

# **Activity Update**

Analyst & Investor presentation

6M 2024

#### DISCLAIMER



MAPFRE S.A. (MAPFRE) hereby informs that the figures and ratios in this activity presentation, unless stated otherwise, are homogenized local accounting figures obtained from the financial statements prepared by MAPFRE Group companies, presented under the accounting principles in force in each country. For comparison and aggregation purposes, certain adjustments have been applied to the 2023 figures between units and regions, the most relevant being: the elimination of the goodwill impairment in Spain and the elimination of Nat Cat reserves in some countries in Latin America. In Malta and Portugal the local accounting applied is IFRS 17 & 9.

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Certain numerical figures included in the presentation have been rounded. Therefore, discrepancies in tables between totals and the sums of the amounts listed may occur due to such rounding.



## Profitable growth strategy is delivering

**PREMIUMS** 

€15,145 mn

+5.5%

€13,640 mn

Ex-Life savings +6.2%

**PROFITABILITY** 

€462 mn

net result **+45.6%** 

**10.6%** ROE +1.6 p.p.

NON-LIFE
COMBINED RATIO

95.7%

-1.3 p.p.

**SOLVENCY II** 

197.7%

Data at March 2024, without transitional measures

#### **LATAM**

Largest contributor to earnings

€203 mn

#### **IBERIA**

Result is up 36.8%

Improvements in technical management in Auto

#### **NORTH AMERICA**

Relevant improvement in profitability

Result is up €58 mn

#### **MAPFRE RE**

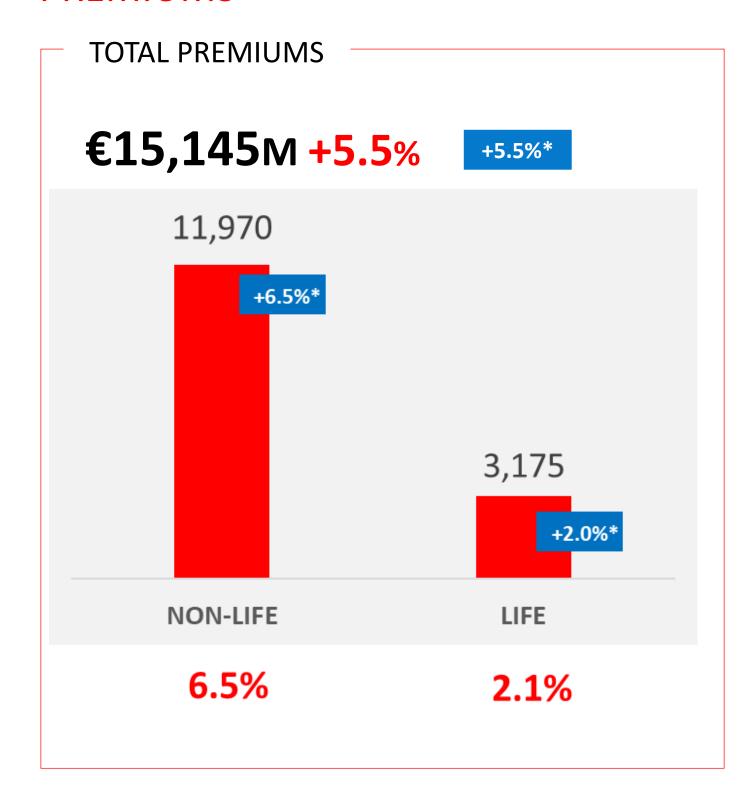
€140 mn

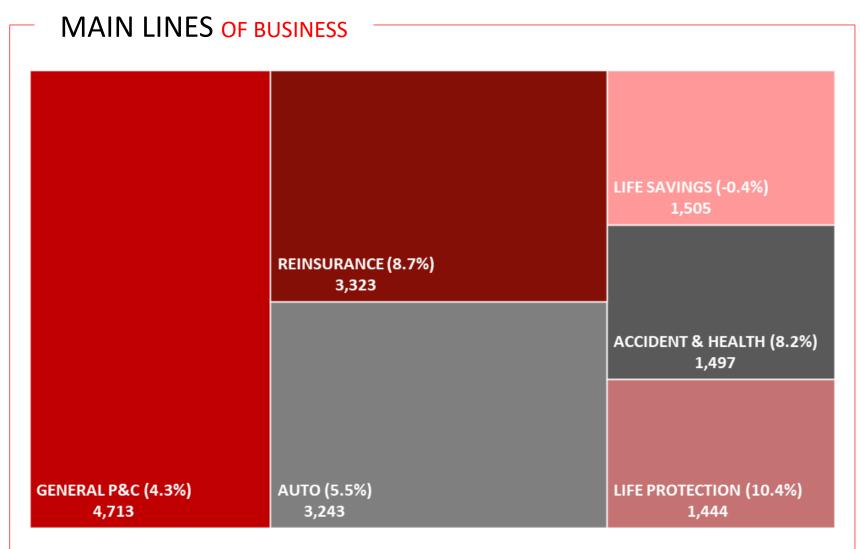
net result **+15.4%** 

Solid business growth



#### **PREMIUMS**





## **MAPFRE**

## **KEY FIGURES AND RATIOS**

<b>KEY FIGURES BY</b>	<b>REGIONS AND</b>	BUSINESS	UNITS
