



Investor &  
analyst call –  
Edited  
transcript

3M  
2020  
Preliminary results

---

May 5th, 2020

**Company participants**

- Fernando Mata Verdejo, MAPFRE SA Chief Financial Officer and Member of the Board
- Eduardo Pérez de Lema, MAPFRE RE CEO
- Natalia Núñez Arana, MAPFRE SA Investor Relations & Capital Markets Director

## Presentation

### **Natalia Núñez Arana**

Good morning, everyone, and welcome to the presentation of MAPFRE's Preliminary Results for the First Quarter of 2020. My name is Natalia Nunez, Head of Investor Relations. Just as a reminder, these figures are provisional, as the financial information will be approved by the Board of Directors on May 18th. This presentation is shorter than usual and it includes basic data to give you an overview of MAPFRE's performance this quarter. The MD&A and other information, including the usual spreadsheets, will be released on May 18th.

As always, we have here with us our CFO, Fernando Mata, who will go through the highlights for the quarter and the key figures. On this occasion, it's also a pleasure to have Eduardo Perez de Lema, MAPFRE RE's CEO, here with us. He will briefly comment on MAPFRE RE's figures and at the end of the presentation, he will also participate in the Q&A session. At the end of the call, we will answer all questions received at the Investor Relations email address during the Q&A.

With no further ado, let me turn the call over to Fernando Mata.

### **Fernando Mata Verdejo**

Thank you very much, Natalia and good morning, and welcome, everyone. First of all, I hope you are healthy and doing well. Before going through the preliminary results, I would like to comment on the current situation. During the first quarter of the year, the entire world has been impacted by the spread of COVID-19. The crisis will have relevant social and economic implications, both in the short and medium term. Since the second half of March, the coronavirus has already affected insurance activity and the lives of all the people who are both directly and indirectly connected to MAPFRE.

In the midst of this unprecedented crisis, MAPFRE has three main priorities: first, guaranteeing the health and safety of collaborators; second, ensuring business continuity to provide MAPFRE's quality service level to our clients; and last, contributing to the economic recovery. To achieve this, a wide range of initiatives were implemented including: first, roll out of our business continuity plan in all countries and business units, adapting it to the special nature of

the COVID crisis, with nearly 90% of employees worldwide working from home; guaranteeing essential services for clients through the entire provider network, including tow trucks, repair shops, home repairs, medical centers, and funeral homes.

We are also carefully monitoring and evaluating the risks that have emerged from the crisis. We are protecting our balance sheet, especially the investment portfolio, and preserving the group's capital position. We are also focused on ensuring we have liquidity and financing that could be necessary in the case of further financial tension, especially in emerging countries. We are mobilizing resources and transferring funds to the real economy through direct donations as well as through measures for our clients and other stakeholders, coordinated with MAPFRE Foundation's contribution to society.

Please turn to the next page. The COVID-19 crisis has had an asymmetric economic impact for MAPFRE. The asset side of the balance sheet is already reflecting the crisis, after the downturn in equity markets and in currencies from emerging countries. Business volumes have also been affected by lower economic activity as well as lockdown measures. It is important to highlight MAPFRE's diversification by geography and product line. Technical margins should be resilient as direct impacts in lines of business related to the virus, including Health, Burial, or Life Protection, are expected to be mitigated by other lines.

Particularly, we're seeing, mainly in April, a short-term fall in Motor and General P&C claims due to lower business activity and lockdown measures.

The health crisis and economic slowdown had a very limited impact on insurance and reinsurance operations during this first quarter as the spread of the virus in Europe and America took place mainly in April. Therefore, it's still too soon to evaluate the longer-term impacts, which will depend on how long and how severe this crisis proves to be. Finally, regarding NatCat events, the earthquake in Puerto Rico and Storm Gloria in the Northeast Spain during early 2020 had a EUR67.5 million impact on the attributable result.

MAPFRE's capital position continues to be excellent, with limited exposure to interest rates and credit, and with a high share of sovereign debt in our portfolio.

Balance sheet flexibility is a guarantee for resilience, our assets are very liquid, our cash position is relevant and could be complemented by available credit and other available financing. Also, we continue to manage our balance sheet with a prudent approach.

Technical reserves are booked on an accrual basis with a prudential risk margin. And during the first quarter, we didn't book any additional provisions to cover potential costs due to the change in economic cycle. Nevertheless, IBNR reserves were strengthened during the first quarter and based on actuarial hypothesis for General P&C in Iberia and Travel Assistance in the United Kingdom.

Please turn to next page. Regarding the figures for the first quarter of the year, our top line has been largely impacted by currency movements, financial market volatility and also a fall in business activity. At constant exchange rates, Non-Life premiums are up slightly, 0.6% and Life premiums are down 9%, mainly due to the challenging environment for Life Savings products, which has been going on for some time. On the other hand, Life Protection premiums have proven quite resilient. The net result stands at EUR127 million and has been hit by the two significant weather-related events that I just mentioned. As a result, the combined ratio stands at 100% and excluding these two events, it would be around 97%.

Assets under management are down around 7% during the quarter, and shareholders' equity is down 11% due to the downturn in financial markets and currency depreciations. The ROE excluding last year's goodwill write-downs would have been 7.6%. Our capital position continues to be strong, with the Solvency II ratio standing at 187% at the close of 2019.

On the next slide, we will take a look at the key figures by business unit. First of all, I would like to highlight the contribution from our insurance units, continuing the solid trends from previous quarters. Iberia continues to be the largest profit contributor, and the fall is due to higher weather related claims. Regarding premiums, in Spain, we have continued to outperform the market in Non-Life in most lines of business, with the exception of Motor, where we have taken a more cautious approach, given the current pricing environment.

