

**FREQUENTLY ASKED QUESTIONS ABOUT THE ORDINARY
ANNUAL GENERAL MEETING OF MAPFRE S.A.**

1. When will the next Annual General Meeting be held?

The Ordinary Annual General Meeting of MAPFRE S.A. (the "**Company**" or "**MAPFRE**") will be held on March 14, 2025, at 11:30 AM on the first call, provided that a sufficient quorum is reached, and it is not necessary to hold the meeting on a second call.

2. Where will the Annual General Meeting be held?

The Annual General Meeting will take place in Madrid at the Palacio Municipal de Congresos del Campo de las Naciones (Avenida de la Capital de España, s/n).

3. Where can I view the meeting notice for the Annual General Meeting?

The meeting notice for the Annual General Meeting is available on the website of the Spanish National Securities and Exchange Commission (www.cnmv.es) and the MAPFRE corporate website (www.mapfre.com). It will also be published in the newspaper *Expansión* on February 12, 2025.

4. What resolutions are being proposed at the Annual General Meeting?

You can view the proposed resolutions in the online space dedicated to the [2025 Annual General Meeting](#).

5. Who can submit a supplement to the call to attend? What is the procedure for doing so?

Shareholders representing at least three percent of the share capital may, by sending a formal notice to the Board of Directors within the five days following the publication of the meeting notice, submit new proposals for resolutions on items included on the agenda, or request the inclusion of new items on the agenda of the Annual General Meeting, all in accordance with the applicable regulations. The request must be received at the Company's registered office (Carretera de Pozuelo, No. 52, Building 1, 28222, Majadahonda, Madrid) within five days of publication of the meeting notice.

6. Where and how can shareholders obtain documentation relating to the Annual General Meeting?

All documentation relating to the Annual General Meeting is available on the Company's website in the section relating to the [2025 Annual General Meeting](#) and at the Company's registered office (Carretera de Pozuelo, No. 52, Building 1, 28222, Majadahonda, Madrid), during the following hours:

- Monday–Thursday: from 8:30 AM to 1:00 PM, and from 2:00 PM to 4:00 PM.
- Friday: from 8.30 AM to 2:00 PM

Shareholders may also request the immediate and free delivery or mailing of such documentation by regular postal mail, directed to the Investor Relations Area, or by email to IR@mapfre.com and/or oficinadelaccionista@mapfre.com.

Additionally, at the location where the Annual General Meeting will be held, on the day of the meeting, shareholders will be provided with the documentation.

7. Is there a minimum number of shares required to attend the Annual General Meeting?

Only shareholders who, individually or jointly with other shareholders, hold a minimum of 1,000 shares may attend the Annual General Meeting (either in person or via telematic means), provided that these shares are registered in the relevant Accounting Register at least five days prior to the meeting.

Shareholders holding a smaller number of shares than indicated above may participate in the Annual General Meeting as indicated in question 17.

8. How many votes do I have at the Annual General Meeting?

Each share confers the right to one vote.

9. What documentation is required to attend the Annual General Meeting?

To attend the Annual General Meeting in person, shareholders must obtain the attendance card issued by the depository institutions or the one provided by the Company on its corporate website in the section concerning the [Annual General Meeting 2025](#).

Shareholders attending in person (or their representatives) must duly identify themselves to the MAPFRE services prior to the Annual General Meeting.

To attend the Annual General Meeting remotely, it is necessary to register on the Telematic Attendance Platform in the "Annual General Meeting" section of the "Shareholders and Investors" area of the Company's corporate website

(www.mapfre.com), where instructions for remotely attending the Annual General Meeting will also be available.

Shareholders (or their representatives) must verify their identity using: (i) a valid electronic National Identity Document (DNI); (ii) a valid electronic certificate issued by the National Mint and Stamp Factory (*Fábrica Nacional de la Moneda y Timbre*, FNMT), with no revocation record; or (iii) the username/password credentials that the shareholder will receive from the Company at the email address provided when completing the credentials request form, available on the Telematic Attendance Platform, after their identity is verified.

10. Is there a broadcasting system for the Annual General Meeting?

The Annual General Meeting will be broadcast live. Access to this broadcast will be through the Telematic Attendance Platform for the Annual General Meeting and the Company's corporate website (www.mapfre.com), via a specific link for this purpose.