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	Premiums		Net resu	Net result		ined ratio
	6M 2024	Δ%	6M 2024	Δ%	6M 2024	Δ%
IBERIA	5,321.8	3.6%	167.9	36.8%	100.2%	1.3 p.p
BRAZIL	2,436.0	-0.6%	120.7	0.6%	77.0%	-1.7 p.p
OTHER LATAM	2,829.4	11.8%	82.0	12.9%	98.9%	-2.0 p.p
TOTAL LATAM	5,265.4	5.7%	202.7	5.2%	87.0%	-1.7 p.p
NORTH AMERICA	1,395.2	4.7%	40.8	331.3%	99.3%	-8.3 p.p
EMEA	753.6	11.9%	(7.9)	42.9%	113.3%	-1.3 p.p
TOTAL INSURANCE	12,735.9	5.0%	403.6	42.1%	96.1%	-1.5 p.p
REINSURANCE	3,323.1	8.7%	119.0	9.8%	95.7%	-0.3 p.p
GLOBAL RISKS	1,024.0	-3.6%	20.5	64.0%	86.7%	-5.4 p.p
TOTAL MAPFRE RE	4,347.1	5.5%	139.5	15.4%	95.1%	-0.6 p.p
ASSISTANCE (MAWDY)	102.5	-7.7%	3.1	90.7%	96.1%	-2.9 p.p
Holding expenses and other	(2,040.5)	-1.8%	(84.6)	5.5%		
TOTAL	15,145.1	5.5%	461.6	45.6%	95.7%	-1.3 p.p

ROE (main markets/units)
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	6M 2024
BRAZIL	23.2%
TOTAL LATAM	17.0%
MAPFRE RE	12.2%
IBERIA	13.5%

#### **COMBINED RATIOS**

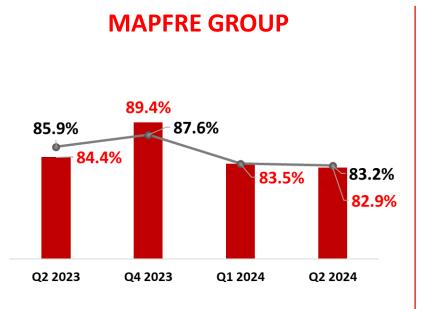
	6M 2024	Δ%
Non-Life Loss ratio	68.2%	-1.8 p.p
Non-Life Expense ratio	27.5%	0.4 p.p
Non-Life Combined ratio	95.7%	-1.3 p.p
General P&C	83.2%	-2.7 p.p
Auto	104.8%	-1.5 p.p
Accident & Health	101.5%	1.2 p.p
<b>Life Protection Combined ratio</b>	84.2%	1.3 p.p

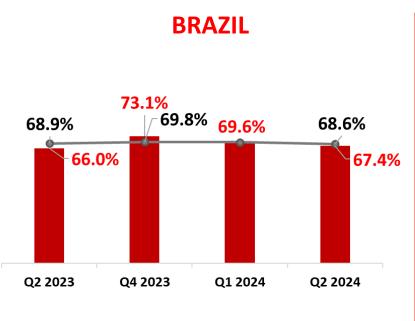
# ACTIVITY UPDATE – 6M 2024 KEY FIGURES > GENERAL P&C

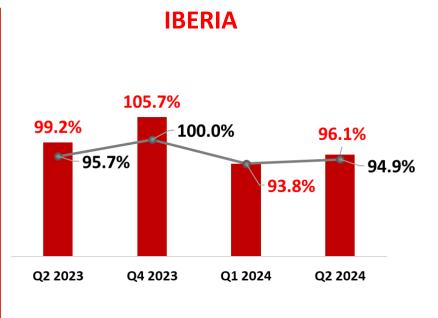


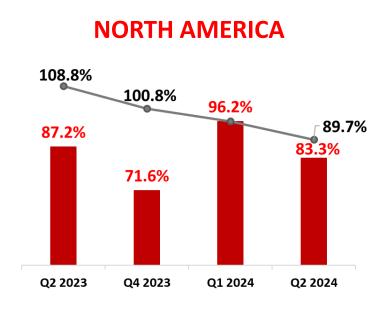
	Premiums			Attributable result		Combined ratio	
	6M 2023	6M 2024	Δ%	6M 2023	6M 2024	6M 2023	6M 2024
MAPFRE GROUP	4,519	4,713	4.3%	134.7	188.8	85.9%	83.2%
BRAZIL	1,377	1,348	-2.0%	75.8	70.2	68.9%	68.6%
IBERIA	1,441	1,541	6.9%	52.7	73.8	95.7%	94.9%
NORTH AMERICA	426	434	2.1%	1.9	20.9	108.8%	89.7%

