



 **MAPFRE** | MIDDLESEA

**Annual General Meeting
2023**

AGENDA



1

MAPFRE
GLOBAL &
MAPFRE
MALTA
OVERVIEW

2

GENERAL AND
LONG TERM
BUSINESS

3

RESULTS

4

REVIEW OF
OPERATIONS

5

LOOKING
FORWARD

MAPFRE WORLDWIDE

USA
Top 25 in
Automobile
insurance

LATAM
#1 multinational insurer
in the region

SPAIN
Leading insurance company

EUROPE
Top 10 in
premium volume

MAPFRE RE
#17 in reinsurance*

(*) Source: S&P Global Ratings

MAPFRE GROUP RESULTS 2023

REVENUE

€24.8BN

+9.1%

NET RESULT

€677M

+20.2%

2023
DIVIDEND

€462M

+5.9%

VERY SOLID
BUSINESS
GROWTH

SUBSTANTIAL
IMPROVEMENT IN
PROFITABILITY

COMMITMENT
WITH
SHAREHOLDERS

GLOBAL COMPANY

Solid position
in all lines of business

AUTOMOBILE

13.5 million vehicles
insured

ENTERPRISE

+1.3 million
companies
insured

HOMEOWNERS

4.8 million
homes insured

HEALTH

2.9 million people
insured

TOTAL ASSETS

€63 billion

GLOBAL RISKS

+2.7 million companies
insured

ASSISTANCE

Assistance: 3.9 million
Services: 3.2 million

REINSURANCE

+1,400 ceding
companies in
+100 countries

COMMITTED TO DIVERSITY

31,000
employees

250,000
intermediaries
and
collaborators

38
active countries

81
nationalities

5
generations

MAPFRE *Where your time is meaningful*

BUILDING A MORE HUMANE FUTURE



ACCIDENT PREVENTION

ROAD SAFETY

HEALTH PROMOTION

FINANCIAL AND INSURANCE EDUCATION

ART AND CULTURE

SOCIAL ACTION

AGEING OPPORTUNITIES

INTERMEDIATE ORGANIZATION
FOR THE ESF PLUS



+6.7
million in-person
beneficiaries of our
programs and activities

LATIN AMERICA
78,000
people in receipt
of a comprehensive
education

TV AND DIGITAL
CAMPAIGN
49
million people

Impact on 11 SDGs



STRATEGIC REFLECTIONS

EXTREMELY **UNCERTAIN**, VOLATILE,
AND COMPLEX CONTEXT

INFLATION

POLITICAL INSTABILITY

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LOOKING
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Excellent Results

ACHIEVED despite challenging circumstances, consolidating leadership in Non-Life and Life insurance.

Total Business
Written

€297m

Group
Consolidated pre-tax

€24m

Life Business

€201.3m

General
Business
Excellent
Performance

Growth

In premiums
across all lines of
business

A COMMITTED COMPANY

We aspire to create value for all stakeholders



MAPFRE Malta

focus on...

Leadership in Malta's
Insurance Sector



Wide Range of
Products and Service
Quality



Maintaining
**Competitive
Advantage**



Taking **Care**
Of Employees and
value creation for
shareholders



AGENDA



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LOOKING
FORWARD

**GROWING
DESPITE
UNCERTAINTIES**

Strong
competition
for saving
products

**VERY POSITIVE
ENVIRONMENT**
for recurring
financial income

**Adequate
Growth**
In key business
lines

Diversification
of business
contributed to good
technical
performance, notably
in motor business

