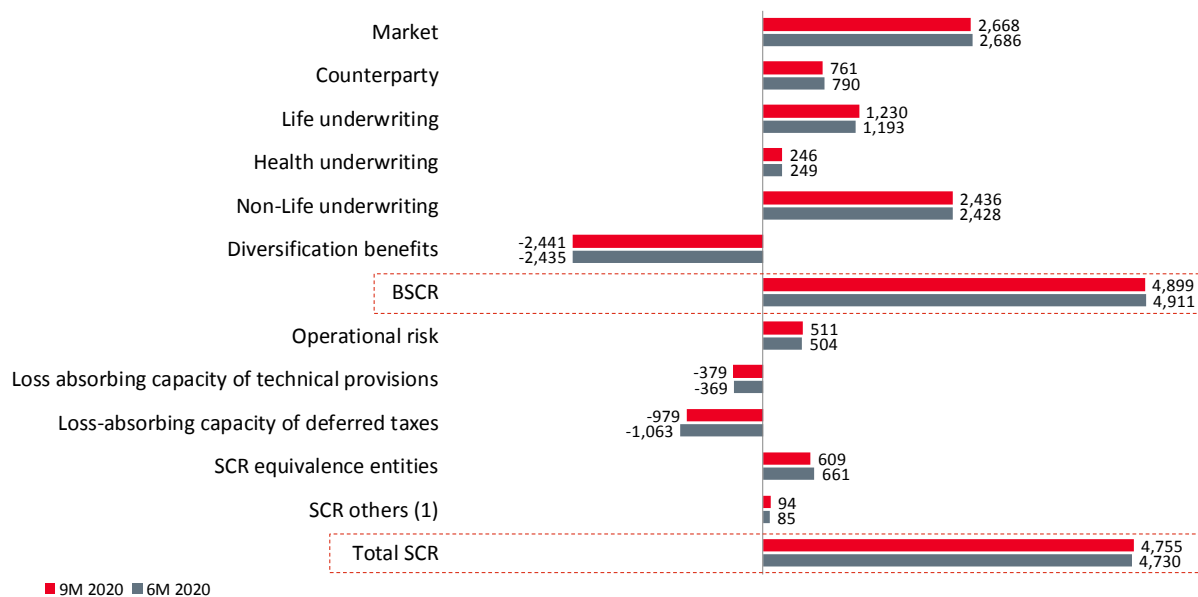
IFRS and Solvency II Capital Reconciliation



Figures in millions of euros

Breakdown of Solvency Capital Requirement (SCR)

The breakdown of the SCR for the last two quarters calculated to September 2020 and June 2020, is as follows:



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

Figures in millions of euros

Regulatory aspects underway

MAPFRE currently has two initiatives related to aspects of Solvency II underway, focused on obtaining better estimates of its risks:

- The application of a diversification benefit in the risk calculation for Life portfolios valued in line with the Matching Adjustment.
- The internal longevity model. In 2019, approval from the local Supervisor was received for the use of the internal model for longevity risk in the MAPFRE VIDA Unit. The process to use this model for the Group Solvency calculations is currently underway.

The following chart shows the impact Supervisory approval of these measures would have on the Solvency II ratio, based on figures from September 30, 2020:

	09.30.2020
Solvency II ratio	180.2%
Matching adjustment - diversification	12.3%
Internal model for longevity risk	10.0%
Solvency II ratio (pro-forma, combined impact)	197.2%

Effect of Bankia MAPFRE Vida exit from the MAPFRE Group consolidation scope

In the case of Bankia MAPFRE Vida exiting the MAPFRE Group consolidation scope and assuming no change in Own Funds, the Group solvency position would improve approximately 5 percentage points.

9. Ratings

During the second half of the year, the main rating agencies have reaffirmed MAPFRE S.A.'s credit rating, as well as those of its main subsidiaries:

- S&P reaffirmed MAPFRE S.A.'s credit rating and MAPFRE RE's financial strength rating.
- Fitch confirmed MAPFRE S.A.'s credit rating and the financial strength ratings of MAPFRE ASISTENCIA, MAPFRE BHD COMPAÑÍA DE SEGUROS and MAPFRE SIGORTA A.S.

- A.M. Best confirmed the financial strength ratings of MAPFRE RE, MAPFRE ESPAÑA, MAPFRE U.S.A. Group, MAPFRE PRAICO, MAPFRE MÉXICO and MAPFRE PANAMÁ.

The chart below details the current credit ratings for companies registered in Spain as well as for the main group entities registered outside of Spain:

Companies registered in Spain	S&P	Fitch	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-	-
<i>Financial Strength</i>			
- MAPFRE RE	A+ (Stable)	-	A (Stable)
- MAPFRE ESPAÑA	-	-	A (Stable)
- MAPFRE ASISTENCIA	-	A+ (Stable)	-
Companies registered outside of Spain	S&P	Fitch	A.M. Best
<i>Financial Strength</i>			
MAPFRE SIGORTA A.S. (Turkey)	-	AA+ tur (Stable)	-
MAPFRE SEGUROS GENERALES DE COLOMBIA	-	AA col (Stable)	-
MAPFRE BHD COMPAÑÍA DE SEGUROS (Dominican Republic)	-	AAA dom (Stable)	-
MAPFRE U.S.A. Group	-	-	A (Stable)
MAPFRE PRAICO (Puerto Rico)	-	-	A (Stable)
MAPFRE MÉXICO	-	-	A (Stable)
MAPFRE PANAMÁ	-	-	A (Stable)

10. The MAPFRE Share. Dividend Information.

In 2020, the price of MAPFRE S.A. shares decreased 32.5 percent.

According to the data published by the Spanish Stock Market (BME), on this platform an average of 7,395,047 MAPFRE shares were traded daily and the average daily effective value reached 12.3 million euros.

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

Stock Market Information

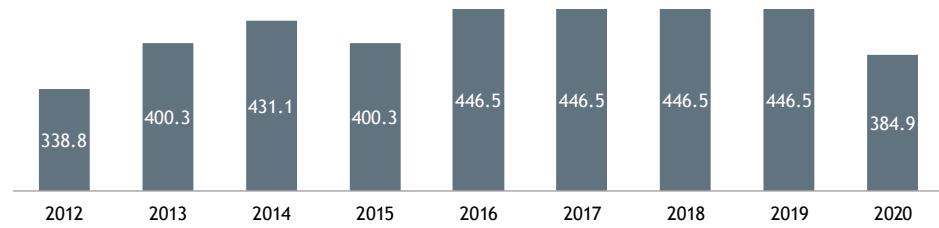
	2019	2020
Total outstanding shares	3,079,553,273	3,079,553,273
Market cap (million euros, at close of the period)	7,268	4,906
Market value ratios (euros / share)	2019	2020
Earnings (last 12 months)	0.198	0.171
Book value (at close of the period)	2.875	2.772
Dividend (last 12 months)	0.145	0.135
P/BV (at close of period)	0.821	0.575
Share price (euros / share)	2019	2020
Share value (at beginning of the period)	2.320	2.360
Share value (at close of the period)	2.360	1.593
Price variation in the period	1.7%	-32.5%
Period high	2.750	2.434
Period low	2.250	1.280
Trading volume	2019	2020
Average number of shares traded daily	5,128,636	7,395,047
Average daily effective value (million euros)	12.9	12.3

Dividend and Payout

On December 22, the interim dividend for 2020 results of 0.0505 euros gross per share was paid, after having proportionately applied the amount corresponding to treasury stock to the remaining shares.

