

MAPFRE, S.A. SHAREHOLDERS' RIGHT TO OBTAIN INFORMATION

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

➤ **Information available for shareholders on the occasion of a General Meeting**

The Board of Directors shall promote the informed participation of all shareholders at General Meetings and it shall take such steps as it may deem pertinent to ensure that all information will effectively serve the purpose for which it is required in accordance with the law and the corporate by-laws.

From the time a meeting is called, all information that is required to be given to shareholders on the occasion of a General Meeting will be made available to them at the corporate address. Likewise, shareholders may request any such document to be sent to them free of charge.

Without prejudice to the foregoing, the Company shall provide such information on its website (mapfre.com) and through the Investor Relations Department (MAPFRE, S.A., Investor Relations Department, Carretera de Pozuelo a Majadahonda, no. 52, 28222 Majadahonda (Madrid); e-mail: relacionesconinversores.cormap@mapfre.com). The company will use these means to provide shareholders with a means of communication to deal with matters of interest to them.

Likewise, the Company will publish all information it may deem pertinent on its website and through the Investor Relations Department in order to facilitate shareholders' attendance at the meeting and their participation therein.

➤ **Time limit to exercise the right to information prior to a General Meeting**

From the time a General Meeting is called and up to the seventh day prior to the date on which a General Meeting is to be held, the shareholders may submit a request in writing to the Board of Directors for information or clarification of any matter contained in the agenda and formulate in writing such questions as they may have regarding the same. Also within the said time limit, they may request any information or clarification or formulate any question in writing about the information available to the public that has been provided by the Company to the Spanish Securities and Exchange Commission (CNMV) since the last

General Meeting was held. The Board of Directors must provide information in writing until the date on which the General Meeting is held.

Also, during the time when a General Meeting is held, the shareholders of the Company may make an oral request for information or clarification as pertinent regarding the matters contained in the agenda. If it is not possible to satisfy a shareholder's right to information there and then, the Board of Directors must provide the information in writing no later than seven days after the conclusion of the Meeting.

The Board of Directors must provide any information that is requested in accordance with the two foregoing paragraphs, save in those cases in which, in the opinion of the Chairman, the release of such information might harm the corporate interest.

The Board of Directors may authorise any of its members or its Secretary so that, on behalf and in representation of the Board, it may respond to any request for information made by the shareholders.
