

Individual Requests to Access or Delete Personal Information

The metrics below reflect California consumer requests for access and deletion received during the 2020 calendar year. Liberty Mutual does not sell personal data as defined by California law and therefore metrics on sale opt-outs are not included.

January 2020 to December 2020	Access Requests	Deletion Requests	Access and Deletion Requests	Total
Received	90	57	44	191
Complied with in whole or in part	63	37	26	126
Denied*	27	20	18	65

*Liberty Mutual denied requests in their entirety from California consumers only when they (i) failed the identity verification process, (ii) did not complete the identity verification process within 45 days of submitting a request, or (iii) were a Liberty Mutual employee subject to the employee exemption under CCPA.

Median Number of Days within which Liberty Mutual Responded to Substantive Requests for Access or Deletion:

Full year 2020

Type of Request	Median Number of Days
Access Requests	85
Deletion Requests	88
Access and Deletion	84

July through December 2020

Type of Request	Median Number of Days
Access Requests	33.5
Deletion Requests	38
Access and Deletion	35