

Madrid, March 13, 2020

## **SPANISH SECURITIES AND EXCHANGE COMMISSION (CNMV)**

In accordance with article 226 of the Revised Text of the Securities Market Act, MAPFRE, S.A. (MAPFRE) hereby gives notice to the Spanish Securities and Exchange Commission of the following

### **PRIVILEGED INFORMATION**

MAPFRE has updated its public strategic objectives for the 2019-2021 period, as a result of the economic, political, and social environment, the changes in business models in all sectors and, specifically in the insurance industry, and volatility in global economies.

As a result of this update, said objectives are now as follows:

- Profitable growth:
  - To obtain a return on equity (ROE) in the range of between 8% and 9% on average for the three-year period.
  - To reach a level of income at the close of 2021 of between 28 and 30 billion euros.
- Client orientation:
  - We are committed to at least 73% of measured businesses obtaining an NPS above the average of our competitors.
- Excellence in technical and operational management:
  - To obtain an average combined ratio for Non-Life business for the three-year period of between 96% and 97%.
- Culture and Talent:
  - To achieve a minimum Culture and Talent index of 75%.



- To have women occupy at least 45% of openings in leadership positions.
- To have people with disabilities make up at least 3% of the global workforce.

Ángel L. Dávila Bermejo

General Counsel