

RIGHTS TO INFORMATION FOR SHAREHOLDERS

IN MAPFRE S.A.

In accordance with the provisions of the Consolidated Text for the Capital Companies Act and in the Regulations for the Company's Annual General Meeting, shareholders may exercise their right to information when an annual general meeting is called in the following terms:

➤ **Information available to shareholders when an Annual General Meeting is called**

The Board of Directors will promote the informed participation of shareholders in the Annual General Meeting, and will take the appropriate steps to ensure that this effectively fulfills the purposes for the same in accordance with the Law and the Corporate Statutes.

When the meeting is called, all the mandatory information corresponding to the Annual General Meeting will be made available to shareholders in the Company's registered offices and on the Company's website (www.mapfre.com) and this will include details of the agreements to be submitted to the same and the forms to be used for remote voting or voting by representation. Shareholders may request that these documents be delivered free of charge, where this is legally appropriate.

Notwithstanding the above, The Company will make the same information available through its Investor Relations Department (MAPFRE. Investor Relations Department. Carretera de Pozuelo a Majadahonda, 52, 28222 Majadahonda - Madrid; email: relacionesconinversores@mapfre.com). The Company will employ this medium together with the website so shareholders have a means of communication with the same in order to address matters which are in their interest.

Furthermore, the Company will provide via its website and the Investor Relations Department such information as it considers appropriate for shareholders to be able to attend and participate in the Annual General Meeting.

For each General Meeting, in accordance with the provisions of the legislation currently in force, the Company will activate a Shareholders Electronic Forum on the company website (www.mapfre.com), which will be operational from the publication of the meeting until the meeting takes place, there will be access, with the due guarantees, for both individual shareholders and such voluntary associations which they may constitute in the legally established terms, in order to facilitate communication between the shareholders and the Company. The Forum may publish proposals which may be presented as a complement to the announced agenda, requests for support for such proposals, initiatives

designed to achieve a percentage which will be sufficient to be able exercise minority rights under the Law, as well as offers or requests for voluntary representation. This Forum, which does not constitute a channel of communication between the Company and its shareholders, will be governed by its own Regulations and by the legislation currently in force.

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

From the time the Annual General Meeting is called to the fifth day prior to the meeting being held, shareholders may make written requests to the Board of Directors for information or clarifications which they deem appropriate relating to the topics which appear on the agenda and present questions in writing which they deem appropriate in reference to the same. During the same period of time they may request information or clarifications in writing relating to the information available to the public which the Company has provided to the Spanish National Securities and Exchange Commission (the "CNMV") since the last Annual General Meeting and relating to the Audit Report. The Board of Directors is obliged to provide information in writing until the day the Annual General Meeting is held.

Furthermore, during the Annual General Meeting, shareholders may make verbal requests for the information and clarifications referred to in the previous paragraph. If it is not possible to satisfy the shareholder's right to information during the meeting, the Board of Directors is obliged to provide this information in writing within seven days after the Meeting is finished.

Valid requests for information, clarifications and questions presented in writing will be included in the Company's website.

The Board of Directors is obliged to provide the information requested under the provisions of the above paragraphs, unless this information is unnecessary for protection of the shareholder's rights, or there are objective reasons for considering that it may be used for purposes outside the company or that its publication may prejudice the Company or associated companies. Information may not be denied where the request for it is supported by at least twenty-five percent of the share capital.

The Board of Directors may authorize any of its members or its Secretary to reply in the name and on behalf of the Board to requests for information presented by the shareholders. Where any shareholder makes abusive or prejudicial use of the information requested he or she will be responsible for any prejudice or damages caused.