Premiums are down in Life Savings, but we are significantly outperforming the market in Life Protection. In our business outside of Spain, it is important to mention the strong impact that currency movements have had both on premiums and results, especially in Brazil, Mexico, Colombia and also Turkey. In LATAM, I would like to highlight that all three regions are reporting ROEs over 10% and combined ratios are in the range of 90% to 97%. Results have improved mainly due to the strong performance in Mexico and across Central America, especially in General P&C. I would also like to highlight our acquisition of a 51% stake in a health insurer in the Dominican Republic, which has already contributed over EUR54 million in

premiums during this quarter with a net result of EUR1.5 million.

Regarding the international business, results are up by over EUR17 million year-on-year. There were two large impacts in North America, first, the EUR14 million realized gain was as a result of the sale of a building in Boston. This sale was initially scheduled for the fourth quarter of 2019 -- probably you remember we had a couple of units on the market that we finally couldn't materialize last year. And second, the EUR21 million net loss in Puerto Rico is a result of the already mentioned earthquake. It is also important to mention the improving results in Turkey. We've seen a significant decrease in Motor frequency, based on a stricter underwriting policy implemented in previous years.

In the Assistance business, the lockdown situation and the massive flight cancellations at the end of March have triggered a reduction in premiums and a significant increase in potential travel insurance losses. Practically, the entire ASISTENCIA net loss is derived from IBNR booked in the UK travel assistance. On the next slide, we will take a look at the extraordinary drivers of the attributable result.

Now, I will hand over the floor to Eduardo to comment briefly on MAPFRE RE.

### **Eduardo Pérez de Lema**

Thank you, Fernando, and good morning, everyone. MAPFRE RE results were also affected by the Puerto Rican earthquake with a total impact around EUR32 million. Also, we suffered from some large man-made losses, both in the Reinsurance and in the Global Risks segment, and some increases in general frequency losses. In addition to that, given the uncertainty about the future developments of the year due to the COVID crisis, MAPFRE RE has decided to take a particularly conservative approach on certain reserving actions. That includes not releasing certain reserves that would usually be done during the first quarter.

Further, we had suffered some timing differences in the accounting of some reserves, usually done during the second quarter, and conservative premium earning patterns that are different in our inwards and our outwards portfolio. Finally, we suffered from an increase of retrocession costs in 2020 due to general market trends and portfolio growth that we will account earlier than the corresponding increase in premiums from the incoming portfolio. It is important to keep in mind that the positive impact of the 2020 renewals on earned premiums

will not be seen until later in the year, while increased retrocession cost has mostly been recognized in the first quarter.

Regarding COVID, we didn't have any meaningful impact during the first quarter as any claim activity that could potentially affect our portfolio didn't materialize during that period.

MAPFRE RE doesn't have any material exposure to some of the most affected lines of business like event cancellation, travel insurance or certain lines of casualty. Furthermore, in the vast majority of our business interruption portfolio, it requires material damage to trigger any recovery, which is not the case with COVID-19. However, there are very few specific cases where coverage without existence of material damage is granted, and we will have some claims activity derived from the crisis. At present, it is impossible to precisely quantify the economic impact this crisis would have, but we expect it to be manageable, within the risk appetite of MAPFRE RE and aligned with our market share in the affected markets.

Please turn to the next slide to look at the breakdown of adjusted attributable results. As we already mentioned, we faced two large claims during the first quarter. The Puerto Rican earthquake had a total impact at the Group of around EUR54 million. The breakdown by units is on this slide. In the initial assessment at the beginning of the year, significant losses were not observed as there was limited external damage from the earthquake. However, as frequently happens with earthquakes, when loss adjusters were able to visit the sites, there was evidence of more severe damage, affecting a small number of buildings in commercial accounts. The loss assessment process has been affected by the lockdown in Puerto Rico. So, we have decided to take a conservative approach to claims reserving in order to avoid any deterioration in future quarters. The severe rains and storms in Spain had a total impact of EUR13.6 million in the quarter.

Now I will hand the floor back to Fernando to take a look at the other extraordinary impacts on results.

### **Fernando Mata Verdejo**

Thank you, Eduardo. Due to the solid performance of MAPFRE RE in previous years and also the increased frequency in recent quarters, you're becoming a permanent guest at these calls, and thank you for your explanations. Gains and losses are up EUR20 million compared to the

previous year, mainly due to a property sale in Boston. Again, this is remarkable - MAPFRE's capacity to realize gains in adverse financial conditions without jeopardizing yields. Excluding all these impacts, the adjusted net result reached EUR156 million, down EUR14 million compared to the previous year.

Please turn to the next slide. Shareholders' equity stood at EUR8.8 billion, down 11%. The most relevant changes are: first, an over EUR500 million decrease in net unrealized gains on the available for sale portfolio, mainly driven by the fall in equity markets and some sovereign spread widening, especially in Europe; second, a EUR328 million deterioration of currency conversion differences due to the depreciation of almost all currencies. The Brazilian real, by far our second largest exposure, is down over 20%, and the Mexican and Colombian pesos are also down by a similar percentage, and the Turkish lira has fallen nearly 9%. On the other hand, the U.S. dollar is up 1.7% during this quarter. And finally, a decrease of EUR262 million, corresponding to the 2019 final dividend approved by the AGM and that will be paid on June 25.

On the right, you can see the breakdown of currency conversion differences. As of March 31, the balance is negative, over EUR1.5 billion with a EUR328 million deterioration during the quarter. Here, I would like to comment that this EUR1.5 billion includes EUR538 million of adjustments in Venezuelan and Argentine currencies. This figure was included in reserves last year and was reclassified to currency conversion differences this quarter, following an interpretation of the IFRIC -- the International Financial Reporting Interpretations Committee. Shareholders' equity has not been affected by this reclassification.

On the bottom right, you can see the detail of the available for sale portfolio in Iberia, which represents three quarters of MAPFRE's total available for sale portfolio. As you can see, the majority of unrealized gains are in immunized portfolios.

