



## CCPA Annual Reporting January 1, 2020 – December 31, 2020

### Total number of personal information access requests

Total received	1027
Completed in whole or in part	8
Denied – request was not verifiable	130
Denied – not made by a CA resident	311
Denied – information exempt from legislation	578

### Total number of personal information delete requests

Total received	567
Completed in whole or in part	13
Denied – request was not verifiable	136
Denied – not made by a CA resident	46
Denied – information exempt from legislation	372

Total number of **requests to opt-out** 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

6 days