

### Individual Requests to Access or Delete Personal Information

The metrics below reflect California consumer requests for access and deletion received during the 2022 calendar year. Liberty Mutual does not sell personal data as defined by California law and therefore metrics on sale opt-outs are not included.

<b>January 2022 to December 2022</b>	<b>Access Requests</b>	<b>Deletion Requests</b>	<b>Access and Deletion Requests</b>	<b>Total</b>
Received	16	42	15	73
Complied with in whole or in part	10	23	8	41
Denied*	6	19	7	32

**\*Liberty Mutual denied requests in their entirety 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, or (iii) were a Liberty Mutual employee subject to the employee exemption under CCPA.

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

Full year 2022

<b>Type of Request</b>	<b>Median Number of Days</b>
Access Requests	34
Deletion Requests	36
Access and Deletion	36