

# California Consumer Privacy Act (CCPA) Request Metrics

Reporting period: 1/1/2023 – 12/31/2023

Requests Received	Count
Know	668
Know & Delete	160
Know, Delete & Correct	214
Know & Correct	236
Delete	318
Delete & Correct	9
Correct	132
Opt-out of sale/sharing	N/A*
Limit	N/A*
<b>TOTAL RECEIVED</b>	<b>1,737</b>

Requests Completed	Count
Know	173
Know & Delete	30
Know, Delete & Correct	61
Know & Correct	81
Delete	67
Delete & Correct	2
Correct	42
Opt-out of sale/sharing	N/A*
Limit	N/A*
<b>TOTAL COMPLETED</b>	<b>456</b>

Requests Denied	Count
Know	495
Know & Delete	130
Know, Delete & Correct	153
Know & Correct	155
Delete	251
Delete & Correct	7
Correct	90
Opt-out of sale/sharing	N/A*
Limit	N/A*
<b>TOTAL DENIED</b>	<b>1,281</b>

\*N/A - Bank of America does not sell or share personal or sensitive personal information and limits their use to that which is necessary to perform the services or provide the goods reasonably expected by an average consumer.

**Average number of days to respond: Bank of America responded to requests within an average of 9.5 days from the date the request was received.** Bank of America responds to all requests including any denied requests. CCPA requests were denied only in cases in which the consumer's identity could not be verified, the request was not made by a consumer, or where the personal information requested was exempt from the right to Know, Delete or Correct under CCPA. The metrics above reflect requests from California residents only.