



# Global Risks

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Global Risks excellence in  
management of global risks





# Global Risks

 About us

 Organization chart

 Our client profile

 MAPFRE value proposition for Global Risks Clients

 Key figures

## Global Risks

### THE GLOBAL RISKS UNIT

This is the MAPFRE unit specialized in providing insurance solutions to:

- Large businesses,
- Multinational companies,
- Companies in global business sectors.



Global Risks Insurance Reinsurance Assistance



# Global Risks



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# Global Risks Unit. Organization chart



## Global Risks



(\*) Management Committee members  
(\*\*) Secretary of the Management Committee

# Global Risks



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Key figures



## Global Risks

COMPANIES WITH  
**INTERNATIONAL INSURANCE**  
PROGRAMS  
AND/OR  
CAPTIVE COMPANIES

COMPANIES IN **GLOBAL**  
**BUSINESS** SECTORS



ENERGY



MINING



CONSTRUCTION



MARINE



AVIATION

LARGE LOCAL  
COMPANIES WITH  
REVENUE EXCEEDING

EUR 600 million in Spain


USD 300 million  
Rest of the World

(\*)


\* Lower limits for some countries in LATAM, adjusted to their local needs.




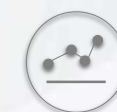
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## Global Risks

### 4 pillars

#### Specialization in GLOBAL RISKS

Organization by line of  
business.

International programs.

Captive companies.

Engineering service.

#### Customer-focused management

Global management  
and local service.

Comprehensive offer.

#### Agility and flexibility

International presence.

Operational efficiency.

#### Long-term commitment

Vocation for continuity:

Financial robustness.