#### **Combined Ratio**







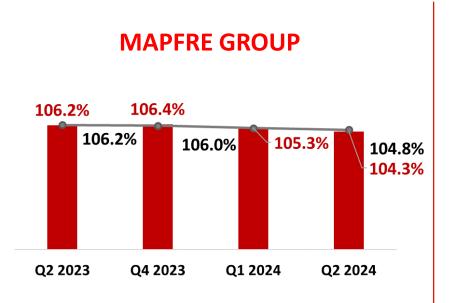


# ACTIVITY UPDATE – 6M 2024 **KEY FIGURES > AUTO**



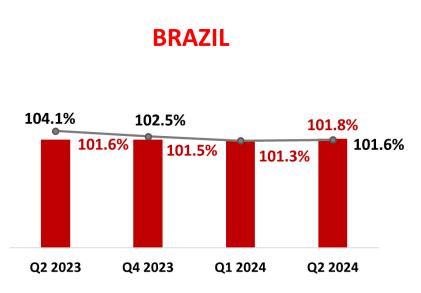
		Premiums		Insured	d units	Attributa	ble result	Combin	ed Ratio
	6M 2023	6M 2024	Δ%	Units (mn)	Δ%	6M 2023	6M 2024	6M 2023	6M 2024
MAPFRE GROUP	3,074	3,243	5.5%	13.10	-6.3%	-36.1	-19.0	106.2%	104.8%
IBERIA	1,166	1,232	5.7%	6.02	-2.7%	-9.2	-28.8	103.5%	106.1%
NORTH AMERICA	771	831	7.9%	1.32	-5.6%	-23.6	16.3	108.7%	101.0%
BRAZIL	317	303	-4.4%	1.24	-1.0%	1.7	7.3	104.1%	101.6%

#### **Combined Ratio**





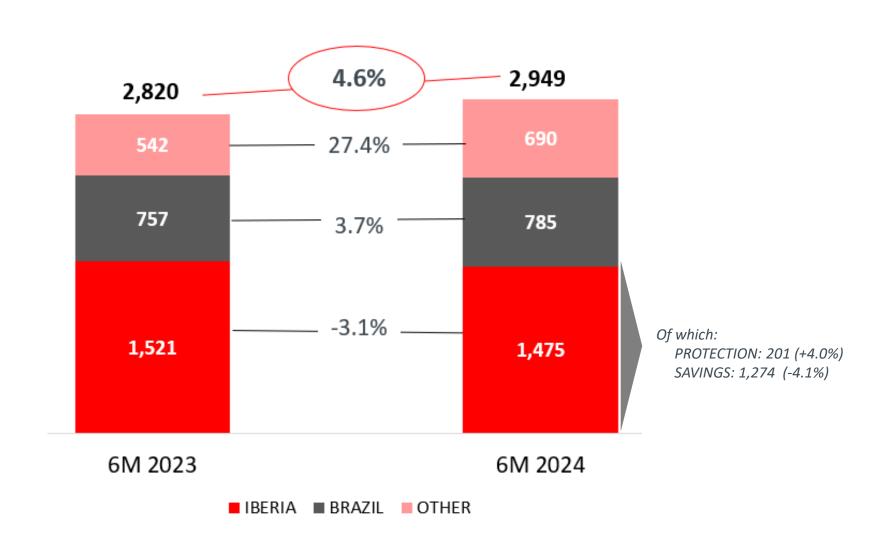




# ACTIVITY UPDATE – 6M 2024 **KEY FIGURES > LIFE BUSINESS**



#### Premium growth > Insurance units



#### Life technical-financial result

	6M 2023	6M 2024	Δ ΥοΥ
Total MAPFRE Group*	369.5	388.9	5.2%
Total Insurance Units	348.8	381.5	9.4%
of which:			
IBERIA	100.8	147.9	46.8%
BRAZIL	192.4	182.3	-5.2%
OTHER	55.7	51.3	-7.9%

#### Life attributable result

	6M 2023	6M 2024	Δ ΥοΥ
Total MAPFRE Group*	129.9	166.8	28.4%

<sup>\*</sup>Includes reinsurance

# ACTIVITY UPDATE – 6M 2024 CAPITAL POSITION & CREDIT METRICS



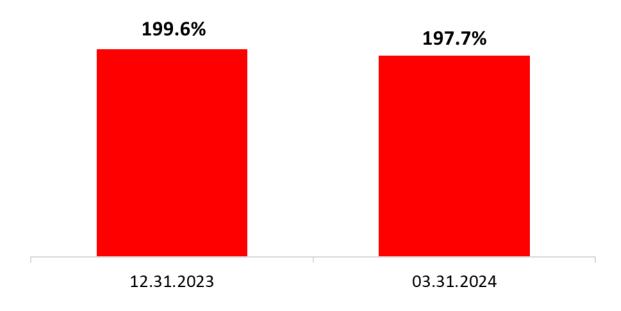
#### Capital structure

	12.31.2023	06.30.2024	%Δ YTD
Total equity	9,214	9,214	0.0%
Total debt	2,701	2,717	0.6%
Senior debt	864	858	-0.8%
Subordinated debt	1,628	1,619	-0.6%
Bank financing	208	241	15.5%
Leverage ratio	22.7%	22.8%	0.1 p.p.

#### Evolution of Shareholders' Equity

Balance at 12.31.2023	8,071
Result for the period	462
Dividends	-277
Net unrealized capital gains of AFS portfolio*	-161
Currency conversion differences	-11
Other	6
Balance at 06.30.2024	8,089

#### Solvency II Ratio (%)

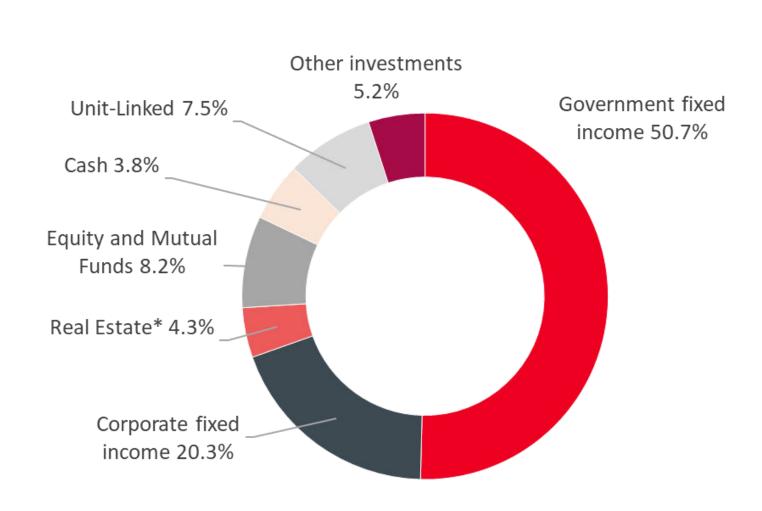


Solvency data at March 2024. These figures do not include the adjustment for transitional measures for technical provisions. If said adjustment were applied, the December 2023 and March 2024 Solvency II ratios would reach 208.2% and 205.2%, respectively.