11. In the case of co-ownership of shares, how many co-owners can attend the Annual General Meeting?

In the case of in-person attendance, only one co-owner will have the right to attend the Annual General Meeting and vote, and will be considered as designated by the other co-owners to exercise the shareholder's rights.

In the case of telematic attendance, the first co-owner to register on the Telematic Assistance Platform will be allowed to attend the Annual General Meeting and will be entitled to exercise the rights of intervention, information, proposal, and voting corresponding to the jointly held shares.

12. If the shareholder is a legal entity, what documentation must be submitted to attend the Annual General Meeting?

For in-person attendance, the representative must provide proof of their identity as well as the representation they hold through a document confirming such representation (i.e., power of attorney).

For telematic attendance, the proxy who will complete the registration process on behalf of the legal entity shareholder on the Telematic Assistance Platform must first prove their representation and identity. To do so, they must send the attendance card issued in the name of said shareholders by the Company or by the depository institution, duly completed and signed, along with a copy of the official document accrediting the proxy's identity and a copy of the document certifying the power that allows them to act on behalf of said shareholders, to the attention of the General Counsel, Carretera de Pozuelo, No. 52, Building 1, 28222, Majadahonda, Madrid, Spain, or to the email address juntageneral@mapfre.com at least 24 hours before the Annual General Meeting is held on the first call.

Upon receipt and verification of the documentation, the proxy may register and attend the Annual General Meeting virtually provided that they meet the access and identification requirements set out in the above paragraph.

13. Is there an attendance bonus or other form of financial incentive?

A cash dividend, in the form of a *participation dividend* linked to shareholder engagement, is proposed for approval by the Annual General Meeting (under item 6 of the agenda). The dividend, to be charged to unrestricted reserves, will amount to 0.0015 euros gross per share and its payment is contingent upon the quorum for constituting the Annual General Meeting reaching 81% of the company's share capital and the approval of the new Article 22 of the Corporate Bylaws, as outlined in item 3.3 of the agenda. The amount corresponding to treasury stock will be applied on a proportional basis to the remaining shares.

Should the conditions for payment be met, the dividend would be paid on a date determined by the Board of Directors, within the period from March 15th to 31st, 2025, to shareholders who have registered their MAPFRE, S.A. shares in the accounting records under their name at least five days prior to the date of the Annual General Meeting (record date).

14. Will there be a gift?

No, the Company has decided to discontinue the distribution of the commemorative gift.

15. How can a shareholder be represented at the Annual General Meeting?

Any shareholder entitled to attend the Annual General Meeting may appoint another person to represent them at the meeting, even if the latter is not a shareholder.

For in-person attendance, the proxy can be granted by completing the proxy voting card issued by the depository entity, or the card provided on the Company's website, in the section about the [2025 Annual General Meeting](#).

The proxy voting card includes a designated space to specify the name of the person to whom the vote is delegated.

To attend the Annual General Meeting, the representative must present the proxy voting card indicating the shareholder they represent, along with an official ID to verify their identity.

For telematic attendance, the proxy (unless the proxy has been authorized by electronic means) and the representative's identity must be accredited to the Company by sending the proxy voting card issued by the Company or by the depository institution, duly completed and signed by the shareholder, along with a

photocopy of the official document proving the representative's identity. They must be received by the Company, to the attention of the General Counsel at Carretera de Pozuelo, No. 52, Building 1, 28222, Majadahonda, Madrid, Spain, or sent to the email address juntageneral@mapfre.com at least 24 hours before the Meeting is held on the first call.

In addition to the aforementioned verification, representatives must also register on the Telematic Attendance Platform and authenticate themselves as remote attendees under the same terms as the shareholders.

16. Is it possible to grant representation via remote communication methods?

Yes, representation can be granted remotely by postal mail and electronic means.

– Postal mail

Representation may be conferred by filling in the proxy card issued by the depository entity or the card provided by the Company to shareholders on its corporate website, in the section relating to the [2025 Annual General Meeting](#).

