

**FREQUENTLY ASKED QUESTIONS ABOUT THE MAPFRE S.A.
ORDINARY ANNUAL GENERAL MEETING**

1. What is the date and time of the next Ordinary Annual General Meeting?

The MAPFRE Ordinary Annual General Meeting is scheduled to be held on March 11, 2022 at 11:30 a.m. on first call, provided that there is a sufficient quorum and it will not be necessary to hold it on second call.

2. Where will the Annual General Meeting be held?

The Annual General Meeting will take place in Madrid, at the Campo de las Naciones Municipal Conference Center (Avenida de la Capital de España).

In view of the current extraordinary circumstances, and in order to safeguard the general interests, health and safety of shareholders, employees and other persons involved in the preparation and holding of the Annual General Meeting, **shareholders are recommended to participate remotely through telematic attendance at the Meeting in real time**, in accordance with the procedure made available to shareholders on the corporate website (www.mapfre.com).

3. Where can I consult the announcement of the call for the Annual General Meeting?

The call for the General Meeting is available on the website of the National Securities Market Commission (www.cnmv.es), on the MAPFRE website (www.mapfre.com) and in the newspaper *Cinco Días* on February 10.

4. What are the proposed resolutions that are to be submitted to the Annual General Meeting?

To consult the resolution proposals that are submitted to the General Meeting, click [here](#).

5. Who can submit a supplement to the call? What is the procedure for doing so?

Shareholders representing at least three percent of the share capital may request, by means of an authentic communication to the Board of Directors, the inclusion of new proposed resolutions or new items on the agenda of the Annual General Meeting. Said requests must be received at the registered

office of the Company (Carretera de Pozuelo 52, Edificio 1, 28222, Majadahonda, Madrid) within five days following the publication of the call.

6. Where and how can shareholders obtain the documentation related to the Annual General Meeting?

All the documentation relating to the Annual General Meeting is available on the Company's website in the space dedicated to the [Annual General Meeting 2022](#). The information can also be requested at the Company's registered office (Carretera de Pozuelo 52, Edificio 1, 28222, Majadahonda, Madrid) at the following times:

- From Monday to Thursday: from 8:30 a.m. to 1:00 p.m., and from 2:00 p.m. to 4:00 p.m.
- Friday: from 8:30 a.m. to 2:00 p.m.

In addition, shareholders may request the immediate and free delivery or delivery of said documentation by regular mail addressed to the Investor Relations Area or by email to IR@mapfre.com and/or Oficinadelaccionista@mapfre.com.

Additionally, the documentation will be delivered to the shareholders in the venue where the Annual General Meeting is to be held on the appointed day.

7. Is there a minimum number of shares required to attend the Annual General Meeting?

Only shareholders who, individually or jointly with other shareholders, own a minimum of 1,000 shares may attend the Annual General Meeting, provided that they are registered in the corresponding Accounting Registry five days prior to the holding of the event.

8. How many votes do I have at the Annual General Meeting?

Each share gives the right to one vote.

9. What documentation is required to attend the Annual General Meeting?

To attend the Annual General Meeting in person, shareholders must produce the attendance card issued by the depository entities or the one that the Company makes available to shareholders on the Company's website in the space dedicated to the [Annual General Meeting 2022](#).

Shareholders who attend in person (or their representatives) must properly accredit themselves to MAPFRE services before the start of the Annual General Meeting.

To attend the Annual General Meeting telematically, prior registration is required on the Telematic Attendance Platform in the “Annual General Meeting” section of the “Shareholders and Investors” section of the Company's corporate website (www.mapfre.com), where Instructions for telematic attendance at the Annual General Meeting will also be available.

The shareholder (or their representative) must prove their identity by means of a valid electronic personal identification or by means of a recognized electronic certificate, on which their revocation is not recorded, issued by the National Currency and Stamp Factory (FNMT).

