

## Customer satisfaction

MAPFRE is committed to its clients and therefore every year sets objectives and monitors the evolution of their level of satisfaction with the aim of identifying the aspects that influence the customer's experience in order to improve them.

NPS → 82,3  
Coverage<sup>1</sup> → 80,5%

2020

2021

NPS → 88,74  
Coverage<sup>1</sup> → 74,9%

NPS → 87,42  
Coverage<sup>1</sup> → 80,72 %

2022

2023

NPS → 92,94<sup>2</sup>  
Coverage<sup>1 3</sup> → 77,7%

<sup>1</sup> percent of total Non-Life Group premiums

<sup>2</sup> Target 2023 NPS equal to or greater than 70

<sup>3</sup> Lower coverage due to an acquisition