<sup>\*</sup>Net of shadow accounting adjustments

#### **ASSETS UNDER MANAGEMENT**





	Market value		
	06.30.2024	% Δ	
Government fixed income	22.2	-2.1%	
Spain	9.5	-2.2%	
Italy	2.3	0.3%	
Rest of Europe	1.9	3.0%	
United States	1.8	4.1%	
Brazil	2.7	-19.8%	
Rest of LATAM	3.0	12.4%	
Other	1.0	-4.6%	
Corporate fixed income	8.9 8.6%		
Real Estate*	1.9	3.8%	
Equity and Mutual Funds	3.6	-2.3%	
Cash	1.6	-21.1%	
Unit-Linked	3.3	1.1%	
Other investments	2.3	0.2%	
Total Investment Portfolio	43.8	-0.4%	
Pension Funds	6.7	5.0%	
Mutual Funds & Other	6.5	-1.6%	
Total AuM	57.0	0.1%	

<sup>\*</sup> Measured at net book value; includes real estate for own use Other investments: includes interest rate swaps, investments in associates, accepted reinsurance deposits and others

# ACTIVITY UPDATE – 6M 2024 **INVESTMENT PORTFOLIO**

#### Eurozone – Fixed income portfolios – Active management

		Market value (€bn)	Accounting Yield (%)	Market yield (%)	Modified duration (%)
IBERIA NON-LIFE*	12.31.2023	3.48	2.50	3.28	7.80
IBERIA NON-LIFE	06.30.2024	3.57	2.59	3.62	6.80
MAPFRE RE	12.31.2023	4.16	2.54	3.80	3.40
NON-LIFE	06.30.2024	4.30	2.71	4.05	3.00
IBERIA LIFE	12.31.2023	4.45	3.64	3.16	5.53
IDLNIA LIFE	06.30.2024	4.36	3.73	3.54	5.28

#### Other main regions and units – Fixed income portfolios

		Market value (€bn)	Accounting Yield (%)	Market yield (%)	Modified duration (%)
BRAZIL**	12.31.2023	3.07	10.14	9.78	1.33
DRAZIL	06.30.2024	2.63	8.97	9.98	1.93
OTHER LATAM	12.31.2023	3.03	7.94	8.41	5.04
OTHER LATAIVI	06.30.2024	3.17	7.93	9.14	4.75
NORTH AMERICA	12.31.2023	1.80	2.82	5.42	4.21
NORTH AWIERICA	06.30.2024	1.75	2.82	5.45	4.31

<sup>\*</sup>IBERIA NON-LIFE portfolio includes Burial. Excluding this portfolio, to June 2024 duration would be approximately 2.4.

<sup>\*\*</sup>BRAZIL portfolio includes MAPFRE Seguros and BB MAPFRE

# ACTIVITY UPDATE – 6M 2024 FINANCIAL INCOME

#### Net Financial Income – Non-Life

	6M 2023	6M 2024	Δ %
IBERIA	69.1	82.3	19.1%
BRAZIL	44.4	44.1	-0.7%
OTHER LATAM	84.9	99.1	16.7%
NORTH AMERICA	47.0	46.9	-0.1%
EMEA	48.1	43.6	-9.3%
MAPFRE RE	61.2	76.8	25.5%
ASSISTANCE - MAWDY	0.6	0.8	-
CONS. ADJUST. & CORPORATE AREAS	3.9	7.2	-
TOTAL	359.2	400.9	11.6%

#### Net realized gains and losses\*

	6M 2023	6M 2024
IBERIA	6.9	33.4
Non-Life	6.2	15.7
Life	0.7	33.2
NORTH AMERICA	4.2	0.4
MAPFRE RE	7.3	(0.9)
TOTAL	18.4	32.8

<sup>\*</sup>Realized gains and losses net of tax and minorities include provisions and gains from real estate

# IFRS 17&9 MAIN KPIs



#### **IFRS 17&9**

#### Homogenized local accounting

	6M 2023	6M 2024	Δ%	6M 2023	6M 2024	Δ%
Premiums	-	-	-	14,350	15,145	5.5%
Insurance revenue*	11,993	12,712	6.0%	-	-	-
Combined ratio	96.1%	93.6%	-2.5 p.p	97.1%	95.7%	-1.3 p.p
Loss ratio	69.1%	66.2%	-2.9 p.p	70.0%	68.2%	-1.8 p.p
Expense ratio	27.0%	27.4%	0.3 p.p	27.1%	27.5%	0.4 p.p
Net result	300	494	64.5%	317	462	45.6%
	12M 2023	6M 2024	Δ%	12M 2023	6M 2024	Δ%
Total assets	54,947	54,619	-0.6%	62,998	64,712	2.7%
Shareholders' equity	8,467	8,540	0.9%	8,071	8,089	0.2%
Technical provisions/						
Insurance and reinsurance contract	38,377	38,262	-0.3%	44,315	45,548	2.8%
liabilities						
CSM	2,600	2,513	-3.3%	-	_	_
ROE	8.3%	10.4%	2.1 p.p	9.0%	10.6%	1.6 p.p