Successful
navigation and
excellent
performance

**EXCELLENCE
IN
TECHNICAL
MANAGEMENT**

MAPFRE Middlesea Results

Premium Written
€95.7m
+9.9%

Profit before Tax
€9.9m

Net Combined Ratio
85.6%

BROAD RANGE OF OPPORTUNITIES

MAINTAINING LEADERSHIP POSITION

€93m

Premiums in
2023

31.9%

Market share

125,000

customers

2023 – HIGH ACHIEVEMENT OF OBJECTIVES

Policy
retention

78%

Client
retention
ratio

87%

Net Combined
Ratio

90.2%

Health COR

87.6%

Other Business
COR

72.2%

Motor Business
mix

47.9%



A COMPANY WITH A SOLID REPUTATION

3 DECADES OF TRUST

Thank you for being
part of our story

© **MAPFRE** | MSV Life

30 YEARS

THE MAPFRE MSV LIFE SHARE IN 2023





IFRS STANDARDS

1

IFSR 17 INSURANCE
CONTRACTS

2

IFRS 9 FINANCIAL
INSTRUMENTS

3

MATERIAL CHANGE IN
TERMS OF
ACCOUNTING
RECOGNITIONS,
MEASUREMENTS AND
DISCLOSURES.

AGENDA



3

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LOOKING
FORWARD

KEY FIGURES



Shareholders
Funds
€165.4m

+6.1%



Profit before
tax
€24M

+189.6%



Profit after
tax
€ 15.8m

+181.4%.



Earnings per
share
12c1
Net dividend of
€0.048913 per
share

AGENDA



4

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OPERATIONS

5

LOOKING
FORWARD

Review of operations

Creation of a CX team for a one stop shop for servicing requirements

Improved speed of claims settlement

Quality and control
Net promoter score

New app for claims

Reorganisation of the operations team

Motor improved inhouse surveys

Get your
Insurance Quote

Motor



Home



Travel



Health



Life



We Care About What
Matters To You



Personal Pensions Plan
MAPFRE MSV LIFE

More Information

Health Insurance
MAPFRE MIDDLESEA

Special Offer

MyInsurance

Manage Your Insurance Online

The screenshot shows the 'My Insurance' page for MAPFRE MIDDLESEA. The page has a white header with the company logo and contact information. The main content area features a red background on the left and a large image of a hand holding a glowing globe on the right. Two white buttons are visible: 'Existing User' and 'New User'. Below these buttons, there is a section for further assistance with contact details and a link to a contact form. The footer contains various legal links, a copyright notice, and social media icons.

MAPFRE | MIDDLESEA

(+356) 2124 6262 | mapfre@middlessea.com

My Insurance

[Existing User](#)

[New User](#)

Need further assistance?
Call us at [2124 6262](tel:21246262)
or fill in the following
[Contact form](#)

[Privacy policy](#) | [Terms of use](#)
[MAPFRE Reviews](#) | [Copyright](#)
[MAPFRE Global Corporate](#) | [Configure cookies](#)
[Cookies policy](#)

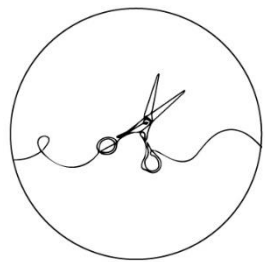
MAPFRE © 2023 refers to MAPFRE Middlesea p.l.c. (C-5553) and MAPFRE MSV Life p.l.c. (C-15722). Both entities are authorised under the Insurance Business Act and are regulated by the Malta Financial Services Authority.

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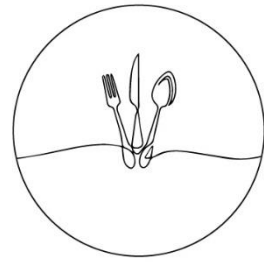