The final dividend for 2020 proposed to the Annual General Meeting is 0.075 euros gross per share. As such, the total dividend against 2020 results reaches 0.125 euros gross per share, which implies a payout ratio of 73.1 percent.

Dividends paid against results*

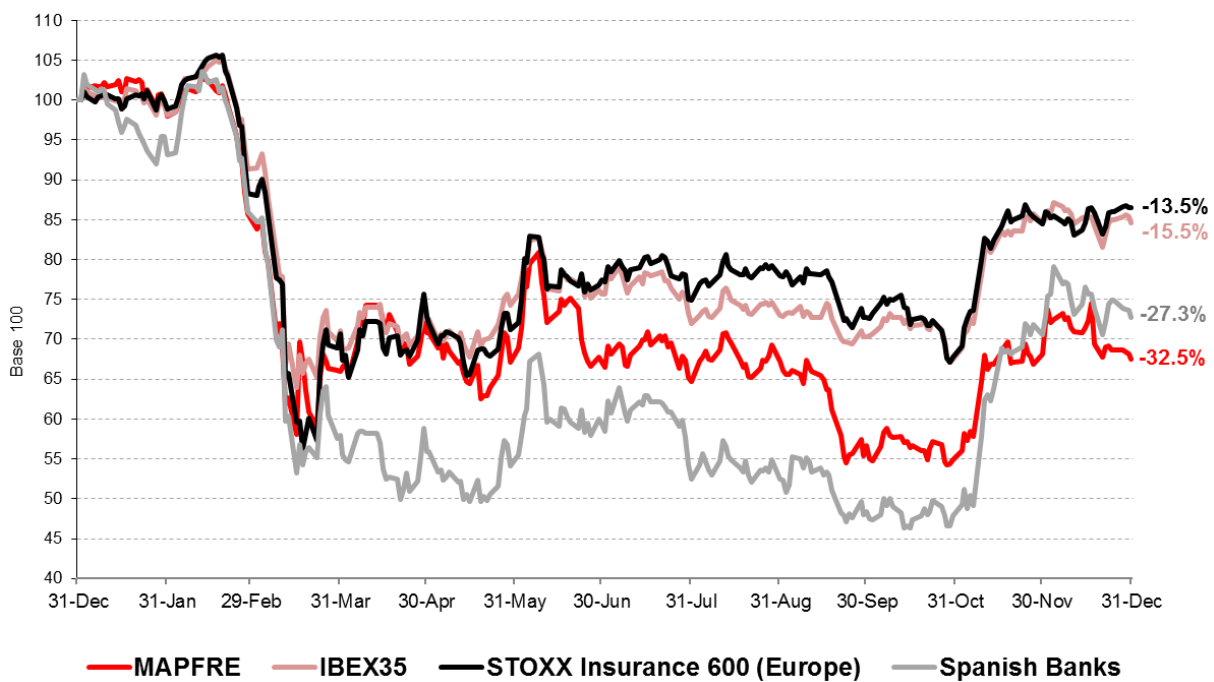


	2012	2013	2014	2015	2016	2017	2018	2019	2020
Earnings per share (euros)	0.22	0.26	0.27	0.23	0.25	0.23	0.17	0.20	0.17
Dividend per share (euros)	0.11	0.13	0.14	0.13	0.145	0.145	0.145	0.145	0.125
Payout (%)	50.9%	50.6%	51.0%	56.5%	57.6%	63.7%	84.4%	73.3%	73.1%

Million euros

*The amount of the dividend against 2020 results corresponds to: the interim dividend of 0.05 euros gross per share; the final dividend of 0.075 euros gross per share, which will be proposed at the Annual General Meeting.

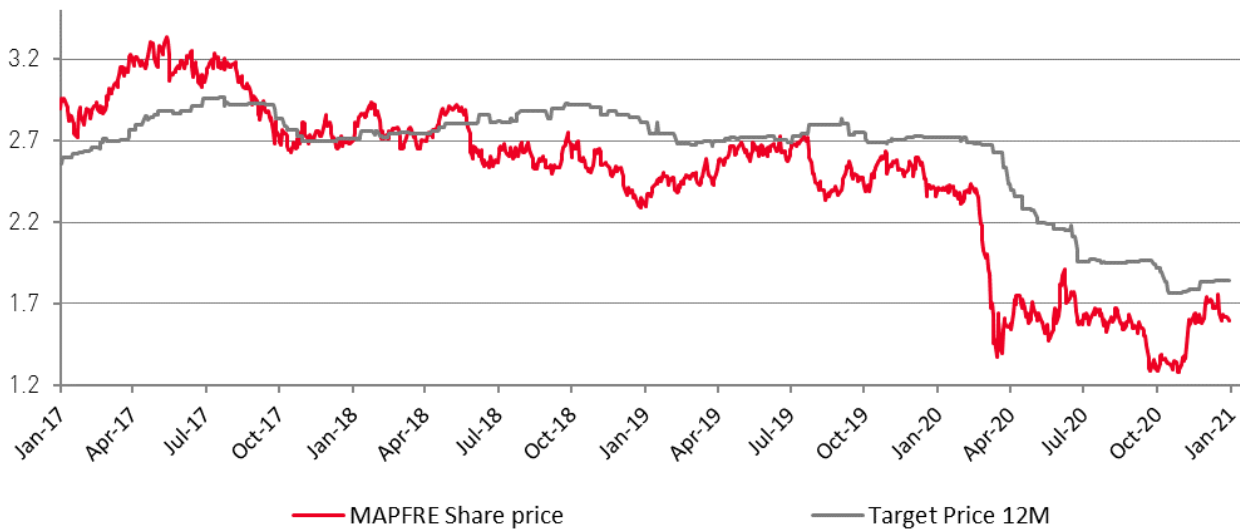
Share Performance: December 31, 2019 – December 31, 2020