<sup>\*</sup>Includes insurance and accepted reinsurance revenue





The second quarter confirms the trend we are aiming for with the Strategic Plan



Diversification by geography and by business segment



Sustainable growth premiums and net income



LATAM led by Brazil
with a strong profit contribution
€203 mn



Auto business on the path to returning to profitability



Very strong performance of financial income

#### **INVESTOR RELATIONS**

#### **MAPFRE**

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#### MAIN UPCOMING EVENTS H2\*:

29 Jul Post-6M2024 results analyst and investor meeting (virtual)

4 Sept Iberian Conference CaixaBank BPI (Madrid)
 10 Sep Global Financial Conference Barclays (New York)
 25 Sep Annual Financials CEO Conference BoAML (London)

2 Oct ODDO-BBVA Iberian Forum (virtual)

8-28 Oct Black-out period

29 Oct 9M 2024 Activity Update

12 Nov UBS European Conference (London)

19-20 Nov Latibex Forum (Madrid)

<sup>15</sup> 



# Annex

# IFRS 17&9

## P&L – June 2024

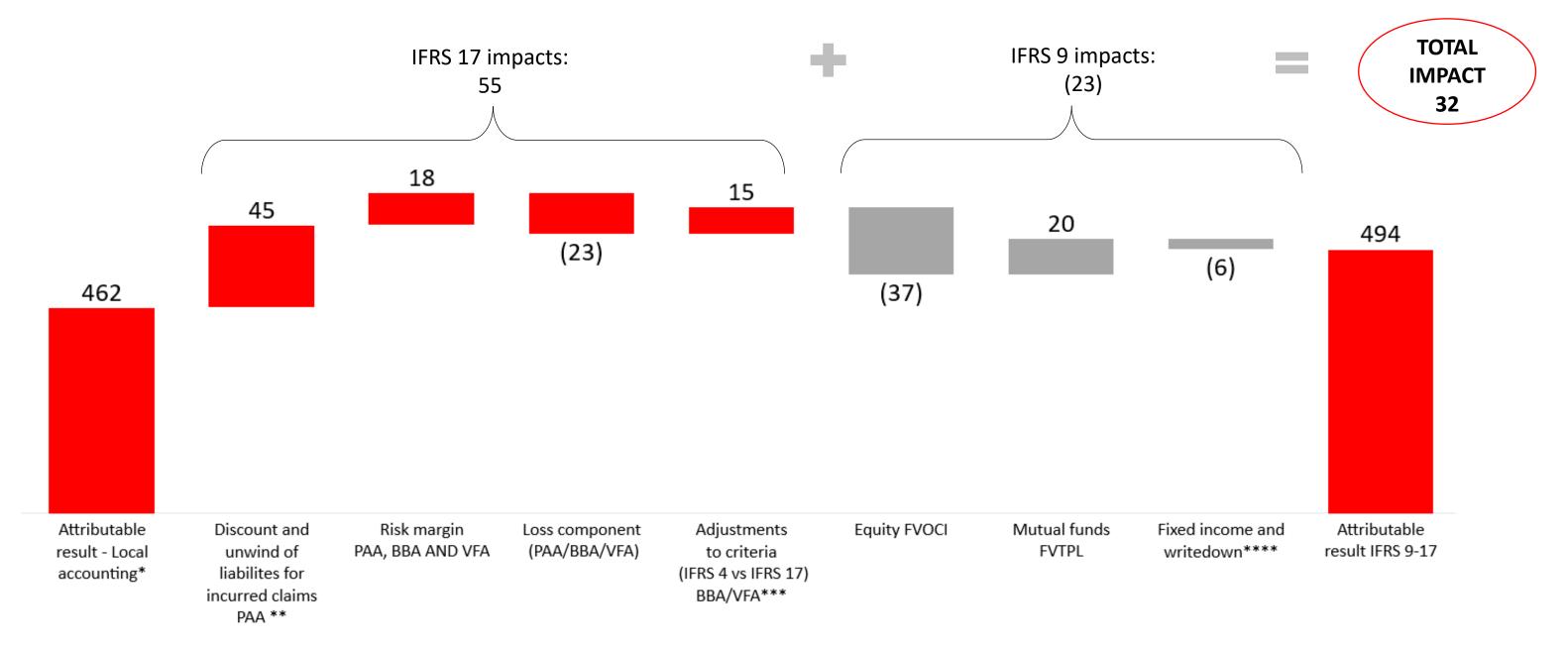


	6M 2023	6M 2024
I. INSURANCE REVENUE*	11,993	12,712
II. INSURANCE SERVICE EXPENSES	(10,522)	(10,885)
Incurred claims and other insurance service expenses	(7,840)	(8,128)
2. Acquisition costs	(2,596)	(2,785)
3. Losses on onerous contract groups and reversals of those l	(29)	(29)
4. Changes in the liability for incurred claims	(57)	57
RESULT FROM INSURANCE SERVICE	1,471	1,827
RESULT FROM REINSURANCE SERVICE	(954)	(976)
FINANCIAL RESULT	373	309
From investments	699	1,045
From insurance contracts	(326)	(736)
RESULT FROM OTHER INSURANCE REVENUE/EXPENSES	(32)	19
RESULT FROM OTHER ACTIVITIES	(58)	(95)
Hyperinflation adjustments	(36)	(52)
Tax on profit	(197)	(242)
Non-controlling interests	(267)	(296)
ATTRIBUTABLE RESULT	300	494