Excellence in the technical and operational management of GLOBAL RISKS

## Organization by line of business

Teams for

- ✓ Underwriting
- ✓ Claims
- ✓ Operations

**specialized by  
line of business.**

PROPERTY and CASUALTY

### SPECIALTIES

- Aviation
- Marine
- Construction
- Electricity
- Oil and Gas
- Mining





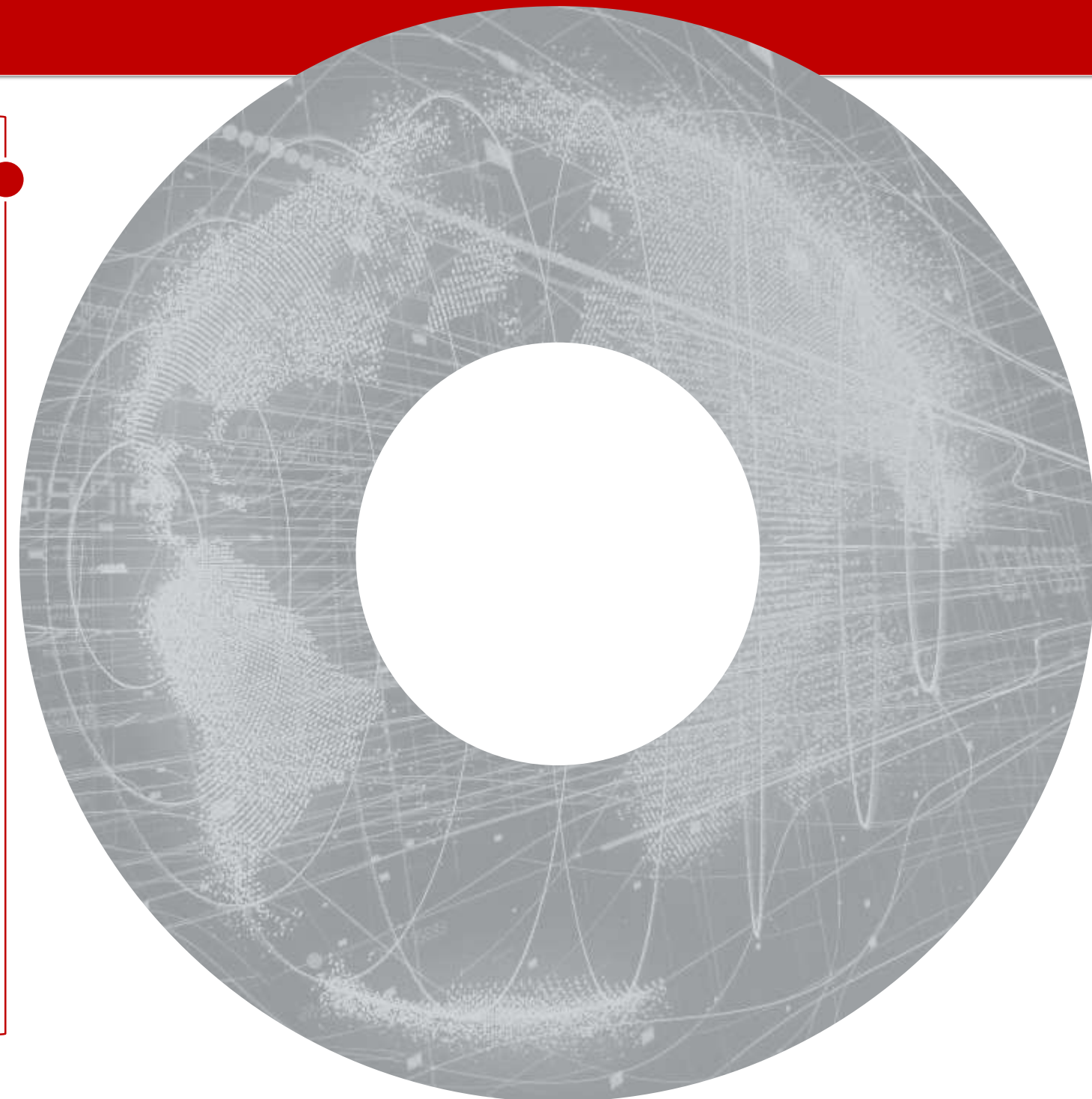
## International programs

Consulting on **designing the most appropriate insurance program**, adjusting it to specific needs with a combination, when appropriate, of local and international programs.

**Centralized communication** where clients' corporate decisions are made.

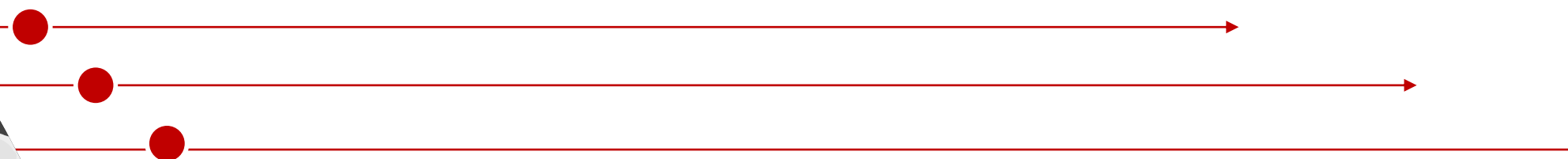
**Optimization of** the program's **coverages and costs**.

**Local implementation of global solutions** in each region through formal and service instruments that ensure both punctual, efficient service and rigorous adherence to local regulations.



## Captives

We leverage our extensive **experience** in the management of insurance programs with captive companies and acting as a centralized vehicle for the transfer of premiums and claims, facilitating management of monetary flows in international programs.





# Global Risks Unit. Value Proposition/ Global Risks Specialization

## Engineering service

The engineering area at MAPFRE GLOBAL RISKS provides internal evaluation and risk control services for underwriting as well as client consulting:

### Risk control and evaluation for underwriting

**Risk verification.**

**Loss experience analysis and studies.**

Development of the company's **evaluation methodologies** and **definition of its standards.**

### Services for insureds

**Account engineering:** management of solutions to improve risk quality and follow-up plans.

**Security project control** (all specializations of comprehensive security).

Functional systems tests.

**Thermography checks.**

Team training.



CLIENT

1

Customer service

 **MAPFRE**

local

2

Technical support and  
capacity

 **MAPFRE**

**Global Risks**

Global management and local service

Operating through two workflows:

1

**Customer service** through the local MAPFRE company that is familiar with the needs of the markets and regulations of each country.

2

**Technical underwriting and claims management support and capacity contribution** to the local MAPFRE company from MAPFRE GLOBAL RISKS.