10. Is there a broadcast system in place for the Annual General Meeting?

The Annual General Meeting will be broadcast live. Access to said retransmission will be through the Telematic Assistance Platform for the Annual General Meeting on the Company's website (www.mapfre.com), through a specific link made available for this purpose.

11. In the event that there are co-holders of shares, how many can attend the General Meeting?

In the case of personal attendance, only one of the co-owners will have the right to attend the Annual General Meeting and the right to vote and will be considered designated by the rest of the co-owners to exercise the corresponding shareholder's rights.

In the case of telematic attendance, the co-owner who registers first on the Telematic Attendance Platform will be considered as the party attending the Annual General Meeting, and being duly empowered to exercise the rights of intervention, information, proposal and vote corresponding to the shares under the co-ownership

12. If the shareholder is a legal person, what documentation must be presented in order to attend the Annual General Meeting?

In the case of personal assistance, the representative must prove, in addition to their identity, the representation that they hold through a document that proves such representation (i.e., power of attorney).

In the event of telematic assistance, the proxy who is going to complete the registration process on behalf of the legal person shareholder on the Telematic Assistance Platform must previously verify their representation and their identity by sending the attendance card issued in the name of the individual shareholder by the Company or by the custodial institution, duly completed and signed, together with a copy of the official document proving the identity of the proxy and a copy of the document that proves the power that allows

them to act on behalf of the legal person shareholder, to the attention of the General Counsel at Carretera de Pozuelo 52, Edificio 1, 28222, Majadahonda, Madrid, or to the email address juntageneral@mapfre.com at least twenty-four hours before the holding of the Meeting on first call.

When the documentation has been received and verified, the proxy may then register and attend the Meeting electronically as long as they meet the access and identification requirements indicated in the previous paragraph.

13. Is there an attendance premium?

The Company does not plan to pay a premium for attendance at the Annual General Meeting.

14. Is there going to be a gift?

No, the Company has agreed to do away with delivery of a commemorative gift.

15. How can a shareholder be represented at the Annual General Meeting?

Any shareholder who has the right to attend may be represented at the Annual General Meeting by another person, even if he or she is not a shareholder.

In the event of personal attendance, representation may be granted by completing the proxy card issued by the custodial institution or the one that the Company makes available to shareholders on the Company's website in the space dedicated to the Annual General Meeting 2022 ([MAPFRE delegation card](#)).

On the delegation card, there is a space reserved to indicate the name of the person to whom the vote is delegated.

To access the Annual General Meeting, this person must present the proxy card indicating that it has been delegated in their favor; and they must present an official document proving their identity.

In the event of telematic assistance, the delegation must be accredited (unless the delegation has been granted via electronic means), and the identity of the representative before the Company, by sending the delegation card issued by the Company or by the custodial institution, duly completed and signed by the shareholder together with a copy of the official document accrediting the identity of the representative, which must be received by the Company to the attention of the General Counsel at Carretera de Pozuelo 52, Edificio 1, 28222, Majadahonda, Madrid, or at the email address juntageneral@mapfre.com at least twenty-four hours prior to the holding of the Meeting on first call.

Without prejudice to the aforementioned accreditation, the representatives must also register on the Telematic Assistance Platform and be accredited as telematic attendees in the same terms as the shareholders.

16. Can proxy be granted by means of remote communication?

Yes, the valid means of remote communication to grant representation are postal mail and electronic means.

- Postal mail

Representation will be conferred by filling out the proxy card issued by the custodial institution or the one that the Company makes available to shareholders on the Company's website in the space dedicated to the Annual General Meeting 2022 ([MAPFRE delegation card](#)).

The original card, duly completed and signed, must be sent by post to the registered office (Carretera de Pozuelo 52, Edificio 1, 28222, Majadahonda, Madrid), to the attention of the General Counsel, accompanied by a photocopy of the official document accrediting the identity of the shareholder. For a legal entity, a copy of the document that proves the representation of the person who signs the application for postal voting on behalf of the same must also be submitted.

