

Ignacio Baeza

Vice Chairman of MAPFRE

MAPFRE

PASSED ITS

2020

STRESS TEST

And yet... we have achieved solid results and continue to maintain an **EXCELLENT** capital position.



GLOBAL GDP
LARGEST FALL IN GLOBAL
GDP IN OVER A CENTURY



**FALL IN
FINANCIAL
INCOME**



AUGUST
CYBERATTACK



**NATURAL
CATASTROPHES**

STRATEGY AGAINST COVID-19

+ €200M MOBILIZED



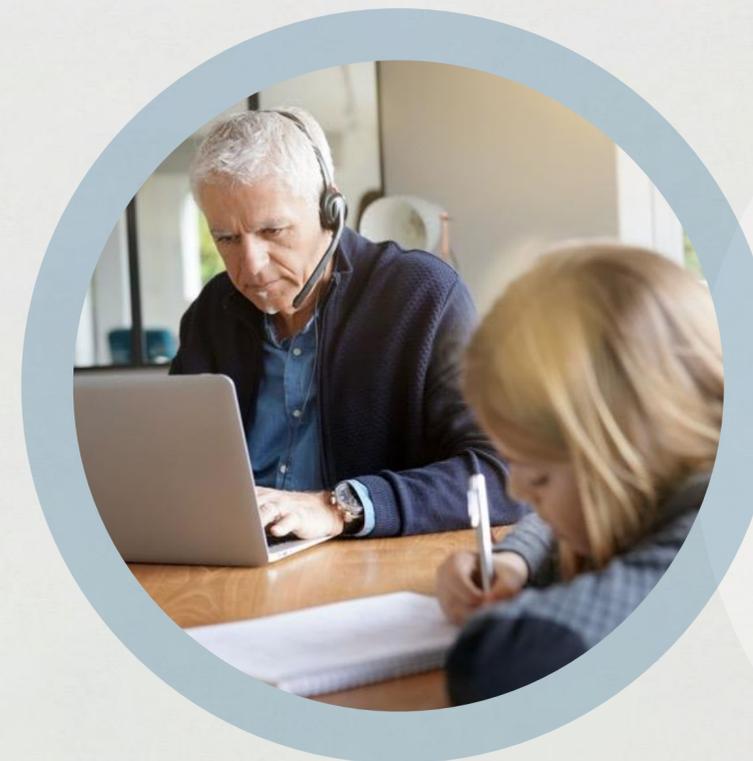
SOCIETY

Mobilization of resources, donations and support grants.
Fundación MAPFRE's work in society.



BUSINESS

€115M allocated to fund insurance for self-employed workers and advance billing for providers.

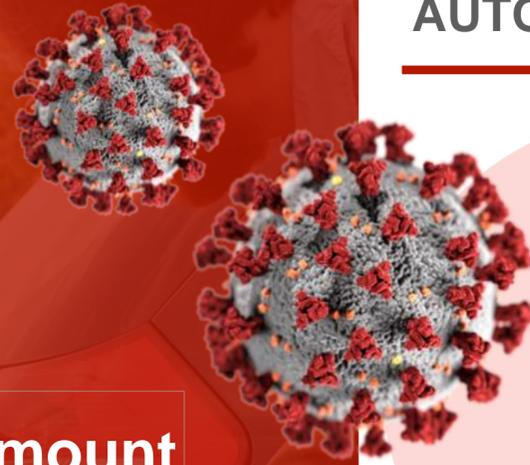


PEOPLE

90% of employees working remotely.

Continued provision of essential services to policyholders.

The financial impact of the COVID-19 crisis has been unevenly distributed across the balance sheet and income statement.



DECLARED LOSS RATIO

Lines	Amount
Health	59
Burial	30
Life-Protection	83
Travel assistance (Travel insurance)	23
Other lines (Homeowners, Multirisk)	14
IBNR	44
Total insurance	253
Accepted reinsurance	114
Cumulative total	367

*Figures in million euros

DECLINE IN THE FREQUENCY OF AUTOMOBILE ACCIDENTS

AUTO COMBINED RATIO: 91.7% (-8.8 P.P.)



EXTRAORDINARY EXPENSES COVID:

€30M



€96M

MEASURES FOR CLIENTS, SMES AND THE SELF-EMPLOYED



€132M

BALANCE SHEET WRITEDOWN
Goodwill impairment.