## Comprehensive offer

**Leadership** in Spain and Latin America in the development of global insurance programs for large multinational companies.

**Flexibility** in our solutions, which are custom designed to meet the specific needs of markets and clients.

**Adaptability** of processes and texts to local requirements.

**Multiline** offer, facilitating management of all necessary insurance plans via a single communication point.

Solution proposal based on the **knowledge** that enables global markets to operate.

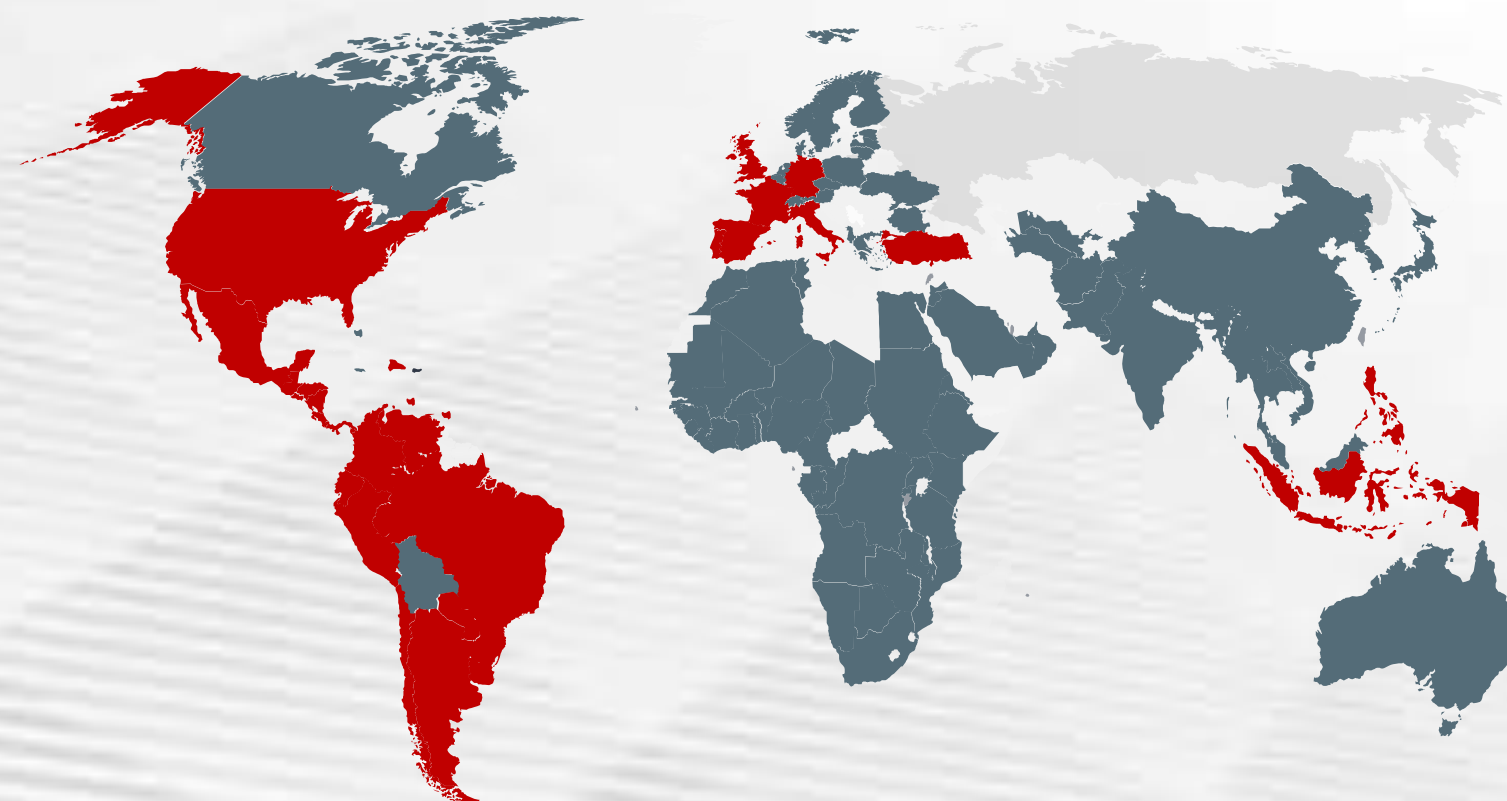
**Data analytics** solutions to increase familiarity with clients and to be able to offer them specific solutions.