Source: Bloomberg and own calculations

Spanish Banks: the six Spanish banks with the greatest market cap

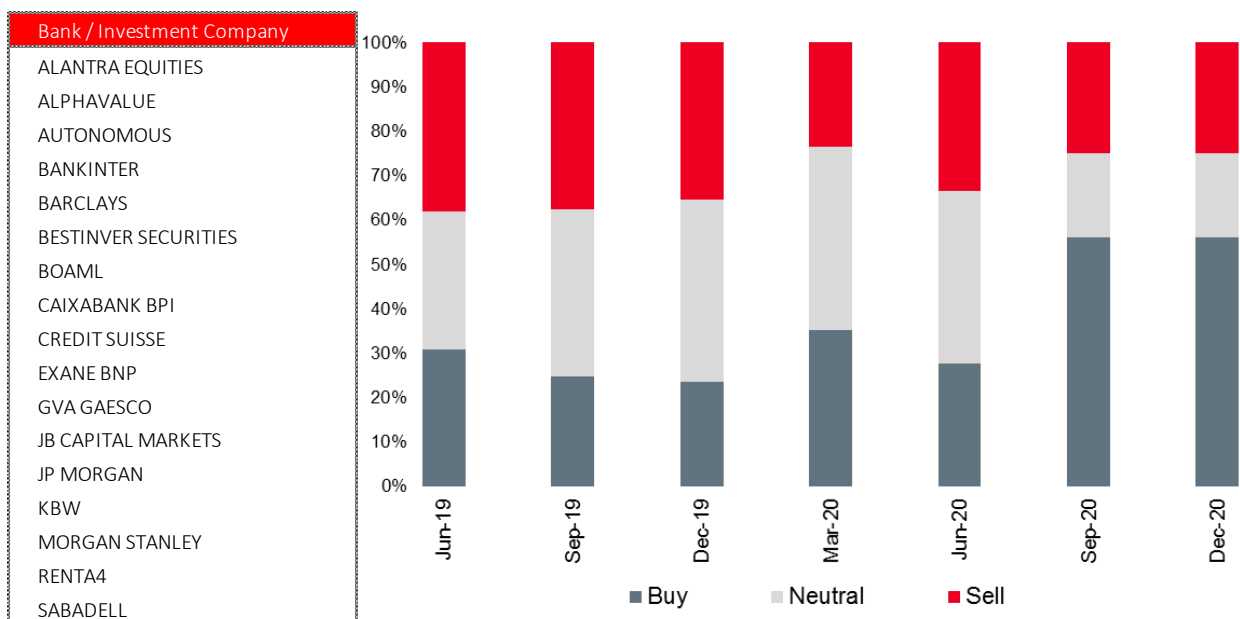
Target price (average provided by analysts) and share price: January 1, 2017 – December 31, 2020



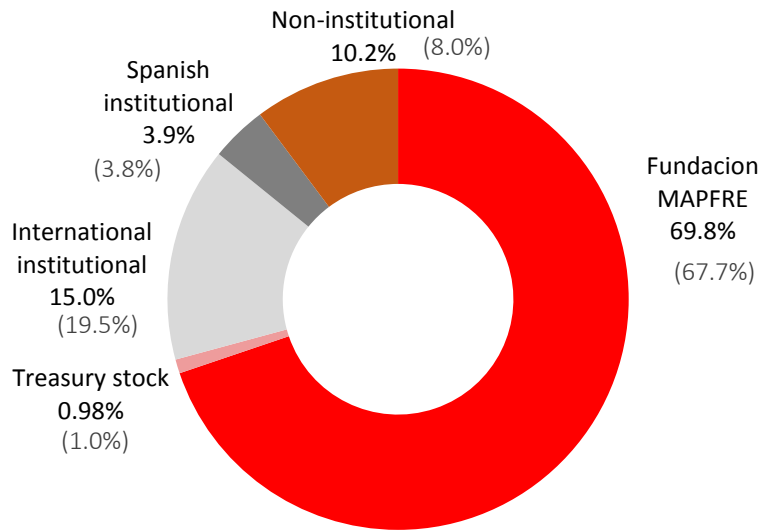
Source: Bloomberg

The average target price for the MAPFRE share stands at 1.89 euros at December 31, 2020, based on reports from the analysts covering the company.

Analyst coverage: Recommendation summary



Shareholder composition to December 31, 2020



Figures in parenthesis correspond to the previous year

11. Accolades received in the quarter

Group

MAPFRE is once again included in the Dow Jones Sustainability World Index

For the third consecutive year MAPFRE has once again been included in the Dow Jones Sustainability World Index (DJSI), one of the most significant global barometers for measuring the performance of companies in terms of sustainability and corporate social responsibility. The company has increased its environmental and social rating and has obtained the highest score in the areas of customer relationship management, principles for sustainable insurance, social and environmental reporting and financial inclusion.

Spain

MAPFRE, in the top 20 most valuable companies in Spain

MAPFRE holds 18th place in the ranking of the most valuable companies in Spain, prepared by BrandZ at Kantar. According to this ranking, MAPFRE receives the highest consumer-based rating.

MAPFRE holds its ranking as the eighth most reputable company in Spain, according to the Merco report

MAPFRE remains in position number 8 in the ranking of companies with the best reputation in Spain in the latest edition of the Merco Report (Monitor Empresarial de Reputación Corporativa — corporate reputation monitoring body), which compiles this ranking of the 100 companies and leaders with the best reputation in Spain. Antonio Huertas moves up to number 11 in the ranking of Spanish leaders, and MAPFRE is the only insurer in the Top 10.

MAPFRE, in the Top 10 most-purchased Spanish brands for 2021, according to Brand Finance

MAPFRE is among the top 10 Spanish brands that will be most purchased in the coming year, according to the latest Brand Finance study, which has created a model to predict sales growth, based on the brand, its long-term knowledge, familiarity and relevance.

MAPFRE receives four awards in the 7th edition of the Insurance Innovation Awards

MAPFRE has received awards in four categories in the 7th edition of the Insurance Innovation Awards, including two first place prizes: for best app in the Spanish insurance sector in 2020 and for company with the best social network presence. It also received second prize in the category of most complete website and third prize for best online sales process.

MAPFRE ESPAÑA, winner of the 2020 INESE Blue Award for the Finnite Project

Finnite received the Blue Award, created by INESE to recognize teams from companies in the Spanish market that have set themselves apart from the competition thanks to their stand-out initiatives. This digital solution transforms young people's experience with finance by helping them make decisions about their savings and get more out of their money, offering a completely personalized client experience.