- Online through the Company's website

The delegation of representation may be made electronically through the system set up for this purpose in the section relating to the [Annual General Meeting 2022](#) on the Company's website. It explains in detail the procedure to be followed by the shareholder to exercise this right. The shareholder must prove their identity by means of a valid electronic ID or by means of a recognized electronic certificate, on which their revocation is not recorded, issued by the Fábrica Nacional de la Moneda y Timbre (FNMT).

17. Is remote voting enabled?

Yes, the valid means of remote communication for casting a vote are postal mail and electronic means.

- Postal mail

The vote will be conferred by filling out the attendance card that includes the "Remote Voting" section issued by the custodial institution or the one that the Company makes available to shareholders on the Company's website in the space dedicated to the Annual General Meeting 2022 ([MAPFRE postal vote card](#)).

The original card, duly completed and signed, must be sent by post to the registered office (Carretera de Pozuelo 52, Edificio 1, 28222, Majadahonda, Madrid), to the attention of the General Counsel, accompanied by a photocopy of the official document accrediting the identity of the shareholder. For a legal entity, a copy of the document that proves the representation of the person who signs the application for postal voting on behalf of the same must also be submitted.

- Online through the Company's website

The vote may be cast electronically through the system set up for this purpose in the section relating to the [Annual General Meeting 2022](#) on the Company's website. It explains in detail the procedure to be followed by the shareholder to exercise this right. Shareholders who wish to use this voting procedure must prove their identity by means of a valid electronic ID or by means of a recognized electronic certificate, on which their revocation is not recorded, issued by the Fábrica Nacional de la Moneda y Timbre (FNMT).

18. What is the term for the receipt by the Company of the representations and votes conferred by means of remote communication?

In order to be valid, the representation and the vote conferred by any of the aforementioned means of remote communication must be received by the Company at least twenty-four hours before the Annual General Meeting is due to take place.

19. What are the rules of priority applicable to representation and the vote cast by means of remote communication?

The representation and the vote cast by means of remote communication are always revocable and must be revoked expressly and through the same means used for its issuance, within the term established for such issuance.

Attendance in person or telematically by the shareholder at the Annual General Meeting will nullify the vote or the delegation of representation that had been communicated to the Company by any of the aforementioned means of remote communication. It will not be possible to have more than one representative at the Meeting.

Likewise, whatever the means used for its issuance, the vote will render ineffective any delegation (electronic or postal) whether prior, which will be considered revoked, or later, which will be considered not effectuated. If the shareholder had cast different votes in different directions, or several delegations, by electronic or postal means, the one that was cast last shall prevail.

20. What happens if the shareholder does not indicate the direction of the vote on the attendance card?

In the event that the direction of the vote is not indicated on the attendance card, it will be understood in any case that the shareholder votes in favor of the proposed resolutions formulated by the Board of Directors in each point of the Agenda published in the call.

21. Does the Company have an Electronic Forum for Shareholders? Where and how can the Electronic Shareholders' Forum be accessed?

Yes, an [Electronic Shareholders' Forum](#) has been set up on the Company's website, the use of which will be in accordance with its legal purpose and the guarantees and operating rules established by the Company in the Regulations governing the Electronic Shareholders' Forum, available at the aforementioned web page.

Legitimate shareholders and groups of shareholders can access the Electronic Shareholders' Forum.

22. How should I accredit myself in order to participate in the Electronic Shareholders' Forum?

To participate in the Electronic Forum of Shareholders you must:

- Identify yourself by means of a valid electronic ID or by means of a recognized electronic certificate, on which its revocation is not recorded, issued by the FNMT.
- Prove your status as a shareholder with a certificate of ownership issued by the custodial institution.

23. What initiatives can be executed in the Electronic Shareholders' Forum?

In accordance with current regulations, the Electronic Shareholders' Forum will collect:

- Proposals intended to be presented as a complement to the agenda.
- Applications for adherence to such proposals.
- Initiatives to reach a sufficient percentage to exercise a minority right provided for under law.
- Offers or requests for voluntary representation.