

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

Reporting period: 1/1/2022 – 12/31/2022

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 5 days from the date when the requests were received.

Requests received

Bank of America received a total of 1,210 CCPA Rights of Individuals requests. Of which, 756 were requests to know/access, 170 requests to delete, 266 requests to both know/access and delete, and 18 to rectify/correct.

Requests complied

Bank of America complied with a total of 183 requests, which included 93 requests to know/access, 46 requests to delete, 42 requests to both know/access and delete, and 2 to rectify/correct.

Requests denied*

Bank of America denied a total of 1,027 requests, which included 663 requests to know/access, 124 requests to delete, 224 requests to both know/access and delete, and 16 to rectify/correct.

*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.