

Individual Requests to Access or Delete Personal Information

The metrics below reflect California consumer requests for access and deletion received during the 2021 calendar year. Liberty Mutual does not sell personal data as defined by California law and therefore metrics on sale opt-outs are not included.

January 2021 to December 2021	Access Requests	Deletion Requests	Access and Deletion Requests	Total
Received	13	38	13	64
Complied with in whole or in part	7	29	9	45
Denied*	6	9	4	19

*Liberty Mutual denied requests in their entirety or in part from California consumers only when they (i) failed the identity verification process, (ii) did not complete the identity verification process within 45 days of submitting a request, (iii) were duplicative requests, or (iv) or in which the personal information requested was exempt from right to know/access or delete under CCPA.

Median Number of Days within which Liberty Mutual Responded to Substantive Requests for Access or Deletion:

Type of Request	Median Number of Days
Access Requests	38
Deletion Requests	57
Access and Deletion	35