

## **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 to 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 effectively serves the purpose for which it is required in accordance with the Law and the Company Bylaws.

From the time a Meeting is called, all information that must be provided to shareholders on the occasion of a General Meeting, as well as the proposed resolutions submitted thereto and the forms that should be used for the delegation of voting rights and postal voting will be made available to shareholders at the Company's registered address, as well as on its website ([www.mapfre.com](http://www.mapfre.com)). Likewise, shareholders may request that any such document is sent to them free of charge.

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

Moreover, 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 thereat.

Likewise, the Company shall provide an Electronic Shareholder Forum on the occasion of each Meeting on its website ([www.mapfre.com](http://www.mapfre.com)), which shall be operative from the publication of the announcement of the meeting to the date on which it is held. This forum may be accessed, in due process of law, both by individual shareholders and by any associations of shareholders they may establish in accordance with legal provisions, in order to facilitate communication between shareholders and the Company. Any proposals that are to be presented as an addendum to the agenda announced in the meeting call, any requests to adhere to such proposals, any initiatives to reach the percentage required to exercise the legally established minority right, as well as any offers or requests for voluntary representation will be published in this Forum. Said Forum, which in no case shall constitute a communication channel

between the Company and its shareholders, shall be governed by its own Regulations and by current legislation.

➤ **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 fifth 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, as well as submit in writing any questions they may have regarding the same. Also within the said time limit, they may request information or clarifications, or send written questions about publicly accessible information that has been provided by the Company to the Spanish Securities and Exchange Commission (CNMV) since the last General Meeting was held, as well as regarding the Audit Report. The Board of Directors must provide information in writing until the date on which the General Meeting is to be held.

Likewise, during the time when a General Meeting is held, the shareholders of the Company may make an oral request for the information or clarifications referred to in the previous paragraph. 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 ending of the Meeting.

Valid requests for information, clarification or questions in writing will be published on the Company's website.

The Board of Directors must provide any information that is requested in accordance with the foregoing paragraphs, save in those cases in which the disclosure of such information might not be necessary for the defence of shareholders' rights, or objective reasons exist to consider that it might be used for non-corporate purposes or its release might be detrimental to the Company or its controlled companies. In any case, information must be provided when it is requested by shareholders who represent, at least, twenty five per cent of the share capital.

The Board of Directors may authorise any of its members or its Secretary so that, on behalf and in representation of the Board, they may respond to any request for information made by the shareholders. In the event of abusive or harmful use of the information requested, the shareholder shall be held liable for any damages caused.

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