



MAPFRE
ANNUAL GENERAL MEETING

2020

Ignacio Baeza

Vice Chairman of MAPFRE

#WeAreMAPFRE

March 13, 2020

ANNUAL RESULTS 2019

COMMITMENT TO SHAREHOLDERS

DIVIDEND MAINTENANCE

€609M

Attributable profit +15%

€822M

EXCLUDING
EXTRAORDINARY ITEMS

€447M

against 2019 results

INSURANCE BUSINESS STRENGTH

€806M

+18%

REINSURANCE RESILIENCE

€77M

PROFIT

NON-LIFE
COMBINED
RATIO
97.6%

ROE
8%

SOLVENCY
RATIO
195%*



Growing ahead of the market



Profits up 79%



USA earnings up by 7x

2019

Integrated report



WE ARE SUSTAINABLE



CONTRIBUTION OF THE INVESTMENT PORTFOLIO TO THE SDG



INVESTMENT
PORTFOLIO

€53.5BN +8.6%

PUBLIC
DEBT €30BN

MAPFRE AM

- Capital Responsible
- Inclusión
- Good governance



177,000
Providers



+26 million
Clients

Customer experience



10,400

Volunteers

125,000

Beneficiaries

Volunteering





10,400

Volunteers

125,000

Beneficiaries

Volunteering

+900

Employees
with disabilities

WE UNITE
INCLUSION

+34,000

Employees

84

Nationalities

6 out of 10
New hires are
WOMEN

WE UNITE
DIVERSITY

PROFESSIONAL MOBILITY

15% OF THE **WORKFORCE**
CHANGED JOB POSITION, FUNCTION,
AREA OR COUNTRY IN 2019

1.5 MILLION
HOURS OF
TRAINING

WE PROTECT
TALENT

INNOVATION
AND **TRANSFORMATION**
of the company

MAPFRE's
CYBER RESILIENCE

CIBER
RISKS **STRATEGY**

WE REDUCE OUR ENVIRONMENTAL FOOTPRINT

INTEGRATION of the CLIMATE CHANGE variable within the BUSINESS

CIRCULAR ECONOMY

BIODIVERSITY PRESERVATION COP25



Environmental,
Social and
Governance
Plan 2019-2021



SUSTAINABILITY

Fundación MAPFRE

100

international
projects

110,000

children

30

countries

500

workshops

€14M

enhancing
scientific
knowledge

550

people accessing
the labor market

FINANCIAL EDUCATION

25,000 students
1,100 sessions

6,000

actions

14 million

beneficiaries
worldwide



Fundación **MAPFRE**

SOCIAL
OUTREACH
AWARDS

Fundación
MAPFRE



FUNDACIÓN MAPFRE
AWARDS FOR
S O C I A L
I N N O V A T I O N



#9

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Accolades



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