MAPFRE

Insure and Save Loyalty Programme



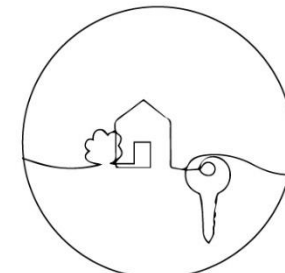
Health & Beauty



Restaurants



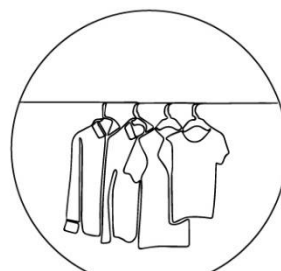
Hotels



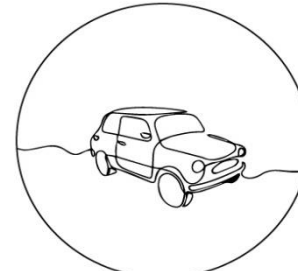
Home



Leisure



Retail



Motor



Tech



Health and

Free medical consultation
in private hospitals and
discounts on several
packages

Home and garden

Up to 25% Discount on
furniture,
Tiles and sanitary ware

Motor

Up to 20% Discount
on parts and
services

Restaurants

Up to 30%
Discount
on Food

Technology

Up to 5% Discount
on all products and
up to 20% Discount
on Technical
Services.

Hotels

Up to 20% Discount
on accommodation

Retail

Up to 15% Discount
on clothes, bags and
accessories



Roadside Assistance and Home Assistance

- Client can contact us on WhatsApp with his/her shared location.
- Our team at the Call Centre will pick it up on 24/7 basis and send it to the truck driver.
- Our truck driver will be notified with the request and will go and assist the client

Attitude

WE ARE MAPFRE AND WE ACT
2024 ■ 2026 STRATEGIC PLAN

WE MAINTAIN OUR VALUES

UNIQUE
VALUES AND
COMMITMENT

SERVICE
EXCELLENCE AND
CUSTOMER PROXIMITY

TRUST-BASED PERSONAL
RELATIONSHIPS AND CONCERN
FOR ALL STAKEHOLDERS

ETHICAL AND SOCIAL
COMMITMENT TO THE
ENVIRONMENT AND PEOPLE

TRANSFORMATIONAL LEADERSHIP

302
employees

11.9%
Turnover
Market -20%

16
nationalities

5
generations

MAPFRE *Where your time is meaningful*



Road Safety and Prevention – Street Smart 9 with D4RS



Social Action – Caritas'project for adolescents battling substance abuse



Health promotion



Health Promotion– Logging Off



AGENDA



5

LOOKING
FORWARD

STRATEGIC PLAN 2024-2026

WE WILL FOCUS ON...

IMPROVE
EFFICIENCY AND
COMPETITIVENESS

BROADEN
PRODUCT
OFFERING

EVOLVE
COMMERCIAL
LINES
OPERATIONAL
AND SALES
MODEL

UNDERPIN
REINSURANCE
SUCCESS

SUSTAINABLE
PROFITABLE
GROWTH

IMPROVEMENT
of Internal
Efficiency

ACCELERATING
TRANSFORMATION

Attitude

WE ARE MAPFRE AND WE ACT

2024 ■ 2026 STRATEGIC PLAN

SUSTAINABILITY 2024-2026 FOCUS

15 countries

CARBON
NEUTRAL

>95% ESG

INVESTMENTS

36%*

EQUALITY

Women
managers


Environmental
footprint
and the circular
economy

Inclusive policies,
financial education,
and greater
accessibility to
insurance

Better business
governance,
transparency, SDGs,
and social footprint

Developing
management that's
more committed to all
stakeholders

* Percentage at the end of 2026.

