

# WHO WE ARE

MAPFRE Insurance is a forward thinking insurance company offering friendly service. With over 2,100 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.

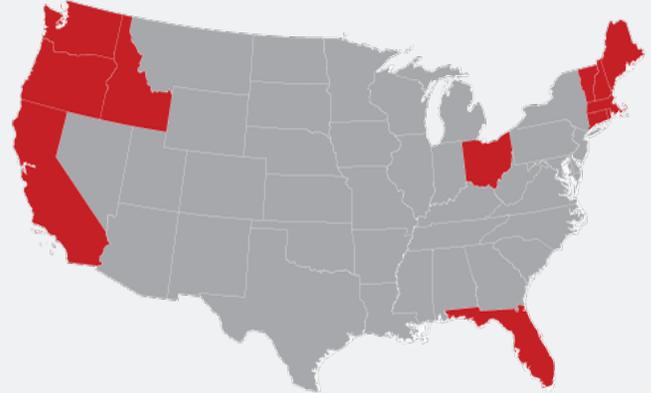


**Mission** We are a multinational team striving constantly to provide ever better service and to develop the best possible relationships with our clients, distributors, suppliers, shareholders and society.



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

## Presence in 12 States



## Available Products



Private Passenger Auto



Homeowners/  
Condo/Tenant



Dwelling Fire



Yacht



Personal Umbrella



Commercial Auto



Businessowners



Commercial Property  
and Liability



Commercial Umbrella

## Results Oriented

- Rated "A" (Excellent) by A.M. Best
- #1 out of 17 in the shopping segment in J.D. Power 2019 Insurance Digital Experience Study<sup>SM</sup>
- Top Ten placement on Clearurance's Value Score Car Insurance Company Rankings for 2020

## Local Focus

- Offers a full range of personal lines and commercial lines insurance products, including coverage for automobiles, homes, and umbrella
- Is the 21st largest private passenger auto insurer in the United States
- Serves policyholders in 12 states
- Offices in 5 states and claims centers in Arizona and Massachusetts
- #1 Auto and Home Insurer in Massachusetts
- CAR EZ<sup>®</sup> expedited repair process for auto claims
- ePICS<sup>®</sup> damage appraisal program for auto and home
- MAPFRE Motion Smart<sup>SM</sup> a usage-based insurance (UBI) product, powered by a smartphone app, this is a voluntary program that measures driving habits to help customers stay safe on the road and save money on their premiums
- MAPFRE Select Home Restoration Program<sup>SM</sup> an expedited home repair service that helps customers get back to preloss conditions

## Financial Performance (2020)

Total U.S. Written Premiums

**\$1.9 Billion**

Total U.S. Net Income

**\$89.5 Million**

Total Global Revenue - MAPFRE S.A.

**€25.42 Billion**

## 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 non-life insurance company and the third largest insurance group in Latin America, the tenth biggest insurer in Europe, and rank among the top 21 private auto insurance carrier in the United States. MAPFRE employs 35,000 employees and services more than 29 million customers.

## MAPFRE Insurance strives to provide exemplary customer service.

### Here is what our customers have to say:

*I was relieved to get a human being when I called about a billing question and spoke to **Carly L.** She was professional and delightful to speak to. She listened to all my questions and made some recommendations and followed up with an email. Carly obviously enjoys her job and your company is very fortunate to have someone of her caliber working for you. This world is in a crisis and I'm sure that working in customer service right now is very stressful. She deserves it!"*

*The speed and ease of this process even during a pandemic was outstanding. The best claim experience I have ever had."* (**Jessica C.**)

*They were extremely helpful in a stressful situation at a stressful time. Thank you to **Jessica W.**"*

*MAPFRE coordinated everything for me, all labor involved in reconstruction and rug installation. The company they supplied to do the work went beyond the call of duty. I am extremely happy with the final results. Given the times, they made me feel at ease and this was very much appreciated."* (**Esther O.**)

*Everyone was easy to work with and calming during a very stressful time. Also, **Marina J.** was quick to respond and process our request."*

## 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.

**2008** MAPFRE S.A. acquires The Commerce Group, the largest investment in its history.

**2010** The Commerce Group is renamed MAPFRE U.S.A. Corp.

**2013** MAPFRE creates North America Region, encompassing the U.S., Puerto Rico, and Canada.

**2015** Acquisition of MiddleOak's New England's Personal Lines business.

**2017** Strategic restructuring announced. Focus on core markets and lines of business.  
Verti launches in Pennsylvania.

**2018** MAPFRE USA celebrates 10 years.

## President and CEO

### Jaime Tamayo

Jaime Tamayo returned to MAPFRE USA to serve as president and Chief Executive Officer in January 2021, a role he held from 2008 through 2016, before transitioning to the position of CEO, International Territory Area of MAPFRE. He has held a number of executive positions in the United States, Puerto Rico and Spain since joining MAPFRE in 1993.



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## Fundación MAPFRE

Fundación MAPFRE is a non-profit organization created by MAPFRE in 1975, which performs its activity in 31 countries, whose mission is to contribute to improving people's quality of life and the progress of society through multinational programs and activities. It is the insurance company's majority shareholder, thus helping to ensure the firm's independence and shareholding stability.

To learn more about Fundación MAPFRE in the United States visit: <https://www.fundacionmapfre.us/>

### Fundación MAPFRE activities focus on five areas

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

Fundación MAPFRE provides funding for the following programs in the US:

#### Road Safety

- Boston Childrens Hospital Injury Prevention Van and Programs (MA)
- Safety in Seconds child injury prevention App
- Mothers Against Drunk Driving (MADD) (CT, MA)
- Look Both Ways Road Safety Program
- Safety in Seconds (SIS) application

#### Social action area

- United Way South Central MA
- Center of Hope (MA)
- Teach For America (AZ, CA, MA)
- Worcester Community Action Council (MA)
- Real Madrid Fundación (MA)
- Best Buddies (AZ, MA)
- Bottom Line (MA)

#### Insurance and social protection area

- BMap Collegiate Insurance Competition (universities and colleges) (OH)
- 2020 total Fundación MAPFRE funding for USA programs = over \$1.4M
- Fundación MAPFRE named MAPFRE USA the #1 (2018, 2020) and #2 (2019) Volunteering Country.

## Sponsorships

MAPFRE Insurance is the Official Auto Insurer of:



MassDOT Highway Assistance Program.

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