

## California Consumer Privacy Act (CCPA) — Rights of Individual Requests Metrics

### Reporting period: 1/1/2021 – 12/31/2021

Data reflects all requests that were received over the reporting period and the response provided.

### Average number of days to respond

Bank of America responded to requests within an average of 10 days from the date when the requests were received.

### Requests received

Bank of America received a total of 874 CCPA Rights of Individuals requests. Of which, 497 were requests to know/access, 190 requests to delete and 187 requests to both know/access and delete.

### Requests complied

Bank of America complied with a total of 244 requests, which included 160 requests to know/access, 46 requests to delete and 38 requests to both know/access and delete.

### Requests denied\*

Bank of America denied a total of 630 requests, which included 337 requests to know/access, 144 requests to delete and 149 requests to both know/access and delete.

\*Bank of America responds to all requests including any denied request. CCPA requests were only denied in cases in which the consumer's identity could not be verified or in which the personal information requested is exempt from right to know/access or delete under CCPA.

The metrics above reflect only requests from California residents.

Bank of America does not sell personal information.