Other countries and business units

MAPFRE AM is the first Spanish fund management company to receive the "SRI Label"

MAPFRE AM has been granted the "SRI Label", the most prestigious certification for sustainable and responsible investments created and supported by the French Ministry of Finance in recognition of its commitment to Socially Responsible Investment (SRI). It is thus the first Spanish asset management company to achieve this distinction for two of its mutual funds, MAPFRE AM Capital Responsable and MAPFRE AM Inclusion Responsable.

MAPFRE MEXICO is the top insurance company in the ranking of 500 digital companies

MAPFRE MEXICO has been recognized by the magazine Merca 2.0 for its strong online presence strategy, being the top insurer on the list and ranking 13th overall.

MAPFRE MEXICO positions itself as the top insurer in Mexico in terms of corporate governance and responsibility

In its ranking of the 100 most responsible companies with the best corporate governance in Mexico, Merco has recognized MAPFRE as the insurance company with the best reputation. The insurer has achieved this recognition, ranking 26th in the list of companies (up 48 positions) and remaining top for its sector.

MAPFRE MEXICO shines as the best financial entity in the ranking of most responsible companies with comprehensive strategies

MAPFRE MEXICO took third place in the ranking of responsible companies with comprehensive strategies. This study, which was carried out by the magazine Expansión in collaboration with the Schulich School of Business, is based on three pillars of corporate social responsibility best practice: economic, environmental, and social impact management.

MAPFRE Uruguay closes another year as one of the top companies in terms of reputation in the Merco ranking

Merco has placed MAPFRE Uruguay at the top of its industry in the corporate reputation ranking for the

second year running, placing 67th among the top 100 companies in the country.

12. Events Subsequent to Closing

1. On January 8 and 9, large areas in the interior of the Spanish peninsula were affected by heavy snow and a cold wave, which can undoubtedly be considered historic, from the Filomena storm. To date, there is a relevant number of claims. Based on the assessments performed and considering reinsurance protection, this event is expected to have an impact for MAPFRE Group, net of taxes, of between 20 and 25 million euros.
2. On January 22, 2021 MAPFRE and Abante agreed that MAPFRE increasing its stake in Abante by 10 percent take place immediately, via capital increase. In the agreement signed between the two partners in July 2019, a three-year period had been stipulated for this option; MAPFRE has decided to implement it in advance, precisely because of the good progress of the alliance.

With this operation, the stake in Abante capital will reach 18.77 percent.

13. Appendixes

13.1. Consolidated Balance Sheet

ASSETS	DECEMBER 2019	DECEMBER 2020
A) INTANGIBLE ASSETS	3,300.1	2,780.1
I. Goodwill	1,773.2	1,409.8
II. Other intangible assets	1,526.9	1,370.3
B) PROPERTY, PLANT AND EQUIPMENT	1,377.2	1,279.3
I. Real estate for own use	1,111.6	1,040.4
II. Other fixed assets	265.5	238.9
C) INVESTMENTS	47,363.3	38,931.4
I. Real estate investments	1,323.4	1,199.5
II. Financial investments		
1. Held-to-maturity portfolio	1,973.4	1,584.4
2. Available-for-sale portfolio	37,085.2	30,100.7
3. Trading portfolio	5,937.3	4,826.0
III. Investments recorded by applying the equity method	207.8	336.4
IV. Deposits established for accepted reinsurance	543.7	652.2
V. Other investments	292.5	232.2
D) INVESTMENTS ON BEHALF OF LIFE INSURANCE POLICYHOLDERS BEARING THE INVESTMENT RISK	2,510.2	2,502.4
E) INVENTORIES	60.5	49.5
F) PARTICIPATION OF REINSURANCE IN TECHNICAL PROVISIONS	6,386.1	5,378.6
G) DEFERRED TAX ASSETS	307.0	221.7
H) RECEIVABLES	6,069.4	5,359.1
I. Receivables on direct insurance and co-insurance operations	3,945.1	3,477.3
II. Receivables on reinsurance operations	934.3	1,012.2
III. Tax receivables		
1. Tax on profits receivable	245.5	181.6
2. Other tax receivables	163.7	149.9
IV. Corporate and other receivables	780.8	538.1
V. Shareholders, called capital	0.0	0.0
I) CASH	2,537.5	2,418.9
J) ACCRUAL ADJUSTMENTS	2,217.3	1,908.7
K) OTHER ASSETS	117.2	163.4
L) NON-CURRENT ASSETS HELD FOR SALE AND FROM DISCONTINUED OPERATIONS	264.2	8,159.5
TOTAL ASSETS	72,509.9	69,152.6

Figures in millions of euros

EQUITY AND LIABILITIES	DECEMBER 2019	DECEMBER 2020
A) EQUITY	10,106.0	9,837.8
I. Paid-up capital	308.0	308.0
II. Share premium	1,506.7	1,506.7
III. Reserves	6,915.6	7,057.2
IV. Interim dividend	(184.8)	(154.0)
V. Treasury Stock	(63.8)	(63.4)
VI. Result attributable to controlling company	609.2	526.5
VII. Other equity instruments	0.0	0.0
VIII. Valuation change adjustments	1,003.7	1,270.7
IX. Currency conversion differences	(1,240.2)	(1,915.7)
Equity attributable to the controlling company's shareholders	8,854.3	8,536.0
Non-controlling interests	1,251.7	1,301.8
B) SUBORDINATED LIABILITIES	1,121.1	1,121.6
C) TECHNICAL PROVISIONS	48,521.4	39,190.1
I. Provisions for unearned premiums and unexpired risks	8,243.3	7,195.3
II. Provisions for life insurance	26,584.1	19,588.9
III. Provision for outstanding claims	12,624.0	11,210.5
IV. Other technical provisions	1,069.9	1,195.5
D) TECHNICAL PROVISIONS FOR LIFE INSURANCE WHERE POLICYHOLDERS BEAR THE INVESTMENT RISK	2,510.2	2,502.4
E) PROVISIONS FOR RISKS AND EXPENSES	709.3	582.6
F) DEPOSITS RECEIVED ON CEDED AND RETROCEDED REINSURANCE	68.1	71.6
G) DEFERRED TAX LIABILITIES	703.1	670.6
H) DEBT	8,318.9	7,593.3
I. Issue of debentures and other negotiable securities	1,004.8	1,005.6
II. Due to credit institutions	847.8	866.4
III. Other financial liabilities	1,913.1	1,596.7
IV. Due on direct insurance and co-insurance operations	928.1	951.0
V. Due on reinsurance operations	1,541.1	1,305.9
VI. Tax liabilities		
1. Tax on profits to be paid	101.2	58.5
2. Other tax liabilities	358.2	246.5
VII. Other debts	1,624.7	1,562.7
I) ACCRUAL ADJUSTMENTS	315.9	318.6
J) LIABILITIES LINKED TO NON-CURRENT ASSETS HELD FOR SALE AND FROM DISCONTINUED OPERATIONS	135.9	7,263.9
TOTAL EQUITY AND LIABILITIES	72,509.9	69,152.6