**Innovation** in the development of products, enabling the creation of insurance programs appropriate to each situation.

**Service protocols** linked to the management of insurance programs, which contain response times, specific procedures for different lines of business, geographic scope etc.

## Global Risks

### International presence



■ MAPFRE presence  
■ Collaborating companies

We offer our services in 125 countries.

Our Own Network 25 comprises 25 countries with a MAPFRE presence, ensuring complete local knowledge.

100 countries with partner companies make up the Associate Network, where MAPFRE does not have a direct presence.

2,500 clients.

Almost 2/3 premiums issued outside of Spain.



## Operational efficiency

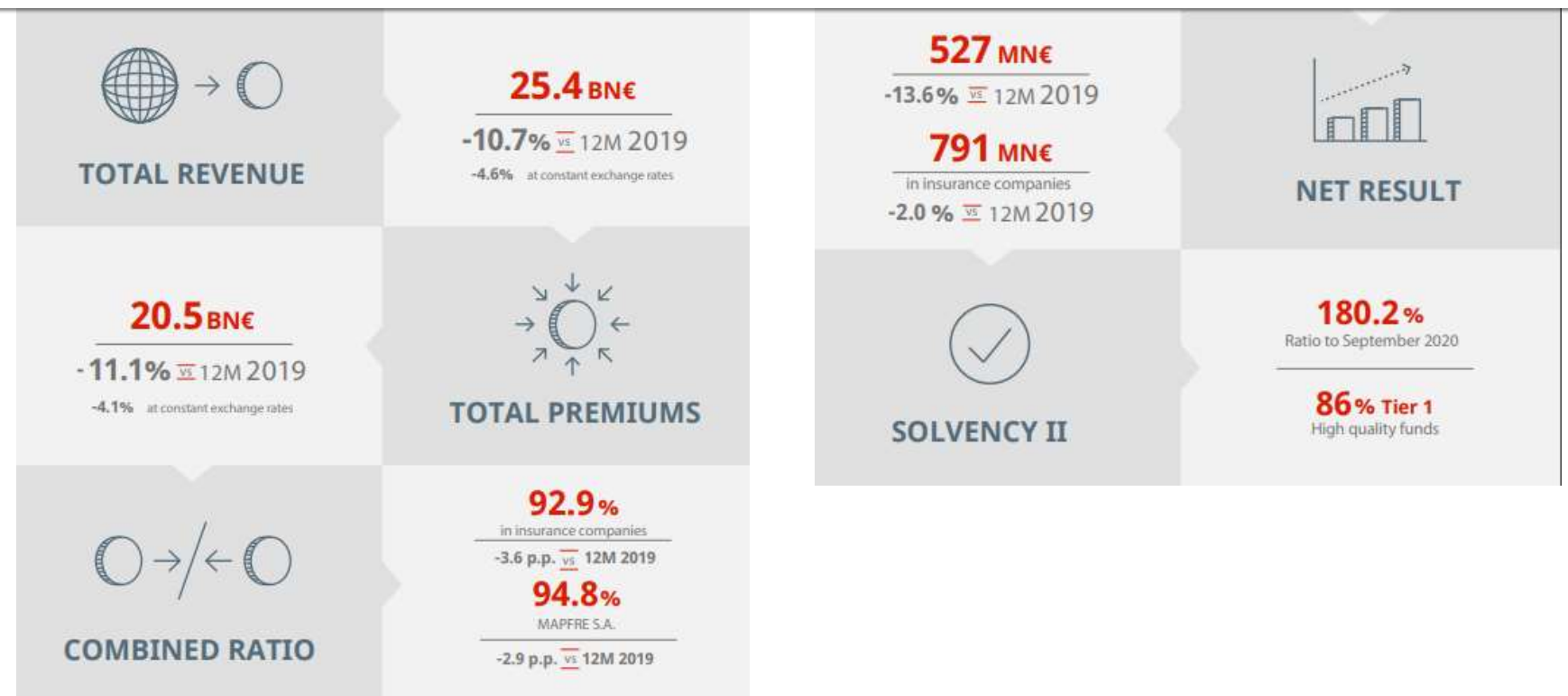
**Comprehensive control of the operational process**, seeking out the highest level of efficiency based on high-quality service and the MAPFRE global client operational model.