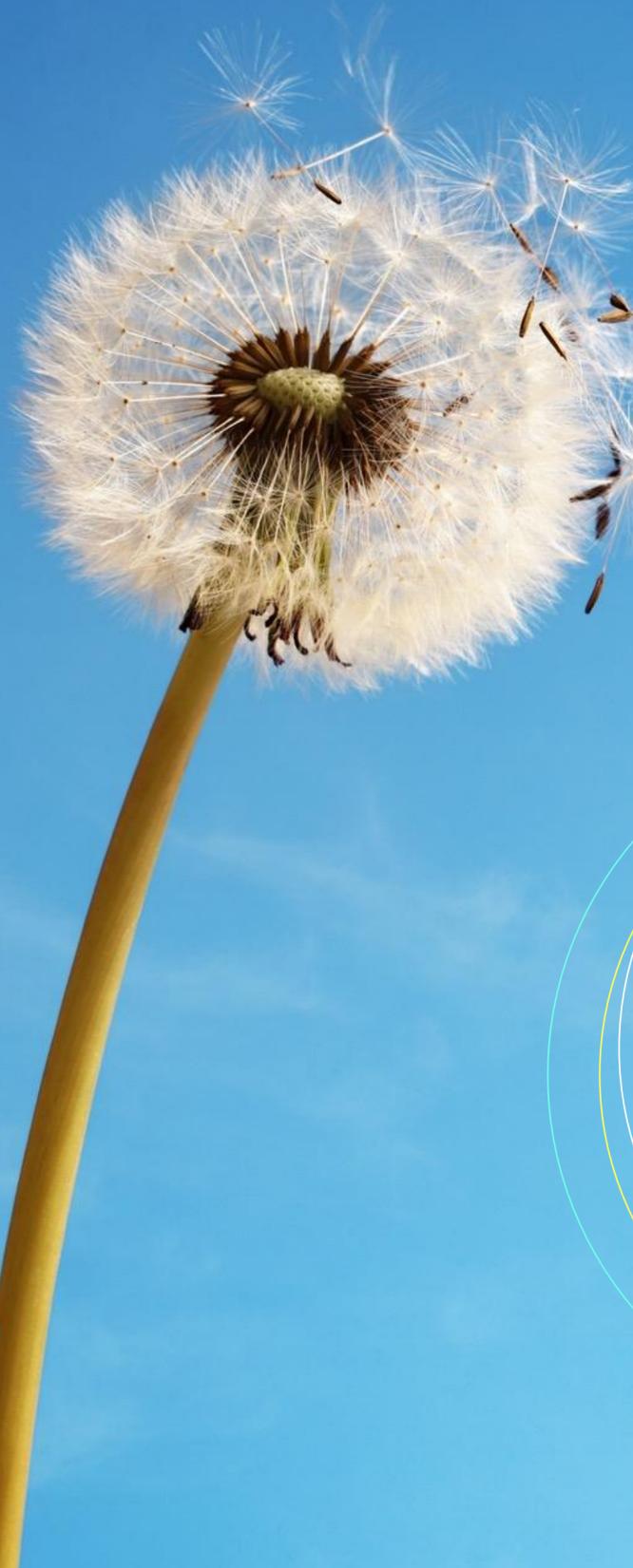


OUR CAPITAL POSITION

remains excellent, with a high level of flexibility and liquidity, as well as prudent balance sheet management.



INTEGRATED REPORT



SUSTAINABILITY



34,000
employees



89
nationalities



250,000
professionals



98%
on indefinite contract



PEOPLE WHO LOOK AFTER
PEOPLE

VOLUNTEERING

4,750
VOLUNTEERS

150,000
BENEFICIARIES



PLAYING OUR PART



RESPONSIBLE INVESTMENT

GLOBAL COMMITMENTS



90%
INVESTMENTS
WITH HIGH
RATING



**COMMITTED
TO PEOPLE WITH DISABILITIES**
INCLUSIÓN RESPONSABLE



MAPFRE AM

**HEALTHCARE FI
COMMITMENT**
GUARANTEED MUTUAL FUND

A white daisy flower in bloom is the central focus, set against a teal background. The flower's petals are delicate and layered, with a yellow center. The stem is green and extends downwards. Other parts of the flower are visible at the bottom of the frame. The text 'PROTECTING THE ENVIRONMENT' is overlaid in white, bold, sans-serif font.

**PROTECTING
THE
ENVIRONMENT**

PROTECTING THE ENVIRONMENT

COMBATING CLIMATE CHANGE



PACT FOR A CIRCULAR ECONOMY



REDUCTION OF ENVIRONMENTAL FOOTPRINT

MAPFRE will not insure the construction of new infrastructure related to coal mines or thermal power plants. Nor will it insure projects linked to tar sands or offshore/onshore oil- or gas-related projects in the Arctic.



56% REDUCTION IN EMISSIONS 2014-2020



Fundación **MAPFRE**

FOR A MORE HUMANE FUTURE

45

YEARS

30

COUNTRIES

€ **700** M

SINCE 2006

FUNDACIÓN **MAPFRE'S** RESPONSE TO THE **CORONAVIRUS** PANDEMIC

SCIENTIFIC
RESEARCH

€ **5** M

HEALTHCARE
SUPPLIES

€ **20** M

URGENT
SUPPORT
MEASURES

€ **10** M

THANK YOU