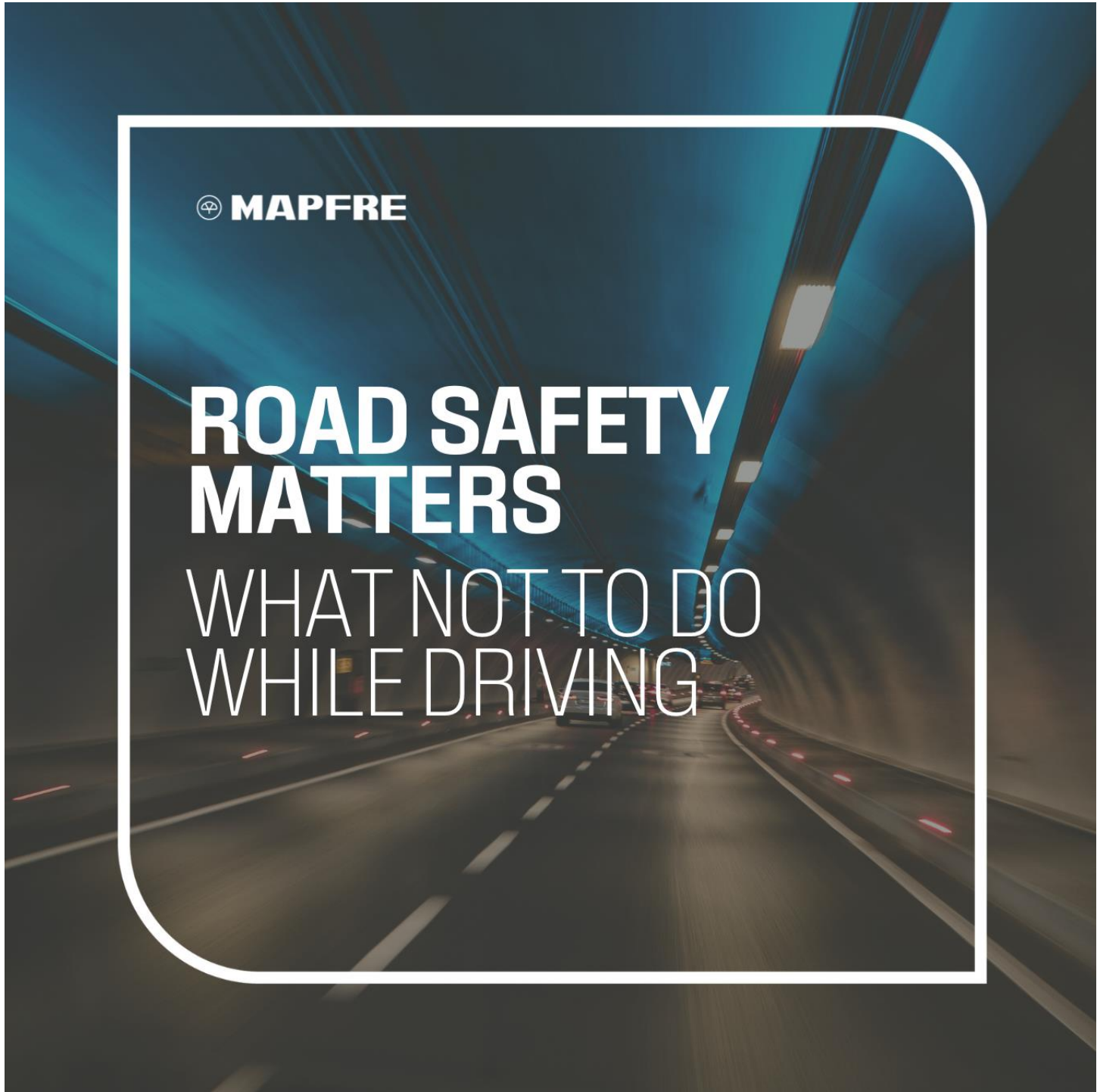


We are by your side every step
of the way, accompanying you
to move forward with peace of
mind, contributing to the
development of a more
sustainable and supportive
society.

 **MAPFRE**

We care about what matters to you

Our commitment towards improving Road safety





WE'RE **OPTIMISTIC** ABOUT THE FUTURE

We appreciate the trust our
shareholders place in us

Ordinary Resolutions

- 1.To consider and approve the Accounts for the year ended 31 December 2023 and the reports of the Directors and Auditors thereon;
- 2.To declare a final gross dividend of €0.073057 per share as recommended by the Board of Directors;
- 3.To appoint KPMG as Auditors and to authorise the Directors to fix their remuneration;
- 4.To approve the maximum annual aggregate emoluments of Directors at €350,000 in line with the previous year;
- 5.To elect Directors in accordance with Article 97(5) of the Company's Articles of Association.

Ordinary Resolution – Special Business

- To consider and approve the Directors' Remuneration Report as set out in the Annual Report for Financial Year 2023