



CCPA Annual Reporting January 1, 2020 – December 31, 2020

Total number of personal information access requests	
Total received	1027
Completed in whole or in part	8
Denied – request was not verifiable	130
Denied – not made by a CA resident	311
Denied – information exempt from legislation	578
Total number of personal information delete requests	
Total received	567
Completed in whole or in part	13
Denied – request was not verifiable	136
Denied – not made by a CA resident	46
Denied – information exempt from legislation	372
Total number of requests to opt-out received, completed in whole or in part, and denied;	<div>Not applicable</div> <div>J.P. Morgan Chase does not offer an opt-out from the sale of personal information because J.P. Morgan Chase does not engage in the sale of personal information as contemplated by the CCPA.</div>
Mean number of days responded to access, delete or opt-out requests	6 days