

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

Reporting period: 1/1/2020 — 12/31/2020

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 26 days from the date when the requests were received.

Requests received

Bank of America received a total of 1,334 CCPA Rights of Individuals requests. Of which, 686 were requests to know/access, 287 requests to delete and 361 requests to both know/access and delete.

Requests complied

Bank of America complied with a total of 335 requests, which included 197 requests to know/access, 63 requests to delete and 75 requests to both know/access and delete.

Requests denied*

Bank of America denied a total of 999 requests, which included 489 requests to know/access, 224 requests to delete and 286 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.