Implementation of **smart automation** in diverse operational processes, strengthening improved efficiency and operational risk reduction.

## Vocation for continuity

We adapt to the needs of the **global client**, reinforcing a **long-term** commitment to insurance programs.

Our offer is based on MAPFRE's **financial strengths and international standing.**





# Global Risks



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Organization chart



Our client profile



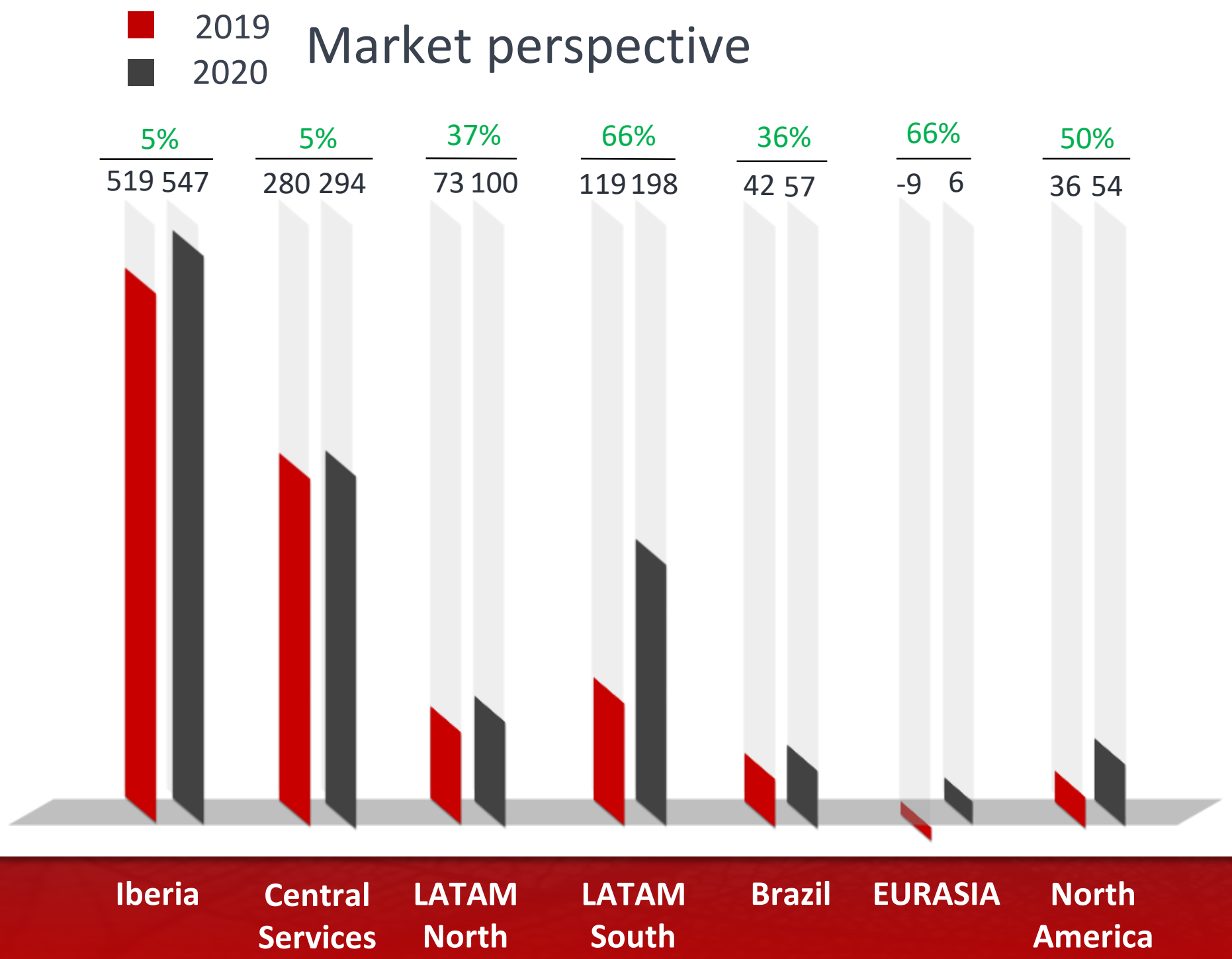
MAPFRE value proposition for Global Risks Clients