Figures in millions of euros

13.2. Consolidated Income Statement

ITEM	DECEMBER 2019	DECEMBER 2020
I. REVENUE FROM INSURANCE BUSINESS		
1. Premiums earned, net		
a) Written premiums, direct insurance	19,538.8	16,767.3
b) Premiums from accepted reinsurance	3,505.2	3,714.9
c) Premiums from ceded reinsurance	(4,137.3)	(3,648.4)
d) Variations in provisions for unearned premiums and unexpired risks		
Direct insurance	(402.5)	179.1
Accepted reinsurance	281.9	(130.6)
Ceded reinsurance	386.9	(180.7)
2. Share in profits from equity-accounted companies	8.0	6.9
3. Revenue from investments		
a) From operations	2,763.2	2,059.2
b) From equity	231.1	167.1
4. Gains on investments on behalf of life insurance policyholders bearing the investment risk	233.0	137.8
5. Other technical revenue	68.6	66.2
6. Other non-technical revenue	60.4	61.8
7. Positive foreign exchange differences	1,589.2	2,042.9
8. Reversal of the asset impairment provision	28.3	27.6
TOTAL REVENUE FROM INSURANCE BUSINESS	24,154.8	21,271.0
II. INSURANCE BUSINESS EXPENSES		
1. Incurred claims for the year, net		
a) Claims paid and variation in provision for claims, net		
Direct insurance	(12,584.1)	(10,667.8)
Accepted reinsurance	(2,721.5)	(2,288.6)
Ceded reinsurance	2,475.6	1,835.4
b) Claims-related expenses	(814.5)	(775.3)
2. Variation in other technical provisions, net	(1,009.1)	341.8
3. Profit sharing and returned premiums	(45.9)	(50.1)
4. Net operating expenses		
a) Acquisition expenses	(5,020.2)	(4,610.2)
b) Administration expenses	(723.9)	(746.8)
c) Commissions and participation in reinsurance	635.8	669.9
5. Share in losses from equity-accounted companies	(0.0)	(1.8)
6. Investment expenses		
a) From operations	(711.4)	(799.4)
b) From equity and financial accounts	(81.2)	(51.0)
7. Losses on investments on behalf of life insurance policyholders bearing the investment risk	(54.9)	(210.1)
8. Other technical expenses	(155.1)	(205.0)
9. Other non-technical expenses	(165.2)	(145.7)
10. Negative foreign exchange differences	(1,589.5)	(2,018.5)
11. Allowance to the asset impairment provision	(55.9)	(210.9)
TOTAL EXPENSES FROM INSURANCE BUSINESS	(22,621.1)	(19,934.2)
RESULT FROM THE INSURANCE BUSINESS	1,533.7	1,336.8
III. OTHER ACTIVITIES		
1. Operating revenue	385.3	295.3
2. Operating expenses	(515.7)	(437.0)
3. Net financial income		
a) Financial income	47.6	59.5
b) Financial expenses	(88.2)	(94.6)
4. Results from non-controlling interests		
a) Share in profits from equity-accounted companies	4.5	6.9
b) Share in losses from equity-accounted companies	(0.0)	(0.0)
5. Reversal of asset impairment provision	9.0	5.9
6. Allowance to the asset impairment provision	(75.4)	(40.6)
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	(232.9)	(204.5)
IV. RESULT ON RESTATEMENT OF FINANCIAL ACCOUNTS	(21.6)	(13.9)
V. RESULT BEFORE TAXES	1,279.2	1,118.4
VI. TAX ON PROFITS	(323.9)	(297.7)
VII. RESULT AFTER TAX	955.3	820.7
VIII. RESULT AFTER TAX FROM DISCONTINUED OPERATIONS	0.0	0.0
IX. RESULT FOR THE FINANCIAL YEAR	955.3	820.7
1. Attributable to non-controlling interests	346.0	294.1
2. Attributable to the controlling company	609.2	526.5

Figures in millions of euros

13.3. Key Figures by Business Unit. Quarterly Breakdown.

Period	2019				2020				Δ Annual Sept.-Dec. 2020/2019
	Jan.-Mar.	Apr.-Jun.	Jul.-Sept.	Sept.-Dec.	Jan.-Mar.	Apr.-Jun.	Jul.-Sept.	Sept.-Dec.	
Consolidated figures									
Total consolidated revenue	7,674.8	7,376.3	6,567.4	6,853.8	7,332.8	5,944.2	5,774.5	6,367.7	-7.1%
Written and accepted premiums - Total	6,398.6	6,129.6	5,119.1	5,396.5	6,097.5	4,885.2	4,567.2	4,932.3	-8.6%
Written and accepted premiums - Non-Life	4,999.2	4,704.8	3,863.9	3,991.2	4,897.5	3,865.3	3,676.5	3,670.4	-8.0%
Written and accepted premiums - Life	1,399.4	1,424.8	1,255.2	1,405.3	1,200.0	1,019.9	890.7	1,261.8	-10.2%
Net result	188.1	186.4	88.4	146.3	126.8	143.9	179.8	76.1	-48.0%
Combined ratio	95.9%	96.0%	97.2%	101.4%	100.0%	93.1%	92.3%	93.4%	-8.0 p.p.
Loss ratio	67.3%	67.6%	68.9%	72.2%	70.8%	64.0%	63.8%	63.5%	-8.7 p.p.
Expense ratio	28.6%	28.4%	28.3%	29.2%	29.2%	29.1%	28.4%	29.8%	0.6 p.p.
Figures by business unit									
Written and accepted premiums - Total									
IBERIA	2,525.4	1,812.0	1,625.2	1,755.2	2,415.2	1,562.5	1,335.1	1,686.0	-3.9%
BRAZIL	966.8	1,089.4	1,044.1	877.2	838.0	774.0	761.9	711.4	-18.9%
NORTH AMERICA	550.6	665.2	601.9	514.0	510.5	605.3	527.8	454.2	-11.6%
EURASIA	527.3	423.8	350.4	394.1	473.2	302.6	347.4	360.3	-8.6%
LATAM SOUTH	397.7	409.6	383.0	406.4	371.1	355.7	361.3	362.4	-10.8%
LATAM NORTH	404.0	848.1	318.4	402.5	484.2	402.4	318.6	369.4	-8.2%
MAPFRE RE	1,541.1	1,262.9	1,279.0	1,497.4	1,413.6	1,496.4	1,308.8	1,467.7	-2.0%
MAPFRE ASISTENCIA	232.8	219.4	232.1	176.7	219.7	118.0	156.0	125.3	-29.1%
Written and accepted premiums - Non-Life									
IBERIA	1,873.9	1,174.4	1,066.1	1,178.3	1,943.8	1,147.0	1,054.5	1,176.6	-0.1%
BRAZIL	602.8	680.6	658.1	533.4	500.5	501.5	468.7	405.1	-24.1%
NORTH AMERICA	549.6	664.0	600.7	513.0	509.6	604.7	527.4	453.8	-11.5%
EURASIA	442.1	343.4	295.3	322.4	393.9	249.2	275.9	284.8	-11.7%
LATAM SOUTH	342.8	342.3	323.8	346.5	310.7	298.2	308.7	306.5	-11.5%
LATAM NORTH	280.7	744.6	223.1	299.3	342.6	301.5	225.9	280.6	-6.3%
MAPFRE RE	1,421.8	1,136.7	1,179.7	1,248.5	1,304.8	1,376.8	1,209.1	1,242.2	-0.5%
MAPFRE ASISTENCIA	232.8	219.4	232.1	176.7	219.7	118.0	156.0	125.3	-29.1%
Written and accepted premiums - Life									
IBERIA	651.6	637.6	559.1	576.9	471.5	415.4	280.6	509.4	-11.7%
BRAZIL	364.0	408.8	386.0	343.8	337.5	272.5	293.2	306.3	-10.9%
NORTH AMERICA	1.0	1.1	1.2	1.0	0.9	0.6	0.4	0.4	-60.0%
EURASIA	85.2	80.3	55.1	71.7	79.4	53.4	71.5	75.5	5.3%
LATAM SOUTH	55.0	67.3	59.2	59.8	60.4	57.5	52.5	55.9	-6.6%
LATAM NORTH	123.3	103.5	95.4	103.2	141.6	100.9	92.8	88.9	-13.9%
MAPFRE RE	119.3	126.3	99.3	248.9	108.8	119.6	99.7	225.5	-9.4%
MAPFRE ASISTENCIA	--	--	--	--	--	--	--	--	--