Please turn to the next slide. Regarding Solvency II, on this slide, you can see that, according to preliminary 2019 figures, the ratio finished at 187%, within our target range of 175% to 225%. We will publish the Solvency Financial Condition Report on May 19 with the final numbers and a full disclosure. The ratio is slightly down compared to last year, mainly due to the lower benefit from transitionals, which explains around a 2 percentage point decrease every year. In addition, the solvency capital requirement has increased due to higher exposure to equity, mutual funds and real estate in our portfolio. In addition, lower symmetric adjustment this

year has increased the capital charge for equities.

On the right, you can see the sensitivity analysis. It is very much in line with last year's, except for interest rates as there has been an increase in duration due to the fine-tuning of burial expense portfolio. The greatest impact occurs when an increase of 50 basis points is considered across all corporate and government bond spreads, with an almost 12 percentage point reduction in the Solvency II ratio. Following your request to provide insight on current regulatory developments, we have provided figures with a pro forma ratio at 204%, which offers an important capital buffer for the future.

Regarding the Life portfolio, there are three alternatives under Solvency II: volatility, the matching adjustment and not using any adjustment at all. At MAPFRE, the matching adjustment is applied to 35% of total technical provisions. This mainly affects the immunized portfolios in Spain, which have a market value of over EUR13 billion. These portfolios are treated as ring-fenced under the Solvency II standard formula and do not benefit from credit diversification. There is a high level of consensus among experts in Europe that this treatment is unfair, as in reality that diversification exists. We are in conversations with regulators and we expect these restrictions to be eliminated in the upcoming Solvency II review. Also, in 2019, we received approval from the local supervisor for the use of our internal model for longevity risk at the MAPFRE Vida unit. The approval process is already underway for the use of this model for Group solvency calculations.

Please turn to the next slide. You can see the breakdown of the investment portfolio, on the left. The investment portfolio is down 6% year-to-date due to the crisis. During the quarter, there was a decline across most asset classes with stock indexes down and credit spreads slightly widening, as well as strong currency depreciation. The largest exposure corresponds to Spanish sovereign debt, almost EUR18 billion, very similar to the previous quarter. We also have around EUR2.8 billion in Italian debt, of which 80% is in immunized portfolios. Our portfolio is well prepared for market volatility going forward. We have a defensive fixed income portfolio, the majority investment-grade, with a high degree of liquidity and very well diversified across sectors.

Please turn to the next slide for closing remarks. Performance of the insurance business has been outstanding, reaching a net result of nearly EUR200 million, up 10%. Regarding MAPFRE RE, no doubt it will be a challenging year for reinsurance. As we've seen in the industry, direct



exposure should be manageable, although there will be some claims activity. MAPFRE RE, for sure, will be able to weather the storm, thanks to its financial strength and prudent approach.

Right now, our top priority is the health, safety and well-being of our stakeholders, especially employees and collaborators. This pandemic and the related economic crisis is far from over, but MAPFRE has reacted quickly, implementing our business continuity plans, and the digital transformation has accelerated even further. MAPFRE has a privileged financial position with a strong capital basis and a high level of liquidity and financial flexibility.

We continue to demonstrate our commitment to shareholders. The final dividend against 2019 results will be paid on June 25th. And going forward, the Board of Directors will assess future dividends during the third quarter of the year. As usual, net income, cash generation and solvency levels will be key factors for this decision. And regarding the targets announced at the AGM, it would not be logical or prudent to provide any guidance right now, given the high level of financial and economic uncertainty. Later in the year, we should be able, probably, to give you more color on the outlook when the situation is clearer.

Thank you for your attention and now I will hand the floor over to Natalia to begin the Q&A.

## Q&A

### **Natalia Núñez Arana**

Thank you, Fernando, thank you, Eduardo. We are going to start the Q&A. The first questions are regarding Solvency II. Alessia Magni and Ivan Bokhmat at Barclays, and Alfredo Alonso at BBVA had the following question: “Can you please update us on the Solvency II movements year-to-date?”

### **Fernando Mata Verdejo**

Yes. Thank you, Alessia and Ivan. There will be several moving parts that will affect the first quarter 2020 figures. Obviously, we've seen a lot of volatility. We've seen some market movements this quarter, affecting principally equity markets, a slight widening of credit spreads, as I mentioned, and also rates and currencies. Also, EIOPA has requested a quite quick

recalculation of the solvency capital requirement for the March 31st solvency position. And therefore, these sensitivities, the one we're presenting in our presentation, will not be exact.

Also in March, we will see the impact of the phase-out of transitionals as well as lower expected future profits in premiums. It will be logical to expect a fall, all in all, in the March solvency figures, but it will be manageable for sure. We are not currently in a position to give you the exact number, but it will be manageable.

**Natalia Núñez Arana**

Thank you. We have another question regarding Solvency II, pro forma ratio of 203.9%. The regulatory changes account for 22 percentage points. However, the adjustments are close to 17 percentage points. Can you please clarify the difference between these two numbers?

**Fernando Mata Verdejo**

Yes. Thank you, Alessia again, and regarding these pro forma impacts, it will be a combined 12 percentage point uplift from credit risk diversification benefit for matching adjustment portfolio and nearly 10 percentage point uplift from the internal model for longevity risk in the Spanish Life business, but both are individual effects. However, as they are overlapping impacts, the combination of both, the total uplift is 17 percentage points.

**Natalia Núñez Arana**

Thank you. Also, Jonathan Denham at Morgan Stanley asks: "When do you expect the credit risk diversification benefit and longevity risk internal model to be approved for the Group Solvency II model?"