Key figures

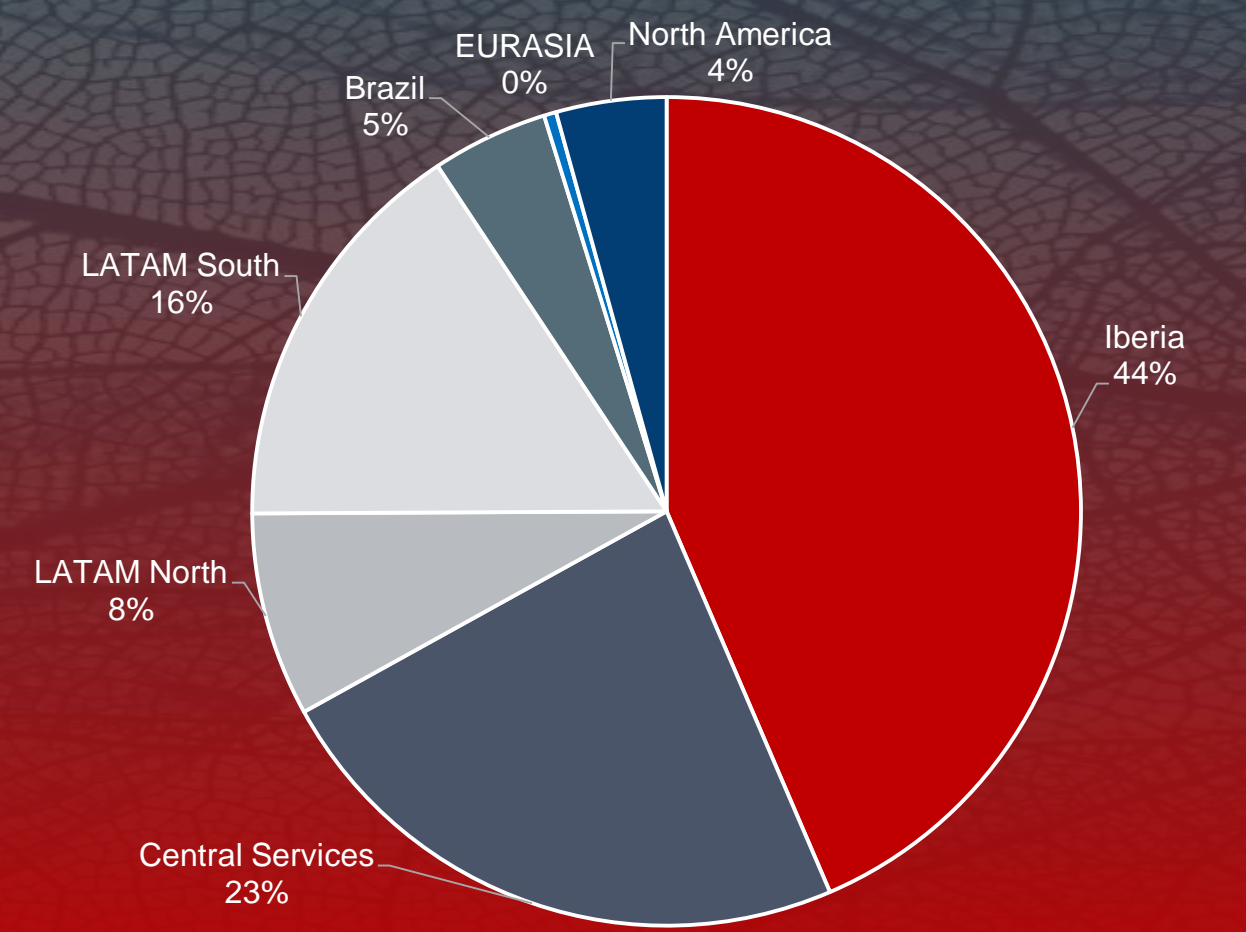
Global Risks

Market perspective



Premium volume by region

