

California Consumer Privacy Act (CCPA) Request Metrics

Reporting period: 1/1/2025–12/31/2025

Requests Received	Count
Know	434
Know & Delete	77
Know, Delete & Correct	87
Know & Correct	98
Delete	213
Delete & Correct	3
Correct	102
Opt-out of sale/sharing	207,773*
TOTAL RECEIVED	1,014

Requests Completed	Count
Know	109
Know & Delete	18
Know, Delete & Correct	14
Know & Correct	29
Delete	45
Delete & Correct	1
Correct	21
Opt-out of sale/sharing	207,773*
TOTAL COMPLETED	237

Requests Denied	Count
Know	325
Know & Delete	59
Know, Delete & Correct	73
Know & Correct	69
Delete	168
Delete & Correct	2
Correct	81
Opt-out of sale/sharing	0
TOTAL DENIED	777

* This information represents all opt-out requests and is not specific to California residents.

Average number of days to respond: Bank of America responded to requests within an average of 13 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, unless noted otherwise.