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Investigation by EU authorities needed into ChatGPT technology

The European Consumer Organisation (BEUC) is calling for EU and national authorities to launch an investigation into ChatGPT and similar chatbots, following the [filing of a complaint](#) by US-based civil society group CAIDP [1] with the US Federal Trade Commission against ChatGPT-4 today.

Although the EU is currently working on the world's first legislation on AI, BEUC's concern is that it would take years before the AI Act takes effect, leaving consumers at risk of harm from a technology which is not sufficiently regulated during this interim period and for which consumers are not prepared.

Ursula Pachi, Deputy Director General of the European Consumer Organisation (BEUC), said: "For all the benefits AI can bring to our society, we are currently not protected enough from the harm it can cause people. In only a few months, we have seen a massive take-up of ChatGPT and this is only the beginning. Waiting for the AI Act to be passed and to take effect, which will happen years from now, is not good enough as there are serious concerns growing about how ChatGPT and similar chatbots might deceive and manipulate people.

"In a complaint to the Federal Trade Commission, the Center for AI and Digital Policy has raised critical issues about the impact of GPT-4 on consumer protection, data protection and privacy, and public safety. EU and national authorities in these fields should launch an investigation immediately into the risks of ChatGPT and similar chatbots for European consumers. These AI systems need greater public scrutiny, and public authorities must reassert control over them."

ENDS

Notes

[1] The [Center for AI and Digital Policy](#) (CAIDP).