Figures in millions of euros

Period	2019				2020				Δ Annual Sept.-Dec. 2020/2019
	Jan.-Mar.	Apr.-Jun.	Jul.-Sept.	Sept.-Dec.	Jan.-Mar.	Apr.-Jun.	Jul.-Sept.	Sept.-Dec.	
Net result									
IBERIA	119.6	112.1	117.6	148.5	103.2	118.0	112.6	119.6	-19.4%
BRAZIL	24.4	24.4	21.5	26.6	28.8	31.5	20.8	20.4	-23.4%
NORTH AMERICA	13.4	32.2	19.1	14.0	24.0	29.3	12.7	10.4	-25.9%
EURASIA	(2.0)	1.5	3.8	11.9	5.0	18.0	8.4	(0.3)	-102.4%
LATAM SOUTH	10.5	15.2	12.5	16.6	13.1	14.3	15.8	15.4	-7.2%
LATAM NORTH	13.3	15.6	13.0	21.2	23.1	20.5	11.1	15.0	-29.3%
MAPFRE RE	51.5	33.4	17.2	(44.6)	(29.4)	(22.3)	31.7	36.8	-221.0%
MAPFRE ASISTENCIA	(4.0)	(1.6)	(80.0)	(2.4)	(11.9)	(1.4)	(4.2)	(3.1)	-20.4%
Holdings and consolidation adjustments	(38.6)	(46.4)	(36.2)	(45.5)	(29.0)	(64.0)	(29.0)	(138.2)	--
Combined ratio									
IBERIA	92.6%	95.1%	93.8%	95.9%	96.5%	90.9%	89.9%	90.5%	-5.5 p.p.
BRAZIL	95.4%	87.6%	90.0%	95.7%	95.0%	81.1%	82.0%	90.3%	-5.4 p.p.
NORTH AMERICA	99.9%	100.1%	99.1%	102.3%	101.7%	96.2%	94.7%	97.5%	-4.8 p.p.
EURASIA	108.5%	107.2%	104.9%	103.6%	101.5%	92.1%	102.8%	99.0%	-4.6 p.p.
LATAM SOUTH	95.5%	96.0%	101.1%	107.6%	97.3%	89.5%	91.1%	96.7%	-10.9 p.p.
LATAM NORTH	96.2%	90.1%	101.6%	91.3%	90.9%	84.2%	95.9%	90.9%	-0.4 p.p.
MAPFRE RE	92.2%	96.6%	100.5%	114.1%	109.3%	104.4%	95.3%	94.9%	-19.3 p.p.
MAPFRE ASISTENCIA	104.9%	101.7%	106.3%	100.5%	110.2%	87.8%	94.7%	97.9%	-2.6 p.p.
Loss ratio									
IBERIA	71.2%	74.0%	72.8%	74.5%	73.7%	67.6%	67.8%	67.3%	-7.2 p.p.
BRAZIL	59.5%	54.6%	54.1%	52.0%	60.3%	44.8%	45.1%	51.5%	-0.6 p.p.
NORTH AMERICA	71.4%	71.6%	70.4%	73.9%	71.8%	63.1%	60.5%	64.0%	-9.9 p.p.
EURASIA	81.6%	81.1%	79.9%	77.3%	76.1%	66.9%	75.3%	68.7%	-8.6 p.p.
LATAM SOUTH	60.6%	60.8%	64.2%	67.4%	61.9%	46.3%	55.5%	56.5%	-10.9 p.p.
LATAM NORTH	64.9%	59.8%	69.8%	60.0%	61.7%	60.5%	68.2%	65.4%	5.4 p.p.
MAPFRE RE	61.6%	64.7%	69.7%	85.3%	75.9%	75.0%	66.9%	63.7%	-21.7 p.p.
MAPFRE ASISTENCIA	64.4%	58.2%	64.6%	61.8%	67.0%	43.2%	50.5%	50.1%	-11.7 p.p.
Expense ratio									
IBERIA	21.5%	21.1%	21.0%	21.4%	22.8%	23.3%	22.1%	23.1%	1.7 p.p.
BRAZIL	35.9%	33.0%	35.9%	43.7%	34.7%	36.2%	36.9%	38.9%	-4.8 p.p.
NORTH AMERICA	28.5%	28.5%	28.7%	28.4%	29.9%	33.1%	34.2%	33.5%	5.1 p.p.
EURASIA	27.0%	26.1%	25.0%	26.3%	25.4%	25.2%	27.4%	30.3%	4.0 p.p.
LATAM SOUTH	34.9%	35.2%	37.0%	40.1%	35.5%	43.2%	35.6%	40.1%	0.0 p.p.
LATAM NORTH	31.3%	30.3%	31.8%	31.3%	29.2%	23.7%	27.7%	25.5%	-5.8 p.p.
MAPFRE RE	30.6%	31.9%	30.8%	28.8%	33.4%	29.4%	28.4%	31.2%	2.4 p.p.
MAPFRE ASISTENCIA	40.6%	43.5%	41.7%	38.7%	43.1%	44.6%	44.2%	47.8%	9.1 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 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020
A) CONSOLIDATED RESULT FOR THE YEAR	1,279.2	1,118.4	(323.9)	(297.7)	346.0	294.1	609.2	526.5
B) OTHER RECOGNIZED REVENUE (EXPENSES)	1,009.8	(509.4)	(231.9)	(83.6)	31.6	(184.5)	746.2	(408.5)
1. Financial assets available for sale	2,079.8	699.7	(500.4)	(166.4)	144.3	29.9	1,435.1	503.4
a) Valuation gains (losses)	2,519.9	820.9	(609.2)	(195.7)				
b) Amounts transferred to the income statement	(440.2)	(120.4)	108.8	29.3				
c) Other reclassifications	0.1	(0.8)	0.0	0.0				
2. Currency conversion differences	29.8	(843.2)	(0.4)	0.1	(6.3)	(167.6)	35.7	(675.5)
a) Valuation gains (losses)	28.4	(843.2)	(0.4)	0.1				
b) Amounts transferred to the income statement	0.3	(0.2)	0.0	0.0				
c) Other reclassifications	1.1	0.2	0.0	0.0				
3. Shadow accounting	(1,094.7)	(357.2)	268.7	82.4	(106.4)	(46.7)	(719.6)	(228.1)
a) Valuation gains (losses)	(1,353.0)	(402.8)	333.3	93.8				
b) Amounts transferred to the income statement	258.3	45.5	(64.6)	(11.4)				
c) Other reclassifications	0.0	0.0	0.0	0.0				
4. Equity-accounted entities	0.1	(0.6)	0.1	0.2	0.0	(0.0)	0.2	(0.3)
a) Valuation gains (losses)	(0.0)	(0.6)	0.1	0.2				
b) Amounts transferred to the income statement	0.1	(0.0)	0.0	0.0				
c) Other reclassifications	0.0	0.0	0.0	0.0				
5. Other recognized revenue and expenses	(5.1)	(8.0)	0.0	0.0	0.0	(0.0)	(5.1)	(8.0)
TOTALS	2,289.0	609.0	(555.9)	(381.3)	377.7	109.7	1,355.5	118.0