**Fernando Mata Verdejo**

Thank you, Jonathan. This is -- I wouldn't say tricky, but this is a very difficult question -- because it depends on both the work we have to do, but also the approval from regulators. In the case of the credit diversification from matching adjustments, it will depend on when the

Solvency II review is approved. Hopefully, we expect, next year. For the uplift of the longevity internal model, there are two steps that we have to fulfill. First, we need the approval for the longevity internal model for Bankia MAPFRE VIDA – it's a MAPFRE VIDA subsidiary -- in order to have the longevity risk fully calculated under partial model for this line of business.

Then we have to apply for the approval for consolidation purposes, I mean, for the MAPFRE Group as a whole. So there's two steps ahead, and the timeline, extremely difficult to assess. We're working extremely hard. Probably at the end of this year, it will be a good guess, but it depends on the different activities and approvals from both bodies – the internal bodies in MAPFRE and also the local regulator.

#### **Natalia Núñez Arana**

Okay. Thank you. The next set of questions are regarding dividend and strategy. Alessia Magni and Ivan at Barclays have the following question regarding the strategic plan: “Do you confirm 2021 targets?”

#### **Fernando Mata Verdejo**

Thank you, Alessia and Ivan, again. And I remember very well when Antonio Huertas, our Chairman, unveiled the new 2021 -- or the updated 2021 targets -- he explicitly mentioned that we were living the first impacts of the COVID crisis. The updated objectives will be evaluated throughout the year in order, if necessary, to make any change or adaptation. So let's say that the updated targets we announced at the AGM, in any case, did not contemplate the current COVID crisis. As I said, it could be one of the largest insurance events in history and both due to the virus itself, and also to the collateral effects of the economic crisis.

We are in an unprecedented moment, and it wouldn't be prudent or logical to give any guidance at this point and given the high level of uncertainty. No one has ever experienced an event like the one we're seeing. However, I would like to say that our priorities haven't changed. The transformation of our business model continues to be a top priority for us. And we are focused on profitable growth. There is the famous saying: necessity is the model for innovation. And we have put the contingency plan to the test. The first week after the crisis was the right moment to accelerate this process and a lot of information technology initiatives

were implemented extremely quickly.

The current crisis even brings us opportunities. We wouldn't like to see only threats, but there are opportunities. We are continuing accelerating our digital transformation and also giving a lot of importance to our digital channel. As you know, we don't usually provide annual guidance but even if we did, in the current situation, it would be impossible due to the high level of uncertainty that we are facing. I can assure you that we continue working towards those targets.

#### **Natalia Núñez Arana**

Okay, thank you very much, Fernando. I'm going to start with the MAPFRE RE questions in order to give you a break and time to drink some water. The first question from Jonathan Denham at Morgan Stanley regarding MAPFRE RE is, "What drove the disappointing result in MAPFRE RE other than the highlighted weather NatCat claims?"

#### **Eduardo Pérez de Lema**

Well, thank you, Jonathan. I gave a little bit of information already during the presentation. First of all, I would like to say that if we compare with the first quarter last year, that quarter last year was really outstanding. We closed at a combined ratio of about 90%. And with the non-Group business, we'd been well below 90% at that point. So that comparison is a little bit misleading because it was a very good one. This one hasn't been good, obviously. Obviously, the biggest impact is the earthquake in Puerto Rico. But in addition to that, we mentioned already, there were a number of additional effects that are pretty much one-offs, but we decided to concentrate on that quarter, first of all, on our retrocession cost. As you may have heard, the retrocession market has hardened a bit, not that much in our case, but we suffer it as well. And we have been growing the portfolio, as we mentioned. So we had an additional cost in this quarter that we decided to book a little bit earlier than usual this year and in the first quarter. And then the increased premium, both from a pricing perspective and from a growth perspective, will be earned on the incoming business a bit later on. We estimate that impact in the region of EUR14 million.

So that's a significant one. Also, usually, we would release some reserves, during the first quarter. We have decided not to do so because of the uncertainties that we have on the quarters to come due to the COVID crisis. So all in all, there were a number of different effects that are pretty much one-offs that are impacting overall the results, with also, not to hide a little bit of increase in frequency that we have seen across the market.

**Natalia Núñez Arana**

Okay. Thank you very much. And also regarding MAPFRE RE, Andrew Sinclair at Bank of America asked, "Even stripping out the Natcat losses, MAPFRE RE would have delivered a lower than normal profit in Q1. What else dragged on the results?" Perhaps he's asking about Global Risks business too.

**Eduardo Pérez de Lema**

Well, on Global Risks, I didn't mention that one, because the rest of the explanation is the same. For Global Risks, they have been impacted by some large losses. The biggest one for them was the earthquake in Puerto Rico as well, with two large risk affected and one additional on the aviation side. So there has been a little bit of activity on the large claim side, and their portfolio is pretty volatile. So that's the main explanation for that impact.

**Natalia Núñez Arana**

Okay. Thank you, Eduardo. Fernando, we have a question regarding investment income outlook. Low interest rates and weak emerging market currencies versus euro are likely to continue. What impact do you expect on investment income for 2020?

**Fernando Mata Verdejo**

Well, taking into account the duration in actively managed portfolio has been between 7-8 years, more or less. We've seen a 20 -- between 20 and 30 -- basis point falls in portfolio yields per year, particularly in the past years. If I remember well, for MAPFRE España, the drop in this quarter in the accounting yield was around 8 basis points, or between 7 and 8. So if you multiply by four, it will be between 20-24. But you should consider it as well that there is an

increase in yields due to the widening of spreads. And so let's say that perhaps the decrease in accounting yields that we saw in the past will be different in 2020.

Of course, market yields are a little bit up, and all in all, investment income in the next quarters will depend on what interest rates and currency do. We've seen a lot of volatility in April and practically the gains from the stock market of April vanished during the two first days of May and again more volatility. But as I mentioned, we're implementing a lot of measures in order to protect our balance sheet and also our capital base. The first was a reduction in duration. Also, we increased our liquidity. And also, we postponed -- perhaps, I wouldn't say that we were lucky, but the reality is that -- out of this EUR1 billion for alternative investment that was approved by the Board, only EUR600 million were already materialized at last year. So it's like EUR400 million that were ready to be invested, but fortunately, this investment has been postponed, to have a clearer view of the financial markets.