The original card, duly completed and signed, must be sent by postal mail to the registered office (Carretera de Pozuelo, No. 52, Building 1, 28222-Majadahonda, Madrid, Spain), to the attention of the General Counsel, accompanied by a photocopy of an official document certifying the shareholder's identity. In the case of a legal entity, a copy of the document that accredits the representation of the individual signing the postal voting form on its behalf must also be sent.

– Online through the Company's website

Representation may be delegated electronically through the system provided for this purpose in the section relating to the [2025 Annual General Meeting](#) of the Company's corporate website. The website explains in detail the procedure to be followed by shareholders in order to exercise this right. Shareholders must certify their identity using: (i) a valid electronic National Electronic Identity Document (DNI); (ii) a valid electronic certificate issued by the National Mint and Stamp Factory (*Fábrica Nacional de la Moneda y Timbre*, FNMT), with no revocation record; or (iii) the username/password credentials that the shareholder will receive from the Company at the email address provided when completing the credentials request form, available on the MAPFRE corporate website, after their identity is verified.

17. How can shareholders with fewer than 1,000 shares participate in the Annual General Meeting?

Shareholders holding fewer than 1,000 shares without the right to attend the Annual General Meeting may:

- Vote remotely, as indicated in question 18 and following.

- Form groups with other shareholders: any shareholders holding fewer than 1,000 shares may pool their holdings until they reach at least that number of shares. The group must appoint a representative from among its members and inform the Secretary of the Company's Board of Directors at least five days prior to the Annual General Meeting, by letter signed by all participating shareholders, including the name and acceptance of the designated representative. This representative shall physically attend the Annual General Meeting and exercise the right to vote on behalf of all the group shareholders.

18. Can voting be done through remote communication channels?

Yes, valid remote communication channels for casting votes include postal mail and electronic means.

- Postal mail

The vote must be cast by completing the attendance card, which includes the "Remote Voting" section, issued either by the depository institution or by the Company. The Company makes this card available to shareholders on its corporate website in the section relating to the [2025 Annual General Meeting](#).

The original card, duly completed and signed, must be sent by postal mail to the registered office (Carretera de Pozuelo, No. 52, Building 1, 28222-Majadahonda, Madrid, Spain), to the attention of the General Counsel, accompanied by a photocopy of an official document certifying the shareholder's identity. In the case of a legal entity, a copy of the document that accredits the representation of the individual signing the postal voting form on its behalf must also be sent.

- Online through the Company's website

Shareholders may cast their vote electronically through the system provided for this purpose in the section relating to the [2025 Annual General Meeting](#) on the Company's corporate website. The website explains in detail the procedure to be followed by shareholders in order to exercise this right. Shareholders who wish to use this voting procedure must prove their identity by: (i) a valid electronic National Electronic Identity Document (DNI); (ii) a valid electronic certificate issued by the FNMT with no revocation record; or (iii) the username/password credentials that the shareholder will receive from the Company at the email address provided when completing the credentials request form, available on the MAPFRE corporate website, after their identity is verified.

19. What is the deadline for the Company to receive proxies and votes cast through remote communication channels?

In order to be valid, votes conferred by any of the aforementioned remote means of communication must be received by the Company at least 24 hours in advance of the Annual General Meeting being held.

20. What are the priority rules for proxies and votes submitted through remote communication channels?

Representation and voting by remote means are always revocable, and must be revoked expressly and through the same means used for their issuing, within the time limit established for the said issuing.

Attendance at the Annual General Meeting, either in person or virtually, will nullify any votes cast or proxies granted that were previously communicated to the Company. No more than one proxy shall be permitted at the Annual General Meeting.

Likewise, voting will make any proxy (electronic or postal) ineffective, whether it be prior, which will be deemed revoked, or subsequent, which will be deemed not executed, regardless of the means used to cast the vote. In the event that the shareholder cast various votes of different outcomes, or several proxies, electronically or by mail, the vote most recently cast will prevail.

21. What happens if the shareholder does not indicate their voting instructions on the attendance card or the remote voting card?

If the attendance card or remote voting card does not specify the shareholder's voting instructions, it will be understood that the shareholder votes in favor of the resolutions proposed by the Board of Directors for each item on the agenda published in the meeting notice.