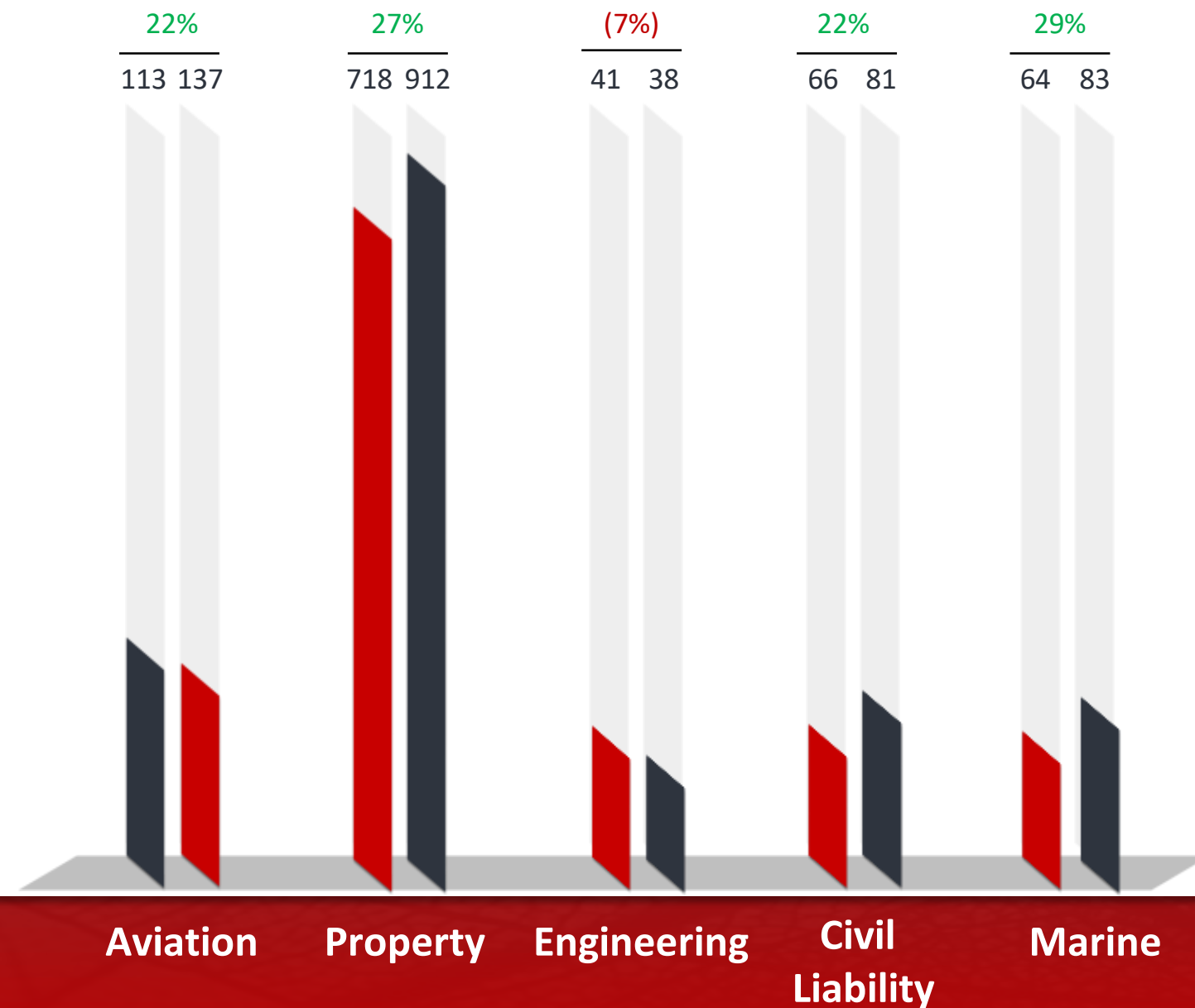
MAPFRE  
GLOBAL RISKS  
Premiums [2020]: **1,256** | **18.4%**



