



RIGHT TO INFORMATION BY SHAREHOLDERS OF MAPFRE, S.A.

In accordance with the provisions of the Spanish Companies Act and the company's Regulations for the Annual General Meeting, shareholders may exercise their right to information on the occasion of General Meetings in the following terms:

➤ **Information available to shareholders for the General Meeting**

The Board of Directors will encourage the informed participation of shareholders in the Annual General Meeting and adopt whatever measures it considers necessary to ensure that participation effectively serves the purposes of the law and bylaws.

After the calling of the meeting, the shareholders will be able to consult at the Registered Office all the information necessary for the Annual General Meeting, along with the detailed proposed resolutions to be submitted to it, and the forms to be used for proxy and postal voting. The shareholders may also request these documents be sent to them free of charge.

Notwithstanding the above, the Company shall provide the same information through its website (www.mapfre.com) and the Investor Relations Department (MAPFRE. Departamento de Relaciones con Inversores. Carretera de Pozuelo a Majadahonda, n.º 52, 28222 Majadahonda (Madrid); e-mail: relacionesconinversores@mapfre.com). The Company shall use these same means of communication so that shareholders can communicate matters of interest with it.

Furthermore, the Company shall publish on its website and through the Investor Relations Department any information it considers important to enable shareholders' attendance and their participation in the meeting.

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

From the convening of the Annual General Meeting until the seventh day prior to the scheduled date for the holding thereof, shareholders may request in writing from the Board of Directors any information or clarifications they consider necessary on the items included in the agenda and submit any questions in writing they deem important in reference to said items. During this period they may also request information or clarifications, or prepare written questions about information accessible to the public provided by the Company to the Spanish Securities and Exchanges Commission since the holding of the last Annual General Meeting and on the auditor's report. The Board of

Directors is obliged to provide information in writing up until the day of holding of the Annual General Meeting.

In addition, during the holding of the Annual General Meeting , the Company's shareholders may verbally request the information or clarifications that they deem suitable about the items on the agenda. If it is not possible to satisfy the shareholder's right to information at that time, the Board of Directors is obliged to provide that information in writing within seven days of the end of the meeting.

The Board of Directors is obliged to provide the information requested under the two preceding paragraphs, except in cases where, in the Chairman's opinion, disclosure of said information would jeopardise the Company's interests.

The Board of Directors may empower any of its members or its Secretary to respond, on behalf of the Board, to information requests submitted by shareholders.