22. How are resolutions adopted at the Annual General Meeting?

Resolutions must be passed with the affirmative vote of the majority of the share capital entitled to vote, present, or represented at the Annual General Meeting, except as provided by law or the MAPFRE Corporate Bylaws.

As a general rule, and notwithstanding that the Chairman of the Annual General Meeting may authorize voting by acclamation, show of hands, or other alternative methods, the voting on proposed resolutions will follow the procedure outlined below:

– Proposed resolutions relating to items included on the agenda

Voting on resolutions relating to agenda items will be conducted using a negative deduction system. In this system, all shares present or represented at the meeting will be considered to vote in favor of the proposed resolution, minus the votes corresponding to: (i) shares whose holders or proxies inform the notary or their assistants (or, failing that, the Secretary of the Annual General Meeting) of their vote against, blank vote, or abstention, either through written or electronic communication or personal declaration; (ii) shares whose holders or proxies have voted against, cast a blank vote, or expressly abstained through valid remote

communication methods; and (iii) shares whose holders or proxies have left the meeting before the vote on the proposed resolution and have formally recorded their departure with the notary or their assistants (or, failing that, the Secretary of the Annual General Meeting).

– Proposed resolutions relating to items not included on the agenda

When voting on proposed resolutions relating to items not included on the agenda, votes corresponding to all shares present or represented at the meeting, shall be considered votes against, minus the votes corresponding to: (i) shares whose holders or proxies inform the notary or the assisting staff (or, failing that, the Secretary of the Annual General Meeting), by written or electronic communication, or personal declaration, of their vote in favor, blank vote, or abstention; (ii) shares whose holders or proxies have voted in favor, cast a blank vote, or expressly stated their abstention through valid means of remote communication; and (iii) shares whose holders or proxies have left the meeting prior to the vote on the proposed resolution in question and have made a record of their departure with the notary or the assisting staff (or, failing that, with the Secretary of the Annual General Meeting).

Communications or statements to the notary, the assisting staff, or the Secretary of the Annual General Meeting regarding the direction of the vote or abstention may be made individually for each proposal or collectively for several or all of them, stating to the notary or the assisting staff (or, failing that, the Secretary of the Annual General Meeting) the identity and status — shareholder or proxy— of the individual making the statement, the number of shares they're referring to, and the direction of the vote or, if applicable, abstention.

If the affirmative votes are clearly sufficient to approve the corresponding proposal, the Chairman will declare it approved, while ensuring the exact results of the vote are recorded in the minutes. Only proposed resolutions that are recorded as such will be definitively approved.

23. How are the minutes of the Annual General Meeting approved?

The Board of Directors has arranged to have a notary present to draft the minutes of the Annual General Meeting. In accordance with Article 203.2 of the Capital Companies Act, the notarial minutes are not subject to approval, as they are considered the official minutes of the Annual General Meeting.

24. Does the Company have an Electronic Shareholders' Forum? Where and how can the Electronic Shareholders' Forum be accessed?

Yes, the Company has established an [Electronic Shareholders' Forum](#) on its corporate website, the use of which will be governed by its legal purpose, as well as the rules and procedures set out by the Company in the Electronic Shareholders' Forum Regulations, available on the aforementioned website.

Duly authorized shareholders and shareholder groups are eligible to access the Electronic Shareholders' Forum.

25. How should I authenticate myself to participate in the Electronic Shareholders' Forum?

To participate in the Electronic Shareholders' Forum, you must:

- Identify yourself by: (i) a valid electronic National Identity Document (DNI); or (ii) a recognized electronic certificate, with no revocation record, issued by the FNMT; or (iii) the user name and password credentials provided by the Company, sent to the email address provided during the completion of the credentials request form, available on the Electronic Shareholder Forum, following verification of your identity.
- Prove your status as a shareholder with a certificate of ownership issued by the depository institution.

26. What initiatives can be developed through the Electronic Shareholders' Forum?

In accordance with current regulations, the Electronic Shareholders' Forum will include:

- Proposals intended to supplement the agenda.
- Requests for support of such proposals.
- Initiatives to reach the required threshold to exercise minority rights as provided by law.
- Offers or requests for voluntary representation.

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