<sup>\*</sup>Includes insurance and accepted reinsurance revenue

#### **MAPFRE**

#### RECONCILIATION P&L – June 2024



<sup>\*</sup> Homogenized local accounting

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<sup>\*\*</sup> Includes the discounting and unwind of insurance and reinsurance contract assets & liabilities, as well as the effect of interest rate movements on insurance and reinsurance contracts and the change in value of investments allocated to portfolios covering liabilities for incurred claims (LIC)

<sup>\*\*\*</sup> Includes CSM Release

<sup>\*\*\*\*</sup>Reclassification to P&L of the change in valuation of fixed income that does not pass the SPPI test and change in the expected loss



## KEY FIGURES BY REGION AND BUSINESS UNIT

AREA / BUSINESS UNIT	Insura	nce revenue	<b>5</b> *	Attrib	Attributable result			
	6M 2023	6M 2024	Δ%	6M 2023	6M 2024	Δ%		
IBERIA	3,375.6	3,648.4	8.1%	112.7	185.9	64.9%		
BRAZIL	2,339.8	2,420.9	3.5%	113.3	118.2	4.3%		
OTHER LATAM	2,238.6	2,454.0	9.6%	61.1	92.6	51.5%		
NORTH AMERICA	1,258.8	1,361.1	8.1%	(8.5)	43.5	611.7%		
EMEA	567.8	602.1	6.0%	(14.5)	(23.4)	-61.0%		
TOTAL INSURANCE	9,780.5	10,486.5	7.2%	264.0	416.8	57.9%		
REINSURANCE	2,945.8	3,100.3	5.2%	112.9	134.2	18.8%		
GLOBAL RISKS	800.6	881.4	10.1%	12.5	24.7	97.7%		
ASSISTANCE - MAWDY	116.4	99.9	-14.2%	1.1	3.6	234.8%		
Holding, eliminations and other	(1,650.6)	(1,856.5)	-12.5%	(90.3)	(85.2)	5.6%		
MAPFRE S.A.	11,992.8	12,711.6	6.0%	300.2	494.0	64.5%		

<sup>\*</sup>Includes insurance and accepted reinsurance revenue



## COMBINED RATIOS BY REGION IFRS 17&9 vs. LOCAL ACCOUNTING - June 2024

	Homogenized Local accounting	IFRS 17&9	Δ p.p.
IBERIA	100.2%	98.4%	-1.9 p.p.
BRAZIL	77.0%	76.7%	-0.3 p.p.
NORTH AMERICA	99.3%	97.4%	-1.9 p.p.
EMEA	113.3%	115.1%	1.8 p.p.
OTHER LATAM	98.9%	97.4%	-1.5 p.p.
REINSURANCE	95.7%	91.1%	-4.6 p.p.
GLOBAL RISKS	86.7%	77.4%	-9.3 p.p.
GROUP TOTAL	95.7%	93.6%	-2.2 p.p.

#### IFRS 17&9



#### BALANCE SHEET 06.30.2024 vs. 12.31.2023

ASSETS	12.31.2023	06.30.2024	%∆
A) INTANGIBLE ASSETS	2,680	2,603	-2.9%
B) PROPERTY, PLANT AND EQUIPMENT	1,184	1,195	0.9%
C) INVESTMENTS	40,937	40,960	0.1%
I. Real estate investments	973	911	-6.4%
II. Financial investments			
1. At fair value with changes through P&L	15,073	14,917	-1.0%
2. At fair value with changes through OCI	21,682	21,848	0.8%
3. Amortized cost	1,296	1,301	0.4%
III. Investments accounted for using the equity metho	1,226	1,255	2.4%
V. Other investments	688	728	5.8%
D) INSURANCE CONTRACT ASSETS	9	7	-22.3%
E) CEDED REINSURANCE CONTRACT ASSETS	5,938	5,865	-1.2%
F) OTHER	4,199	3,988	-5.0%
TOTAL ASSETS	54,947	54,619	-0.6%

<sup>&</sup>quot;F) Other" includes: Inventories, Deferred tax assets, Receivables, Cash, Accrual adjustments, Other assets and Non-current assets held for sale and from discontinued operations

EQUITY AND LIABILITIES	12.31.2023	06.30.2024	%∆
A) EQUITY	9,656	9,680	0.2%
I. Equity attributable to the controlling company's shareholders	8,467	8,540	0.9%
II. Non-controlling interests	1,190	1,139	-4.2%
B) SUBORDINATED LIABILITIES	1,628	1,619	-0.6%
C) INSURANCE CONTRACT LIABILITIES	38,362	38,246	-0.3%
D) CEDED REINSURANCE CONTRACT LIABILITIES	15	16	1.0%
E) PROVISIONS FOR RISKS AND EXPENSES	552	518	-6.3%
F) DEFERRED TAX LIABILITIES	236	211	-10.8%
G) DEBTS	4,338	4,195	-3.3%
H) OTHER	159	136	-14.5%
TOTAL EQUITY AND LIABILITIES	54,947	54,619	-0.6%