#### **Natalia Núñez Arana**

Okay. That was a very comprehensive answer. Thank you. Now, regarding the ASISTENCIA business, Andrew Sinclair at Bank of America has asked, regarding travel insurance business, the following question: "What travel insurance exposure have you seen so far, and what exposure do you expect from COVID-19?"

#### **Fernando Mata Verdejo**

Unfortunately, MAPFRE ASISTENCIA is a topic for discussion again. As you're aware, the tourism sector and the assistance companies have experienced an unprecedented crisis that has not spared our InsureandGo operations in U.K., Australia and Ireland. This is our main exposure. We stopped underwriting in the first quarter. And if I remember well, we stopped single trip coverage at the end of February, and multitrrips at the beginning of March, in U.K. The pandemic situation has triggered a significant increase in potential -- I said potential during the presentation -- travel insurance claims especially at the beginning of the outbreak, at the end of March. Trip cancellation coverage is affected by the limitations on travel and border closings resulting from COVID-19, and most of the losses in the Assistance business are concentrated in the U.K. Having said that, at MAPFRE ASISTENCIA, a little under a third of business is travel assistance. One of the units that we've been restructuring was the travel assistance business in the U.K., and we have already been reducing exposure to these

segments.

As I mentioned as well, IBNR reserves for travel assistance in the U.K. were strengthened during the first quarter based on actuarial hypothesis. Practically the IBNR we booked was equivalent to the MAPFRE ASISTENCIA loss. Therefore, given the portfolio mix, the covers included in these types of products and exclusions in new business, the impact is expected to run off quickly over the coming months.

### **Natalia Núñez Arana**

Okay. Thank you very much, Fernando. Now we can continue with some questions for Eduardo regarding MAPFRE RE. Bobby Mohanti at Amalyst would like to know the following, with respect to the provisioning in MAPFRE RE. “Could you kindly throw more light on how you plan to keep changing the current buffers during the next 3 months? We understand that this global pandemic is going to continue even beyond these 3 months.”

### **Eduardo Pérez de Lema**

Well, thank you, Bobby, for the question. As far I understand, you are asking about our reserving policy. As I mentioned before, during the first quarter, we have decided to be careful on what we do with our current existing reserves on business that we have in the portfolio, and we decided to release a little bit slower the reserves than we would usually do, to have additional buffers for the future. That is correct.

And overall, reserving policy in MAPFRE RE is strict and is governed. So, we will keep the reserving at a very conservative level at any point. And we will recognize any claim that we have in the future and the buffers that we have are not going to change because of this crisis. We will pick up the losses that we have and we will keep that. On the duration of the pandemic, unfortunately, we don't have a clear picture yet on how long that could last. It may be more than three months, I don't know. We are prepared for whatever comes. And we'll work on that basis.

**Natalia Núñez Arana**

Thank you, Eduardo. And also, there is a lot of interests regarding business interruption claims. Farquhar Murray from Autonomous, Francisco Riquel at Alantra, Jonathan Denham (Morgan Stanley) are asking about that. “Do you expect to pick up any business interruption claims via any of your primary business or MAPFRE RE? If so, what is the expected magnitude of the loss?”

“Also, please, could you outline the nature of any exposures you have to business interruption? And in what respect the current pandemic is or is not a trigger for claims?”

**Eduardo Pérez de Lema**

Well, I have to admit it, it's not a surprise that this is a hot topic for most of you because that's probably the hot topic in the industry overall. First of all, I would like, if Fernando allows me, to cover a little bit on the insurance portfolio of MAPFRE and the exposure to business interruption there. We have been reviewing both as Group reinsurers and within the Executive Committee, what kind of exposures there are. The view as of today is that the exposure is extremely limited or inexistent in almost all the portfolio. On the insurance portfolio of MAPFRE, the business interruption coverage that we are providing requires material damage to be triggered. We don't consider COVID as a material damage and as such, coverage wouldn't be provided for material damage. And it was never intended to cover such an event of this kind. So on the insurance portfolio, at this point, we don't foresee meaningful impacts.

What refers to the reinsurance portfolio is obviously a little bit more complex because it comprises a worldwide portfolio with many different clients. I would say, in the very vast majority of our exposures also on the reinsurance portfolio, the same criteria applies as on the MAPFRE insurance portfolio. So business interruption is covered when there is a material damage. Same applies to contingent business interruption to the extent that we are exposed. So in the very vast majority of the cases, we wouldn't be providing coverage according to the policy wordings, which is important to mention in this context and with some litigation that is ongoing. According to wordings, most of the cases it's not covered.

However, there are specific cases and specific clients and specific portfolios where there have been some ceding companies that have been providing business interruption coverage without material damage.



It's usually an extension, and it's provided on an extremely limited number of cases and portfolios. But of course, those portfolios that are providing that coverage, they would probably have a material impact on that specific portfolio. So it's -- again, it's a relatively limited number of cases, but in those cases, we will see claims in the portfolio of MAPFRE RE.

The second question after that one is to what extent there is reinsurance coverage for those cases? Because there is sometimes difference between the insurance wordings provided to clients and the reinsurance coverage that has been bought and how it has been designed. It will be a very long-standing discussion and conversation to assess, first of all, if there is a primary insurance coverage and then how the reinsurance coverage will be provided. We know for sure that we have cases where there is no doubt that the insurance coverage has been provided. There are some cases where there is no doubt that the reinsurance coverage is there. In many other cases, there are a lot of questions.