Figures in millions of euros

13.5. Income Statement by Business Unit

ITEM	IBERIA		BRAZIL		NORTH AMERICA		EURASIA		LATAM SOUTH		LATAM NORTH	
	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020
Gross written and accepted premiums	5,292.7	5,322.0	2,475.0	1,875.9	2,327.4	2,095.6	1,403.3	1,203.8	1,355.4	1,224.2	1,547.7	1,150.6
Net premiums earned	4,473.8	4,463.7	1,894.8	1,304.7	1,845.9	1,609.3	964.5	823.1	725.6	588.3	621.8	757.3
Net claims incurred and variation in other technical provisions	(3,271.8)	(3,085.1)	(1,044.9)	(666.2)	(1,325.9)	(1,047.1)	(771.6)	(591.9)	(458.4)	(326.7)	(395.0)	(483.5)
Net operating expenses	(920.0)	(941.1)	(701.5)	(476.7)	(539.4)	(534.8)	(252.2)	(213.4)	(267.9)	(228.1)	(182.1)	(191.4)
Other technical revenue and expenses	(30.4)	(78.4)	(0.4)	(0.2)	12.8	10.2	0.9	(8.6)	1.0	2.3	(11.7)	(10.1)
Technical result	251.6	359.0	148.0	161.6	(6.6)	37.7	(58.4)	9.2	0.3	35.7	33.0	72.3
Net financial income	178.0	68.7	79.8	62.0	123.1	67.0	76.8	35.3	81.8	52.2	36.6	32.0
Other non-technical revenue and expenses	(58.0)	(48.7)	(0.8)	0.0	(8.5)	(8.6)	(3.3)	0.1	(0.1)	(1.7)	(0.0)	(0.3)
Result of Non-Life business	371.6	379.0	226.9	223.7	108.0	96.1	15.1	44.6	82.0	86.2	69.5	104.0
Gross written and accepted premiums	2,425.1	1,676.9	1,502.5	1,209.5	4.4	2.3	292.3	279.7	241.3	226.3	425.4	424.1
Net premiums earned	2,398.6	1,645.5	1,322.9	1,023.9	4.7	4.1	287.2	274.7	203.4	169.3	352.9	362.1
Net claims incurred and variation in other technical provisions	(2,922.3)	(1,657.8)	(561.9)	(426.7)	(1.2)	(1.1)	(486.8)	(302.4)	(192.4)	(148.3)	(265.3)	(301.9)
Net operating expenses	(256.2)	(246.8)	(634.5)	(506.9)	(2.8)	(2.3)	(21.4)	(21.6)	(95.8)	(86.8)	(95.3)	(81.0)
Other technical revenue and expenses	(29.5)	(34.1)	(1.3)	(0.6)	0.0	0.0	0.6	0.7	(0.4)	(0.0)	(3.2)	(3.0)
Technical result	(809.4)	(293.2)	125.1	89.7	0.8	0.7	(220.4)	(48.6)	(85.2)	(65.9)	(10.9)	(23.8)
Financial result and other non-technical revenue	1,098.0	588.1	131.9	53.4	0.4	0.4	236.3	64.5	91.4	70.9	41.1	36.3
Result of Life business	288.6	294.8	257.1	143.0	1.2	1.1	15.9	15.9	6.2	5.0	30.2	12.5
Result from other business activities	41.7	36.4	(7.7)	2.8	(2.3)	(2.4)	0.3	(0.7)	3.5	2.1	0.8	(1.9)
Hyperinflation adjustments	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	(10.9)	(8.7)	0.0	0.0
Result before tax	701.9	710.2	476.3	369.5	106.9	94.8	31.4	59.8	80.7	84.6	100.5	114.5
Tax on profits	(121.6)	(163.7)	(149.7)	(100.1)	(28.2)	(18.5)	(6.5)	(17.5)	(18.7)	(20.8)	(24.9)	(29.0)
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	82.5	93.2	229.7	167.9	0.0	0.0	9.7	11.2	7.2	5.3	12.5	15.8
Attributable net result	497.8	453.3	97.0	101.5	78.6	76.3	15.1	31.1	54.8	58.5	63.1	69.7
Loss ratio	73.1%	69.1%	55.1%	51.1%	71.8%	65.1%	80.0%	71.9%	63.2%	55.5%	63.5%	63.8%
Expense ratio	21.2%	22.8%	37.0%	36.6%	28.5%	32.6%	26.1%	27.0%	36.8%	38.4%	31.2%	26.6%
Combined ratio	94.4%	92.0%	92.2%	87.6%	100.4%	97.7%	106.1%	98.9%	100.0%	93.9%	94.7%	90.5%

