

MAPFRE, S.A. SHAREHOLDERS' RIGHT TO INFORMATION

In accordance with the provisions of the Recast Text of the Spanish Companies Act and the Regulations of the General Shareholders' Meeting of MAPFRE, S.A. (the "**Company**"), shareholders may exercise their right to information at the general meetings under the following terms:

➤ **Information available to shareholders at the General Shareholders' Meeting**

The Board of Directors shall promote the informed participation of shareholders at the General Shareholders' Meeting and shall take any such measures it deems appropriate to ensure that the General Shareholders' Meeting is effective for its own purposes in accordance with the Law and the Bylaws.

From the moment the meeting is called, all the information regarding the General Shareholders' Meeting shall be provided to the shareholders at the registered office and will be published on the Company's website (www.mapfre.com), including the detailed proposed resolutions submitted to said meeting and the forms to be used for proxy and remote voting. Likewise, shareholders may request that these documents be sent free of charge, in cases where this is legally required.

Notwithstanding the above, the Company will provide the same information through its Investor Relations Area (MAPFRE. Investor Relations Area. Carretera de Pozuelo a Majadahonda, no. 52, 28222 Majadahonda, Madrid, Spain; email addresses: IR@mapfre.com and oficinadelaccionista@mapfre.com). The Company will use both this means and the website to provide shareholders with a means to communicate with the Company to address matters of interest to them.

Through its website and the Investor Relations Area, the Company will also provide any information that it deems appropriate for the shareholders' attendance at the general meeting and their participation at it.

Furthermore, at each shareholders' general meeting and in accordance with current legislation, the Company shall set up an Electronic Shareholders' Forum on the company's website (www.mapfre.com). This shall be operational from when the call for attendance is published until when the meeting is held, and both individual shareholders and voluntary associations which the former may appoint, with the legally established terms, may access said Forum, with the due guarantees, in order to facilitate communication between the Company's shareholders. Proposals intended to be presented as a supplement to the agenda announced in the call, applications to support such proposals, initiatives to achieve a sufficient percentage to exercise minority rights as provided for by Law, as well as

offers or requests for voluntary proxy may be published in said Forum. This Forum, which in no case shall constitute a channel of communication between the Company and its shareholders, shall be governed by its own Regulations and by the current legislation.

➤ **Period for exercising the right to information prior to the General Shareholders' Meeting**

Shareholders may request, in writing, any information or clarifications they deem necessary from the Board of Directors regarding the matters on the agenda and may submit in writing any questions that they deem relevant from the moment the General Shareholders' Meeting is called until five days before the meeting is held. During said period, they may also request information or clarifications, or may ask questions, in writing, regarding information accessible to the public that has been provided by the Company to the National Securities and Exchange Commission since the last General Shareholders' Meeting and regarding the auditors' report. The Board of Directors is obliged to provide information in writing up until the day the General Shareholders' Meeting is held.

Furthermore, during the General Shareholders' Meeting, shareholders may make verbal requests for the information and clarifications referred to in the previous paragraph. Shareholders attending the General Shareholders' Meeting through telematic means may request the information or clarifications referred to in the previous paragraph using the form provided in the Telematic Attendance Platform, under the terms established in the General Shareholders' Meeting Telematic Attendance Procedure, which is available on the Company's website (www.mapfre.com). If it is not possible to satisfy the shareholder's right to information at the time, the Board of Directors is obliged to provide such information in writing within seven days of the General Shareholders' Meeting ending.

Valid requests for information, clarifications or questions made in writing will be included on the Company's website.

The Board of Directors is obliged to provide the information requested under the preceding paragraphs unless such information is unnecessary for the protection of shareholder rights or if there are objective reasons to believe that it could be used for non-company-related purposes or that its publication may harm the Company or the related companies. Information may not be withheld when the request is supported by shareholders who represent at least twenty-five percent of the share capital.

The Board of Directors may authorize any of its members or its Secretary to respond, on behalf of and representing the Board of Directors, to requests for information made by shareholders. In the event that the requested information is used in an abusive or harmful manner, the shareholder shall be liable for the damage and harm caused.

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