

Who We Are

MAPFRE Insurance is a forward thinking insurance company offering friendly service. With over 2,700 employees, our team of professionals is focused on taking care of you and your family.

How do you pronounce MAPFRE?

"MAH-fray"—the P is silent.

What does MAPFRE stand for?

MAPFRE is a Spanish acronym that roughly translates to the "Mutual Association of Owners of Rural Properties in Spain." MAPFRE began as an insurance company that supported the needs of a small group of like-minded individuals, much like Commerce Insurance was established by a small group of independent agents and other business leaders who recognized the need for Massachusetts residents to purchase affordable automobile insurance.

MAPFRE's Vision, Mission, Values

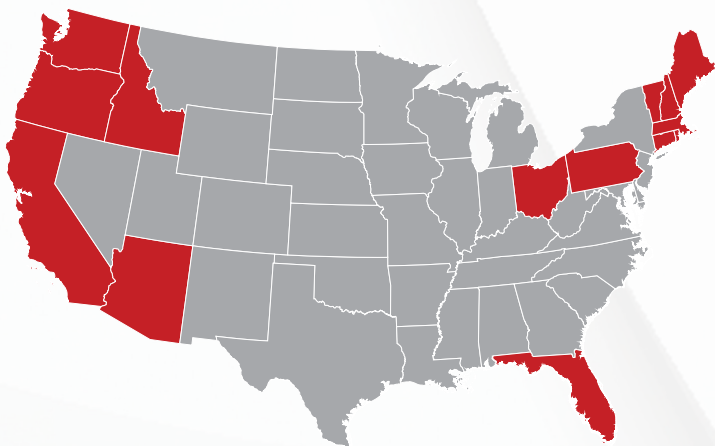
Vision MAPFRE wants to be the most trusted global insurance company.

Mission We are a multinational team striving constantly to provide ever better service and to develop the best possible relationships with our clients, distributors, suppliers, shareholders and society.

Values Solvency, Integrity, Service Vocation, Innovation for Leadership and Committed Team.



Presence in 14 States



AUTO



HOME



BUSINESS

Results Oriented

- Rated "A" (Excellent) by A.M. Best
- #7 out of 24 in J.D. Power 2017 Auto Claims Satisfaction StudySM

Local Focus

- Offers a full range of insurance products, including coverage for automobiles, homes and business
- Is the 20th largest private passenger auto insurer in the United States
- Is the 21st largest Property-Casualty Insurer in the United States
- Serves policyholders in 14 states
- Offices in 6 states and claims centers in Arizona and Massachusetts
- #1 Auto, Home and Commercial Lines Insurer in Massachusetts; 25.4% Market Share in Auto and 13% Market Share in Home
- CAREZ[®] expedited repair process for auto claims
- ePICS[®] damage appraisal program
- Road America road side service in California

Financial Performance (2017)

Total U.S. Written Premiums

\$2.5 Billion

Total U.S. Net Income

\$72.4 Million

Total Global Revenue – MAPFRE S.A.

38 Billion Euros

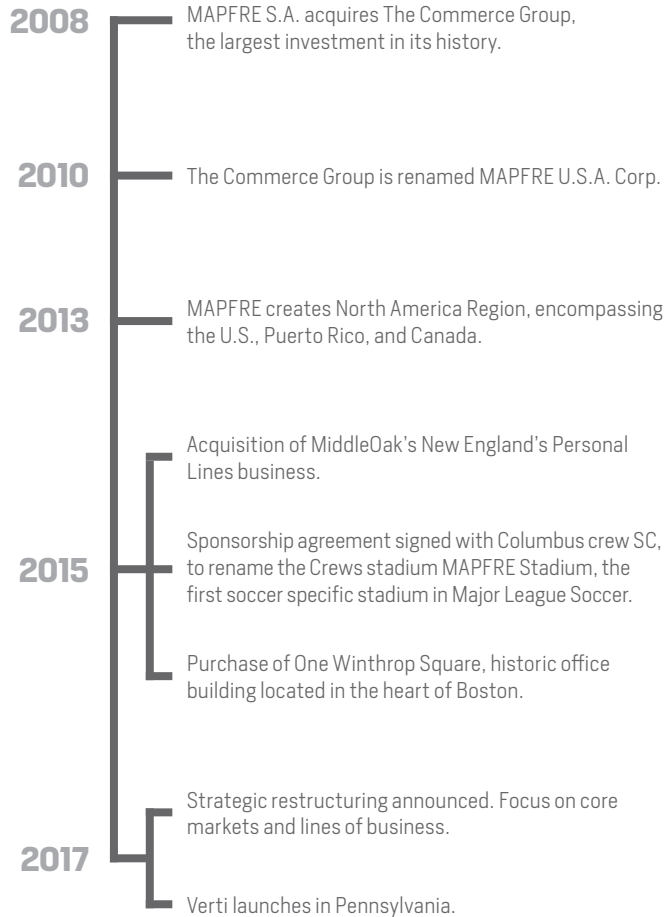
MAPFRE Across the Globe – MAPFRE S.A.

MAPFRE is a global insurance company present on five continents. It is the benchmark insurer in the Spanish market, the leading multinational insurance group in Latin America and one of the top 10 insurance companies in Europe in terms of premium volume. MAPFRE employs more than 37,000 professionals and services 37 million clients.

- Brand Finance named MAPFRE the 31st most valuable insurance company in the world. Additionally, MAPFRE is ranked 9th among Spanish companies across all industries and is considered the most valuable insurance brand in Spain.
- Merco named MAPFRE as the insurance company with the strongest reputation in Latin America.
- CDP, a nonprofit platform that runs environmental disclosure initiatives, included MAPFRE in its listing of the 25 most prestigious companies out of 700 global enterprises and recognized MAPFRE as a world leader in corporate environmental action.

Milestones

MAPFRE was created in 1933 as the Mutual Insurance Company of the Association of Owners of Rural Properties in Spain with the aim of providing insurance for agricultural farm workers. Starting in 1955, the foundations of the organization as we know it today were laid: the global insurance company.



President and CEO



Alfredo Castelo

Alfredo Castelo joined MAPFRE USA in January 2017 as President and CEO. He has worked at MAPFRE since 2004 and has held several executive positions since then, most recently as Chairman and CEO of MAPFRE Global Risks.

Fundación MAPFRE

Established in 1975, Fundación MAPFRE's mission is to ensure part of the profits obtained by MAPFRE in its business activities contribute to the well-being and social and cultural development of people, with a particular focus on the disadvantaged.

Fundación MAPFRE activities focus on five areas

- Accident Prevention and Road Safety Culture
- Insurance and Social Protection
- Culture
- Social Action
- Health Promotion

Fundación MAPFRE has entered into a partnership with Teach For America (TFA) this year providing funding of 50,000 euros/\$59,600 in support of their Deep Partnership project wherein they provide professional development to TFA leaders and teachers in the Bay Area.

The Frick Impact Academy, a 6th to 8th grade middle school in East Oakland, was selected as the 2018 Bay Area School partner. The school is focused on Science Technology Engineering Math (STEM) and STEAM (STEM with Arts included) learning. The academy has 421 students currently enrolled and five of Frick's 13 teachers are TFA members.

Sponsorships

MAPFRE Insurance is the Official Auto Insurer of:



We also sponsor the MassDOT Highway Assistance Program and WBZ traffic copter reports.

MAPFRE S.A. is an official sponsor of:



www.mapfreinsurance.com



mapfreinsuranceblog.com



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linkedin.com/company/mapfre



twitter.com/mapfreins



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