ITEM	IBERIA		BRAZIL		NORTH AMERICA		EURASIA		LATAM SOUTH		LATAM NORTH	
	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020
Investments, real estate and cash	33,512.6	25,937.8	3,756.6	2,623.1	2,459.8	2,388.6	4,304.2	4,244.2	2,005.9	1,995.6	1,454.1	1,531.0
Technical provisions	29,602.0	22,757.2	4,777.7	3,416.5	2,836.9	2,452.4	4,412.9	4,268.1	3,684.0	3,305.0	1,748.9	1,521.6
Shareholders' equity	4,186.9	4,367.9	1,011.8	782.7	1,362.5	1,343.4	709.5	713.7	558.5	578.5	438.4	445.6
ROE	12.6%	10.6%	9.6%	11.3%	6.0%	5.6%	2.2%	4.4%	9.8%	10.3%	15.2%	15.8%

Figures in millions of euros

ITEM	MAPFRE RE		MAPFRE ASISTENCIA		CONS. ADJUST. & CORPORATE AREAS		TOTAL	
	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020
Gross written and accepted premiums	4,986.8	5,132.9	861.0	618.9	(2,690.1)	(2,514.0)	17,559.1	16,109.8
Net premiums earned	2,605.2	2,744.1	629.7	502.8	2.7	1.2	13,764.0	12,794.6
Net claims incurred and variation in other technical provisions	(1,836.5)	(1,923.7)	(391.6)	(270.0)	(2.7)	(2.9)	(9,498.4)	(8,397.2)
Net operating expenses	(793.8)	(836.2)	(237.7)	(210.6)	6.3	5.3	(3,888.3)	(3,627.0)
Other technical revenue and expenses	(1.8)	(2.1)	(21.3)	(14.4)	(0.6)	(0.1)	(51.7)	(101.3)
Technical result	(26.9)	(17.8)	(20.9)	7.8	5.6	3.6	325.6	669.0
Net financial income	97.1	56.0	6.1	1.4	0.2	(111.5)	679.4	263.1
Other non-technical revenue and expenses	(8.2)	(6.9)	(0.0)	0.0	(6.5)	7.3	(85.5)	(58.8)
Result of Non-Life business	61.9	31.3	(14.8)	9.2	(0.6)	(100.6)	919.6	873.3
Gross written and accepted premiums	593.7	553.6	0.0	0.0	0.1	0.1	5,484.8	4,372.4
Net premiums earned	839.1	427.4	0.0	0.0	0.1	0.0	5,408.9	3,907.0
Net claims incurred and variation in other technical provisions	(772.8)	(369.1)	0.0	0.0	1.5	(0.1)	(5,201.2)	(3,207.5)
Net operating expenses	(114.0)	(114.6)	0.0	0.0	(0.0)	(0.0)	(1,220.0)	(1,060.1)
Other technical revenue and expenses	(1.0)	(0.4)	0.0	0.0	(0.0)	(0.0)	(34.9)	(37.4)
Technical result	(48.6)	(56.7)	0.0	0.0	1.5	(0.0)	(1,047.1)	(398.0)
Financial result and other non-technical revenue	63.5	48.0	0.0	0.0	(1.4)	(0.0)	1,661.2	861.5
Result of Life business	14.8	(8.7)	0.0	0.0	0.2	(0.1)	614.1	463.5
Result from other business activities	0.0	0.0	(74.6)	(31.3)	(194.5)	(209.5)	(232.9)	(204.5)
Hyperinflation adjustments	0.0	0.0	(0.7)	(0.5)	(10.1)	(4.7)	(21.6)	(13.9)
Result before tax	76.7	22.5	(90.2)	(22.6)	(205.1)	(314.9)	1,279.2	1,118.4
Tax on profits	(19.2)	(5.7)	3.9	4.0	41.0	53.5	(323.9)	(297.7)
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	1.7	2.0	2.7	(1.2)	346.0	294.1
Attributable net result	57.5	16.9	(88.0)	(20.6)	(166.7)	(260.2)	609.2	526.5
Loss ratio	70.5%	70.1%	62.2%	53.7%			69.0%	65.6%
Expense ratio	30.5%	30.5%	41.1%	44.7%			28.6%	29.1%
Combined ratio	101.0%	100.6%	103.3%	98.4%			97.6%	94.8%

ITEM	MAPFRE RE		MAPFRE ASISTENCIA		CONS. ADJUST. & CORPORATE AREAS		TOTAL	
	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020	DECEMBER 2019	DECEMBER 2020
Investments, real estate and cash	5,076.2	5,303.1	456.4	341.9	497.1	527.8	53,522.7	44,893.2
Technical provisions	6,319.2	6,396.7	763.5	591.5	(3,113.5)	(3,016.5)	51,031.6	41,692.6
Shareholders' equity	1,746.2	1,770.9	158.7	120.8	(1,318.2)	(1,587.5)	8,854.3	8,536.0
ROE	3.4%	1.0%	-44.4%	-14.7%			7.2%	6.1%

Figures in millions of euros

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	$(\text{Total dividend charged against earnings} / \text{Result for the year attributable to the controlling company}) \times 100$
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	$(\text{Net operating expenses} - \text{other technical revenue} + \text{other technical expenses}) / \text{Net premiums earned}$. Figures regarding Non-Life Insurance
LOSS RATIO– NON-LIFE	$(\text{Incurred claims for the year, net} + \text{Variation in other technical provisions} + \text{Profit sharing and returned premiums}) / \text{Net premiums earned}$. Figures regarding Non-Life Insurance
SOLVENCY II RATIO	$\text{Eligible Own Funds} / \text{Solvency Capital Requirement (SCR)} \times 100$
DIVIDEND YIELD	$\text{Amount of dividend paid in the year} / \text{Average share price in the year}$
RESULT OF LIFE BUSINESS	Includes technical result, financial result and other non-technical revenue
ROE (RETURN ON EQUITY)	$(\text{Attributable result (see definition) for the last twelve months}) / (\text{Arithmetic mean of equity attributable to the controlling company (see definition) at the beginning and closing of the period (twelve months)}) \times 100$

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/en/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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