

# California Consumer Residents: CCPA Request



Effective January 1, 2023, California Consumer Residents have certain rights under the California Consumer Protection Act (CCPA), including certain rights to access, correct, and delete data we may have collected from you.

Please note, however, your rights to access, correct, and delete data may be limited under certain provisions of the CCPA. Please see our CCPA Privacy Policy at <https://www.libertybk.com/ccpaprivacypolicy> or more details. When fulfilling your request, we will not provide pieces of information where such provision would be prohibited by law, including your social security number, your government-issued identification number, your account number, your account password, or your security questions and answers.

The information we request below, and any additional information we may request when reviewing your submission, is to assist us in verifying your identity, fulfilling your request, and responding to your request. We will only use information you provide to us with this request as permitted by law. Where feasible, we will match the identifying information you provide with information we have on record.

If you choose to not provide us with the information we need to fulfill your request or verify your identity, we may provide you with a permissible alternative. For example, categories of information we collect.

First Name:	Last Name:
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For verification purposes, please use the address and contact information you have on file with us, as applicable.

Address:	City:	State:	Zip Code:
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Phone Number:	Email Address:
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Preferred Method of Response Communication: ☐ Email ☐ Mail

What type of request are you making?

- ☐ Request to Know: General categories and uses of information we collect (also available via our CCPA Privacy Policy)
- ☐ Request to Know: The categories of sources and information we've collected about you, including use and sharing categories
- ☐ Request to Know: Specific pieces of information we've collected about you (aka "data portability")
- ☐ Request to Delete: Specific pieces of information we've collected about you
- ☐ Request to Correct: Specific pieces of personal information we maintain about you

Do you have a **Liberty Bank, N.A.** account? ☐ Yes ☐ No

## Verification Standards:

Request to Know- Categories of Information: If you are requesting categories of information, we will verify your identity to a reasonable degree of certainty, meaning we will require at least two data points provided by you to match at least two data points we have on file for you.

Request to Know- Specific Pieces of Information: If you are requesting specific pieces of information, we will verify your identity to a reasonably high degree of certainty, meaning we will require at least three data points provided by you to match at least three data points we have on file for you. We will also require a signed declaration under penalty of perjury that you are the person whose personal information is the subject of this request.

Request to Delete: We will determine the standard of verification (reasonable degree of certainty or reasonably high degree of certainty) depending upon the sensitivity of information we have on file and the risk of harm to the consumer posed by unauthorized deletion.

Request to Correct: We will determine the standard of verification and supporting documentation required (reasonable degree of certainty or reasonably high degree of certainty) depending upon the nature of the personal information at issue and the risk of harm to the consumer posed by unauthorized change.

Authorized Agents: If a party other than the consumer whose personal information is the subject of this request is making this request, we will require written authorization by the consumer demonstrating that the person making this request is authorized to act as an agent on behalf of the consumer. We will require the consumer to verify their identity directly with us to the degrees of certainty noted above. When a party is acting as authorized by a Power of Attorney or some other instrument that allows actions on behalf of an incapacitated consumer, we will allow that party to verify the consumer's identity on behalf of the consumer.

Requestor Name (Please Print):	Requestor Signature:
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Request Date:

For additional information, please call or write to us at:

Call Toll-Free: 800.735.2465  
 Email: [Privacy@libertybk.com](mailto:Privacy@libertybk.com)  
 Mail: Liberty Bank, N.A.  
 Attn: CCPA Requests  
 2 Park Plaza, Suite 550  
 Irvine, CA 92614

INTERNAL USE ONLY:	Date	Info 1	Info 2	Info 3	Branch #	Verified By: (please print)
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Consumer verified

List the 2 or 3 required categories of information verified. For example, "DL #, Security Answer, SSN." Do NOT list the details of that information (for example, CADL C1234567). Submit this form to [Privacy@libertybk.com](mailto:Privacy@libertybk.com)