Congress of the United States

Washington, DC 20515

February 13, 2026

Mark Zuckerberg
Founder, Chairman, and Chief Executive Officer
1 Hacker Way, Menlo Park
CA 94024, United States

Dear Mr. Zuckerberg,

As co-chairs and members of the bipartisan Stop Scams Caucus, we write to request information about Meta's work to prevent scams and protect consumers. In the United States, fraud has more than tripled since 2020. Victims scammed using social media are more likely to suffer financial losses than victims contacted through another medium, with 70% of all reported contacts resulting in financial fraud.[1] We are aware of reporting from Reuters indicating that Meta estimated $16 billion in revenue—10% of its total 2024 revenue—was likely earned from scams or advertisements that violate Meta's own policies. We look forward to receiving further information regarding Meta's work to prevent scams and fraud on its platform.[2]

According to the Reuters article, Meta's internal assessments found that the company's platforms were involved in roughly one-third of successful scams in the United States. This was partially due to Meta's policies that allowed high-risk scam advertisements to remain active unless they met very high risk certainty thresholds.[3] A 2024 U.K. regulator's report attributed 54% of all payment scams in Britain to Meta, more than twice the combined total of scams originating on other social media platforms.

The immense scale of online scams perpetrated on Meta platforms have inflicted profound financial and emotional harm on our constituents across the country. We are concerned that Meta's internal policies and enforcement thresholds have allowed criminal networks to profit at the expense of American consumers. This moment demands a transparent response that reflects Meta's outsized role in the modern digital economy. Given the prevalence of scams reported on Meta's platforms and the potential of Artificial Intelligence (AI) to turbocharge the scam ecosystem, we are asking that you take stronger actions to crack down on illicit scam ads and accounts. We urge you to take more necessary steps to protect customers, small businesses, and the integrity of the digital advertising marketplace on your platform.

We appreciate your cooperation with the Department of Justice's (DOJ) new Scam Center Strike Force and its work to disrupt transitional scam operations and prevent criminal networks in Southeast Asia from targeting Americans on social media. However, we believe that Meta and other social media companies must improve anti-scam enforcement activities to better protect American consumers on all of your platforms.[4] The questions below are intended to help clarify the progress Meta has made, the gaps that persist, and what federal standards or support may be necessary to address the growing threat of scams on your platforms.

We request written responses to the following questions by March 4, 2026.

1. Please describe Meta's strategic plans designed to prevent fraud and scams across each of your social media platforms.
2. Please describe Meta's ads integrity and fraud detection workforce.
    a. How much does Meta invest in preventing and responding to scams and fraud?

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[1] Consumer Sentinel Network Data Book 2024
[2] Meta is earning a fortune on a deluge of fraudulent ads, documents show | Reuters
[3] Meta is earning a fortune on a deluge of fraudulent ads, documents show | Reuters
[4] District of Columbia | New Scam Center Strike Force Battles Southeast Asian Crypto Investment Fraud Targeting Americans | United States Department of Justice

      b.   How many workers does Meta employ, either as employees of the company or outside consultants, to work on preventing scams and fraud?

           i.   How is this workforce distributed across Meta's social media platforms?

3. Please share Meta's response rate to user complaints alleging fraud, scams, or compromised user accounts on a year-to-year basis since 2020.

4. Meta representatives have publicly stated that the volume of scam advertisements on your platforms has declined.[5] Please provide numerical evidence supporting this claim, including internal metrics that demonstrate year-to-year trends.

5. Please provide Meta's rationale for charging higher prices to suspicious actors. What evidence demonstrates that this practice effectively deters fraud and scams in comparison to more proactive methods?

6. How does Meta coordinate with other social media platforms, financial institutions, and/or retailers to track and report suspected fraud or scams that span multiple services?

7. Please describe any cooperation or coordination between Meta and law enforcement agencies at the international, federal, state, and/or local levels to prevent or investigate the use of its platforms for fraudulent purposes.

8. What additional resources or support from Congress or federal agencies, including the DOJ, the State Department, Treasury Department, including Office of Foreign Assets Control, the Federal Trade Commission, the Secret Service, and the Federal Bureau of Investigation, would enhance Meta's proactive enforcement to prevent and disrupt fraud and scams?

Thank you for your prompt attention to this matter and we look forward to your response.

Sincerely,

Gabe Amo
Member of Congress

Jefferson Shreve
Member of Congress

Jamie Raskin
Member of Congress

Erin Houchin
Member of Congress

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[5] https://www.reuters.com/investigations/meta-is-earning-fortune-deluge-fraudulent-ads-documents-show-2025-11-06/