<sup>&</sup>quot;H) Other" includes: Accrual adjustments and Liabilities linked to non-current assets held for sale and from discontinued operations

#### IFRS 17&9

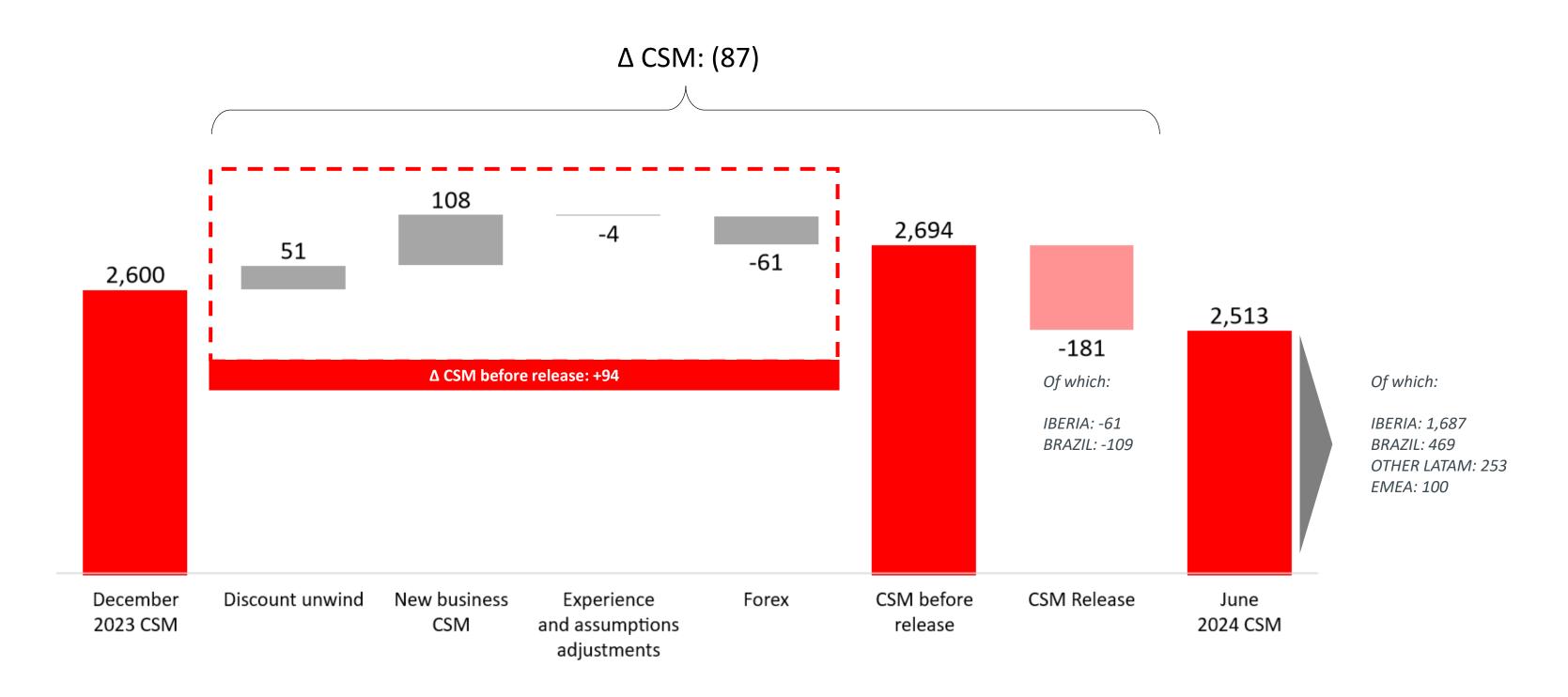


# CHANGE IN SHAREHOLDERS' EQUITY – June 2024

Balance at 31 December 2023	8,467
Currency conversion differences	(75)
Change in market value of financial assets	(310)
Change in technical provision valuation	211
Other	(7)
Total income and expenses recorded in OCI:	(181)
Result	494
Dividends	(277)
Equity capital gains	23
Other	15
Balance at 30 June 2024	8,540

#### **MAPFRE**

#### **CSM ROLL FORWARD**



# IFRS 17&9

# **MAPFRE**

# **BREAKDOWN OF CSM**

		06.30.2024				
REGION	CSM 12.31.2023	CSM 06.30.2024	CSM net of taxes	CSM net of non- controlling interest and taxes		
IBERIA	1,686	1,687	1,267	1,251		
BRAZIL	570	469	310	89		
OTHER LATAM	250	253	176	174		
EMEA	90	100	65	18		
NORTH AMERICA	3	3	3	3		
TOTAL	2,600	2,513	1,820	1,534		

# Annex: IFRS 17 – Valuation approaches



# Building Block Approach (BBA)

General
Assessment
approach
/Default
approach

#### Variable Fee Approach (VFA)

Premium Allocation Approach (PAA) Assesses fulfillment cash flows using a dynamic calculation, updating hypotheses with each calculation, and recognizing expected profit from the contract or CSM, through its allocation to P&L as service is provided throughout the coverage period. It comprises:

- 1. Fulfillment cash flows, which include:
  - Present value of expected future cash inflows and outflows that arise over the length of the contract
  - An adjustment to reflect the time value of money and other financial risks, like liquidity and exchange rates
  - An explicit adjustment for non-financial risk
- 2. Contractual Service Margin (CSM), which represents unearned profit from contracts. If CSM is negative, the contract will be considered onerous and balance sheet CSM will be zero, recording loss in P&L at the time of inception of the contract, as established by the standard.

