

# California Consumer Privacy Act Annual Online Disclosure for 2020

Request Type	Received	Complied	Denied	Average Days to Respond
Right to Access	56	48	8	39
Right to Delete	67	56	11	28

- Opt Out Requests do not apply to this reporting due to Truist's policy to not sell data.
- Average Days to Respond shows calendar days between receipt of request and date of final response letter.
- Denied refers to requests where the consumer's identity could not be verified or whose data did not match with Truist records. Truist responds to all requests.