



CCPA Annual Reporting January 1, 2021 - December 31, 2021

Total number of personal information access requests

Total received	469
Completed in whole or in part	4
Denied - request was not verifiable	111
Denied - not made by a CA resident	159
Denied - information exempt from legislation	195

Total number of personal information delete requests

Total received	305
Completed in whole or in part	17
Denied - request was not verifiable	77
Denied - not made by a CA resident	48
Denied - information exempt from legislation	163

Total number of requests to opt-out of the sale of data received, completed in whole or in part, and denied

Not applicable
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.

Mean number of days responded to access, delete or opt-out requests

2.76 days