Variation of the default approach (BBA) which is applicable to contracts with significant direct participation features.

Simplification of BBA and can be optionally used for contracts with coverage of ≤1 year, and in some specific cases where the contract duration is >1 year and the assessment is not expected to vary materially from BBA. This approach is similar to current Unearned Premium Provision approach.

Based on technically defined directives, MAPFRE believes that, in general, it will assess insurance and reinsurance contracts as follows:

Insurance contracts	Approach
Life and Non-Life lines with duration of <1 year(*)	PAA
Burial line	BBA
Life contracts with duration >1 year	BBA
Contracts with direct participation (Unit Linked and certain life products with profit-sharing)	VFA
Reinsurance contracts	
Ceded, accepted and retroceded	PAA

<sup>\*</sup>Non-Life contracts with duration greater than one year but with no material difference from BBA expected will also be measured using PAA

# Annex: IFRS 17 – Valuation approaches



Valuation approach	Line of business	Liability	Asset
Building Block Approach (BBA)	Burial Life matched Life Savings w/o PS > 1 year	Variations in yield curve (risk-free curve + spread) reflected in OCI	≈100% Fixed Income portfolios measured at FVOCI with recycling in P&L
Variable Fee Approach (VFA FVTPL)	Unit Linked	Liability measured at FVTPL linked to the performance of underlying assets	Assets measured at FVTPL
Variable Fee Approach (VFA disaggregating in OCI)	Life with PS	Variations in yield curve (risk-free curve+spread) are reflected in OCI	Fixed income measured at FVOCI with recycling in P&L
		Variations in Equity and Funds are adjusted by estimating the future PS in P&L	Equity measured at FVTPL
			Funds measured at FVTPL
Premium Allocation Approach (PAA)	Life and Non-Life < 1 year and reinsurance	Risk-free curve discount	Fixed income measured at FVTPL

PS: Profit sharing
OCI: Other Comprehensive Income

FVTPL: Fair Value through P&L

FVOCI: Fair Value through Other Comprehensive Income

# TERMINOLOGY (I/II) Local homogenized accounting



Revenue/ Total Consolidated Revenue	Premiums + Financial income from investments + Income from non-insurance companies and other income
Premiums/Written and Accepted premiums	Written premiums, direct insurance + premiums from accepted reinsurance
Premiums earned, net of ceded and retroceded reinsurance	Direct insurance written premiums + accepted reinsurance premiums + ceded reinsurance premiums + Variations in provisions unearned premiums and unexpired risks (Direct Ins.) + Variations in provisions unearned premiums and unexpired risks (Ceded Reins.).
Combined ratio – Non-Life	Expense ratio + Loss ratio
Expense ratio – Non-Life	Operating expenses, net of reinsurance – other net technical revenue / Net premiums earned
Loss ratio – Non-Life	Net claims incurred + variation in other technical reserves + profit sharing and returned premiums / Net premiums earned
Holding expenses	Includes expenses from Corporate Areas, consolidation adjustments, as well as the result attributable to MAPFRE RE and MAPFRE INTERNACIONAL's non-controlling interests and other concepts
ROE (Return on Equity)	Attributable result for the last twelve months / Arithmetic mean of equity attributable to the controlling company at the beginning and closing of the period (twelve months) x 100
Leverage ratio	Total Debt / (Total Equity + Total Debt)
Other investments	Includes interest rate swaps, investments in associates, accepted reinsurance deposits and others

# TERMINOLOGY (II/II) IFRS 17&9



Income / Total Income / Consolidated Income / Total Consolidated Revenue	Insurance revenue + Reinsurance revenue + Insurance/Reinsurance finance revenue + Finance revenue not related to Insurance service + Reversal of financial asset impairment + Share in profits from equity-accounted companies + Other non-technical revenue + Positive exchange differences + Reversal of asset impairment + Revenue from other activities
Non-Life Expense Ratio	Administration expenses + Acquisition expenses, net of reinsurance commissions / Insurance revenue, net of reinsurance
Non-Life Loss Ratio	Claims, net of reinsurance / Insurance revenue, net of reinsurance
Non-Life Combined ratio	Non-Life expense ratio + Claims ratio
ROE (Return on Equity)	Attributable result for the last twelve months / Arithmetic mean of equity attributable to the controlling company at the beginning and closing of the period (twelve months) x 100
Contractual Service Margin (CSM)	Component of the asset or liability for the group of insurance and reinsurance contracts that represents the unearned profit the entity will recognize as it provides services in the future. It makes it possible to assess the viability of the company in the short-medium term, since the volume of future profits generated by written contracts can be determined. It includes:  CSM of Insurance contracts measured using the Building Block Approach (BBA)  + CSM of insurance contracts measured using the Variable Fee Approach (VFA)  - CSM of reinsurance contracts measured using the Building Block Approach (BBA)

Alternative Performance Measures (APM) under IFRS 17&9 used in this presentation correspond to those financial measures that are not defined or detailed within the framework of the applicable financial information. Their definition and calculation can be consulted at the following link: <a href="https://www.mapfre.com/media/shareholders/2024/2024-07-alternate-performance-measures.pdf">https://www.mapfre.com/media/shareholders/2024/2024-07-alternate-performance-measures.pdf</a>