Figures in €M



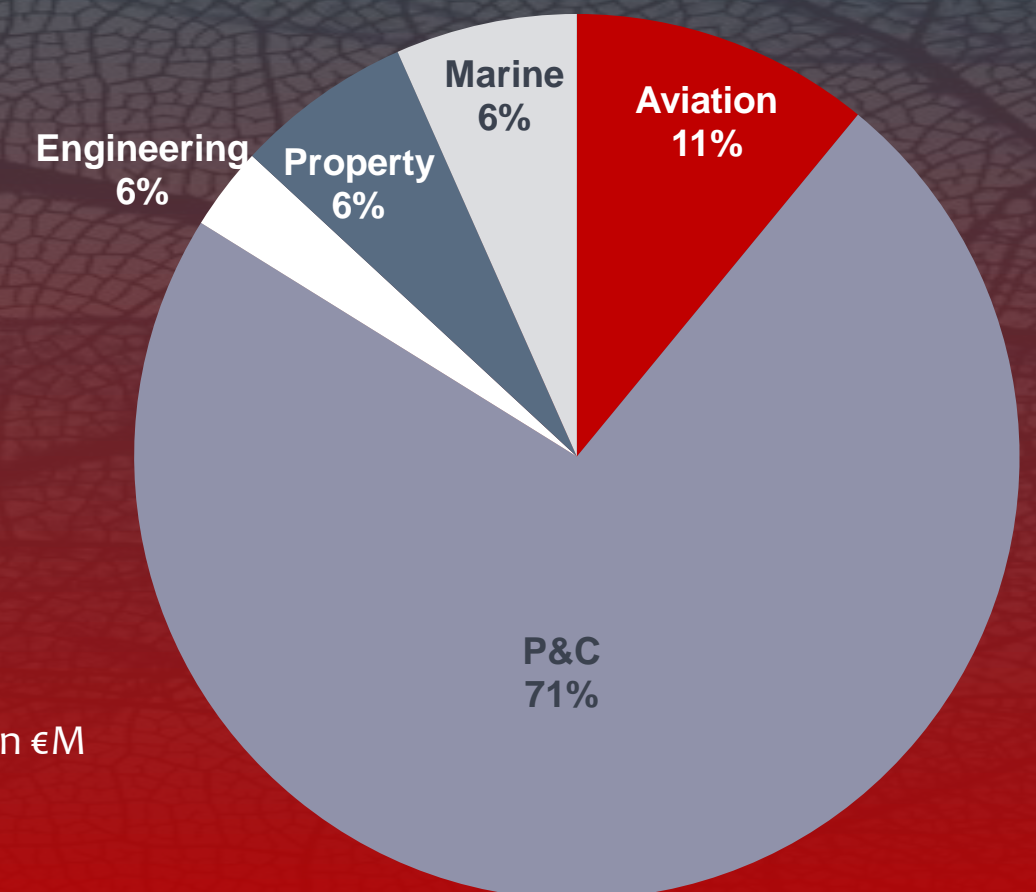
2019  
2020



## Global Risks

### Premium volume by sector

MAPFRE  
GLOBAL RISKS  
Premiums [2020]: **1,256** | **18.4%**



Figures in €M



# Main INDICATORS

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Average 2011-2020
Premiums €M	911.0	1,020.5	1,118.8	1,048.9	1,174.7	1,212.1	1,257.3	1,173.8	1,060.1	1,255.8	1,123.3
% Growth	11.7%	12.0%	9.6%	-6.2%	12.0%	3.2%	3.7%	-6.6%	-9.7%	18.4%	4.7%
Combined ratio	94.1%	91.1%	85.5%	91.1%	86.0%	97.5%	135.4%	91.9%	123.5%	93.3%	98.9%
Result After Tax	27.0	15.7	66.4	43.9	58.3	47.3	-66.3	23.8	-19.0	15.1	21.2





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