To be honest, at this point in time to give a figure on the amount of claims that we could have is absolutely -- well, it's putting a figure out there, but it's so uncertain that we would be misleading. So we prefer not to give any figure to that. What I would say is a limited number of cases. It's within the risk appetite of MAPFRE RE, we don't see that it will cause any imbalance in the company in itself. We will be able to deal with it, and of course, we will have claims, and we would have to pay for some of those, but nothing that is -- where you would see a surprise in MAPFRE RE. It will be aligned with the market losses that the industry will suffer and within what we expect in our normal risk appetite for a large loss.

### **Natalia Núñez Arana**

Okay. Thank you very much, Eduardo. I think this question deserved your insight, and it was very useful, I hope, for our investors. Now we can move to questions regarding COVID-19. Ivan Bokhmat and Alessia Magni at Barclays ask, "Of the EUR200 million mobilized within the Group, how much do you expect to be reflected in your financial results and when? Is any of that already included in first quarter 2020?"

**Fernando Mata Verdejo**

Thank you, again, Ivan and Alessia. First of all, the figure of EUR200 million is pretty big, pretty important. And this is the way that MAPFRE contributes to society and also our stakeholders. Let me just split it into 3 components, this EUR200 million. First, this total includes approximately EUR35 million - the direct contributions from MAPFRE Foundation. So let's say that they aren't in the consolidated accounts of MAPFRE SA. As I mentioned, we're making these contributions to society in close coordination with MAPFRE Foundation in order to avoid duplications and overlapping activities.

The remaining amount, the most relevant part is the financing that MAPFRE is providing to collaborators and agents, which amounts to approximately EUR100 million. Obviously, this is financing. This is a credit line. It's like a revolving credit line. We are anticipating future commissions, and also for those that they need cash, we're providing cash. And the underlying effect is exclusively the interest that we're getting from financial investments that we are cashing in, in order to give this finance or credit lines. And the remaining amount, which amounts to approximately between EUR50 million and EUR60 million, some of these contributions, they have a full impact in the profit and loss. And others, they have a partial impact in profit and loss.

But before assessing this EUR200 million, let's say that the first thing we did in MAPFRE is a full and deep review of our expense budgets for 2020. And it was a significant reduction of nearly a three digit figure, because some of the initiatives that they were planned for 2020 didn't make a lot of sense in the current scenario. So, some of them, they were canceled. And some of them, they were postponed for a better moment. And some of them, we didn't incur, such as travel or entertainment and other P&L concepts. All in all, we strongly believe that the savings from the original budget will offset additional expenses from COVID-19.

Regarding your second question, on the expenses that there are already in the first quarter, it is only the reduction in premiums for self-employed people during the lockdown in Spain and some donations; it was a small figure. They were booked in MAPFRE Spain. All in all, we expect that the overall, in terms of general expenses, we believe that the impact will be quite neutral in 2020. And regarding underwriting results, some of the premium returns and also the financing that we're giving basically to the self-employed – policyholders, they will be offset as

well from the reduction that we see in frequency, particularly in some lines of business, such as homeowners and also automobile. That's all.

**Natalia Núñez Arana**

Thank you, Fernando. Now regarding COVID, too, Andrew Sinclair at Bank of America would like to know if we have provided premium rebates or discounts to customers in any key markets. Francisco Riquel at Atlantra also has a similar question.

**Fernando Mata Verdejo**

Yes, as the Chairman said at the press presentation, MAPFRE wants to be part of the solution to this crisis. And we are adopting measures, including premium refunds and also discounts, and also credit lines and financing facilities to our policyholders and also collaborators.

In Spain, we made the largest effort with self-employed and small and medium enterprise policyholders. And they are the key to the economic recovery, due to the multiplier effect that they have on employment and activity. Currently, there are 3 countries in which we already published this sort of aid to policyholders. First, Spain, where we will return, at renewal, premiums to self-employed clients during the state of alarm with an estimated total amount of between -- it depends on how long -- but it could be a range between EUR40 million and EUR60 million, nobody knows, because it depends on the length of the current situation. And out of this, EUR16 million, before taxes was booked at the first quarter.

In U.S.A., we announced as well a premium return program amounting to 15% of Motor premiums on a monthly basis for April and May in the state of Massachusetts and following a strong recommendation from the local -- from the state supervisor. And we're analyzing other territories, other states, and similar measures in other states could be taken. But, obviously, the amount will be much lower due to our smaller presence in the remaining states.

And finally, in Panama, we recently announced a 45% return on premiums on a monthly payment basis as well in April and May, for Motor own damage, and the estimated amount of this is less than EUR1 million. In addition, which is very important as well, as our Chairman stated at the press presentation, rates are assessed in a majority of the countries in MAPFRE on an individual basis and according to the risk profile of each policyholder. It means that in

the future with renewals, we will assess the risk profile and for those drivers that have got lower frequency in claims, they will get additional discounts as well in tariffs at the renewal date. That's all for me.

**Natalia Núñez Arana**

Thank you, Fernando. We have now one question regarding investment income. And that question comes from Paz Ojeda at Sabadell, and it is, “What is the level of equity unrealized gains?”

**Fernando Mata Verdejo**

Thank you, Paz. Unfortunately, I can't answer the question right now. We are not releasing this number today, but the information will be available probably the 18th, because this is a number that we usually include in our financial information in the management discussion and analysis report. But that there is a lot of volatility in equities, as I mentioned. They're affecting basically MAPFRE RE and MAPFRE España portfolios. And we have a quite prudent approach on equities. There's been sales in order to avoid further deterioration of some stocks. And the loss, if any, at the middle of the year, will be, in any case, in terms of both net equity under IFRS and for Solvency II capital base will be manageable.

