

# California Consumer Privacy Act (CCPA) Request Metrics

Reporting period: 1/1/2024 – 12/31/2024

Requests Received	Count
Know	428
Know & Delete	67
Know, Delete & Correct	121
Know & Correct	125
Delete	233
Delete & Correct	10
Correct	100
Opt-out of sale/sharing	N/A*
Limit	N/A*
<b>TOTAL RECEIVED</b>	<b>1,084</b>

Requests Completed	Count
Know	91
Know & Delete	12
Know, Delete & Correct	18
Know & Correct	19
Delete	45
Delete & Correct	3
Correct	22
Opt-out of sale/sharing	N/A*
Limit	N/A*
<b>TOTAL COMPLETED</b>	<b>210</b>

Requests Denied	Count
Know	337
Know & Delete	55
Know, Delete & Correct	103
Know & Correct	106
Delete	188
Delete & Correct	7
Correct	78
Opt-out of sale/sharing	N/A*
Limit	N/A*
<b>TOTAL DENIED</b>	<b>874</b>

\*N/A - During the time period represented by these metrics (2024), Bank of America did not sell or share personal or sensitive personal information, and limited their use to that which was 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 8 days from the date the request was received.** Bank of America responds to all requests including any denied request. 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.