**Natalia Núñez Arana**

Okay. Thank you very much. Now we can continue with one more question for Eduardo regarding MAPFRE RE. Paz Ojeda at Banco Sabadell says that the impact of Puerto Rico earthquake has been similar to Hurricane Maria in 2017, whereas the total insured cost for the industry has been lower. Could you explain why? MAPFRE RE's premiums fall minus 7%, although renewals in January were positive. Could you give us some color?

**Eduardo Pérez de Lema**

Yes, sure. Thank you, Paz. On the earthquake in Puerto Rico, what we have released is the net

impact. Of course, this is after reinsurance. The main difference with Hurricane Maria is that in Maria, we used very extensively our reinsurance program. And in this event, it's a net retained loss. As you remember, when we explained our reinsurance program, we said that we have some proportional cessions and non-proportional cession where we recover losses that exceed a certain amount. That amount for a first event in a year is \$100 million for our Group business. In this case, the earthquake is well below 100 million, and pretax, we are in the region of \$75 million pretax. So it's almost fully retained in MAPFRE. Whereas Hurricane Maria -- we retained a more or less the same figure, 100 million for the non-Group business in our insurance group, but we recovered more than \$1 billion from our reinsurance program. So the loss suffered by MAPFRE from the different events is very different, of course.

Talking about our drop in premiums, which is true, it's 7%. The reason for that is it's merely an accounting movement that doesn't have any impact on our earnings and growth of the portfolio. It's a little bit complex from a technical point of view, but it's related to a premium portfolio transfer on a large reinsurance program that we have with MAPFRE Spain. We transferred back to MAPFRE Spain some of their unearned reserves and this is a pure accounting effect that doesn't have any influence on the earned premiums of MAPFRE RE and on the prospective ability to generate profits. Just for you to know, the non-Group business has grown 6.5% in the quarter. If we exclude the currency effect, it's more than 10%. So the business is growing and developing as planned.

#### **Natalia Núñez Arana**

Okay. Thank you very much, Eduardo. Now there are more questions regarding the investment income. And the next one is from Farquhar Murray at Autonomous and it's regarding impairments. "Please, could you outline what we might expect in terms of impairments? Should markets remain at current levels? And the likely timing of those impairments, particularly with respect to equity impairments where outcomes mechanically follow the accounting rules?"

#### **Fernando Mata Verdejo**

Yes. Thank you. First of all, we assess, on a permanent basis, we are monitoring potential deterioration, particularly on our equities. We do a deep analysis at June, usually at the middle

of the year. And also due to the current circumstances, we analyzed particularly those stocks that were performing badly during the first quarter. The criteria for equity impairments is to establish first, if impairment is necessary in equity investments. We carry out an analysis on an individual basis, stock by stock, if there has been a significant deterioration.

And significant deterioration is defined as a long-term fall in value – long term is considered as more than 18 months, or a significant fall compared to the cost value of 40% , so, 18 months and a 40% decrease of the cost value. If after an analysis, both conditions are met, the impairment takes place. Unless there are very favorable indications that the value could recover, for instance, when we compare it to a stock index or other measures we can take.

On the other hand, if only one condition is met, impairment takes place if there are other circumstances that indicate that the value cannot be recovered. As I said, we carefully monitor our equity portfolio. And we analyzed the situation at the end of the first of the quarter, and the conclusion was that if there is any potential impairment, it was negligible. We didn't book at this quarter because we wanted to see the release of the first quarter results for the majority of the equities. And we looked at the shares that have fallen more than 40% compared to the cost value, and our conclusion is that we're still looking at quite manageable figures.

Going forward, for the second quarter, the evolution will depend on the direction that the equity markets take. We saw in April a good bounce in values in the majority of the markets, but in the first days of May, we are still looking at a lot of volatility in equities. In any case, we will continue monitoring and analyzing each position on an individual basis.

#### **Natalia Núñez Arana**

Okay. Thank you very much, Fernando. Now we have a question from Farquhar Murray at Autonomous regarding Euler Hermes business. This is the question: “Please, could you outline the nature and size of the trade credit exposure MAPFRE has through its Solunion JV with Euler Hermes?”

#### **Fernando Mata Verdejo**

This is a JV with Euler Hermes, so this is a figure that we do not disclose. And, correct me if I'm

wrong.

### **Eduardo Pérez de Lema**

But maybe if you want to give a little bit of color, Solunion, it's true, it's a JV with Euler and we are not separately reporting because it's not consolidated into the MAPFRE accounts. But however, what we can say is Euler is a heavily reinsured operation that is reinsured to a big extent, with the 2 joint venture partners.

And of course, we get some exposure at MAPFRE RE from that side and also from some other credit acceptances in the market. To give today, again, an estimation on what the impact in terms of loss ratio for Solunion will be is extremely premature. At this point in time, we haven't seen any insolvencies. Definitely in Spain and most of the countries, it will be something that will develop over time. Just for you to have some information on the net premiums of MAPFRE RE, all the credit exposure that we have is about 3% of our net premiums. So it won't be -- even if on that line of business, the impact, potentially, can be meaningful -- on the overall portfolio of MAPFRE RE and in the wider portfolio of MAPFRE, it's a relatively small figure.

### **Natalia Núñez Arana**

Okay. Thank you very much, Eduardo. Now we have a question regarding Solvency II and it comes from Paz Ojeda at Sabadell. "Does a potential Solvency II ratio below 175% worry you?"

### **Fernando Mata Verdejo**

Thank you, Paz. Very interesting question. 175% Solvency II is a quite good ratio in the current circumstances. Further, there are other indicators or our current capital base that provide additional comfort to MAPFRE, particularly S&P, the rating agency, increased our rating one notch. And quite recently as well, Fitch reaffirmed our rating.

In other capital models, such as AM BEST, we're quite comfortable as well. And also, the ICS field test that we've carried out so far with the international capital standards for Solvency II, the provisional figures we have are quite comfortable for MAPFRE. So for Solvency II standard

formula, what we're going to see is a V- shape change, or perhaps a U, but our capital base is quite solid. And we're quite comfortable within this range.

**Natalia Núñez Arana**

Okay. Thank you very much, Fernando. Now we have a set of questions that are more going into details regarding numbers and figures, that I'm going to ask Eduardo. Carlos Peixoto at CaixaBank has sent these questions. "How much are the MAPFRE RE premiums that cover business interruption without material damage? How much does it represent of MAPFRE RE's total policies or premiums?"

**Eduardo Pérez de Lema**

Thank you, Carlos. Unfortunately, I can't give you a figure on that because no one would split those premiums. I would say, on premiums that we accept on a individual basis, on individual acceptances, there is no premium without material damage because we don't write it. But our problem is sometimes included in automatic treaties, where we don't control the amount of premium that is there. What I would say, actually, it's relatively meaningless, how much premium we have there.

What is important is how much exposure we have there, which -- because what we will see is in the vast majority of the business interruption portfolio, it will have no impact. But on those that have that, the loss ratios will be going into very extraordinary figures, but unfortunately, we don't have that figure. What we are controlling, what we are trying to do is to assess the insurance companies that we reinsure that are providing that coverage and then see how much their exposure overall is and then try to arrive at that information. But the premium information, we don't have that. And I don't think anyone in the industry can provide that figure.

**Natalia Núñez Arana**

And regarding travel insurance policies in the U.K., what could be the value at risk there? This is also from Carlos.



**Eduardo Pérez de Lema**

That is probably more information for Assistance. I don't have the figure for that.

**Natalia Núñez Arana**

Regarding travel insurance policies in the U.K., Carlos, perhaps we can give you more color in the future when we release the results on the 18th of May because we will have more insight into the ASISTENCIA business.

So we can continue with COVID-19 questions. As expected, there are a significant amount of questions regarding this topic, impacts on future guidance. So actually, most of our analysts have sent us questions regarding this. For instance, "impacts on Motor claims and combined ratio with information by region, if possible. How the crisis could affect technical and financial results in the main regions? First quarter results only reflect a reduction of activity at the end of March. What have you seen so far in the second quarter? Magnitude of the positive/negative impact on claims from COVID you expect on each line you mentioned - Health, Burial Life, Motor and General P&C. What do you expect the net impact will be on claims?" So it's regarding expectations.

**Fernando Mata Verdejo**

Yes, thank you, everybody. As I already mentioned, it wouldn't be logical or prudent from our side, I mean, to provide guidance at this point in time. It's extremely difficult to discuss trends - future trends. What we can discuss, a little bit longer, is what we booked in the first quarter and what we've seen in this first quarter, rather than the following quarters. And I will split it into 2 regarding underwriting results.

First, those lines of business that are having a direct impact from the virus, and those that we're seeing an indirect effect basically on the combined ratio. I'll give you just one example. And the most painful line of business for MAPFRE was Burial expenses in March. The increase of cost compared to our expected combined ratio for Burial expenses was much higher than the savings in Automobile. And if you compare both lines of business in terms of earned

premiums, Automobile is between five and six times Burial expenses. The combined ratio was practically double the standard.

On the other hand, we had a small reduction in combined ratio due to the lockdown of our policyholders and the lack of drivers on the street. Also, there is a quite important thing I would like to discuss with you. We've seen a change in the pattern of policyholders reporting claims. And I'll give you an example as well. If you are locked down at home and you have a home accident, probably you report the claim. You call MAPFRE's call center and say something is broken.

But the thing is, when the MAPFRE home repair crew knocks on your door, you'll be reluctant because your home is a safe and clean space to live in. And you don't want external people just stepping into your house. So a lot of claims, they've been reported or they're in the phase of being reported, but we can't repair them.

The same happened with Health, with a lot of scheduled surgeries were postponed, basically, in private hospitals, because the ER and also the beds were occupied by patients with the virus.

What we're doing is just increasing our IBNR, trying to assess a proper trend to assess this future impact on loss ratio. But so far, it's extremely difficult to see a proper trend, a standard trend. And hopefully, we will have a clearer view at June 30, in order to book the proper reserves. And that's it, basically, from my side. My apologies; it's extremely difficult to give you any guidance regarding future trends at this moment. But I guess it's the most prudent view I can give you.

#### **Natalia Núñez Arana**

Thank you very much, Fernando. We have one last question. This is from Paco Riquel from Alantra. He would like to know if you will be able to offset the Gloria storm with lower frequency of Motor during the rest of the year.

#### **Fernando Mata Verdejo**

Well, I think I already explained, Gloria, the amount was -- the net was EUR13 million more or

less, but what really hit our profit and loss account was the Burial expenses increase of frequency in March. And also, we will see a similar trend as well, probably, in April.

**Natalia Núñez Arana**

Thank you very much, Fernando. I would like just to end the call by reminding you that these figures are preliminary figures and the full disclosure will be released on May 18th. Unless you have questions related to this disclosure, I recommend, and we would appreciate if you held your questions until the full disclosure on the 18th.

We are organizing virtual meetings on the 20th of May, after you have had time to review the full disclosure. In these meetings, Fernando Mata, the CFO, and also Eduardo Perez de Lema, will be with us, and we can establish a schedule according to your interest. Please contact the IR team to prepare the agenda for that day. And also, I remind you that you will have the opportunity to talk to Fernando Mata and Eduardo Perez de Lema. Thank you very much; nothing more from my part.

**Fernando Mata Verdejo**

Thank you. Thank you, everybody, for being here again with us another quarter. Thank you, Eduardo, I mean for your presence as well, very helpful.

**Eduardo Pérez de Lema**

Thank you.

**Fernando Mata Verdejo**

And in conclusion, I only would like to say that MAPFRE is very well prepared for the worst and hopes for the best. Thank you again for your presence, and bye-bye.