

Ref.: BEUC-X-2024-048/MGO/ARE/cc

Brussels, 16 May 2024

Subject: **Coordinated complaints against TEMU by BEUC members for multiple DSA infringements**

Dear Ms Gallego Torres,

Dear Mr Viola,

Today, consumer organisations from the BEUC network have filed complaints against the fast-growing online marketplace Temu with their competent Digital Services Coordinators pursuant to Article 53 of EU Regulation 2022/2065 (the EU Digital Services Act). The complaint and its accompanying annex are attached to this letter.

As we consider that Temu is already today a *de facto* Very Large Online Platform (“VLOP”) with several millions of users across the EU, we believe it is important to also inform the European Commission.

Temu has experienced rapid development in Europe. In a matter of months, it has grown to be one of the most downloaded online shopping apps.

Temu offers heavily discounted products and relies extensively on gamification and intensive advertising to appeal to consumers. However, the marketplace raises serious concerns, and we believe that Temu infringes several major requirements of the Digital Services Act. These relate in particular to the traceability of traders, its compliance by design, transparency of recommender systems, use of several manipulative practices, protection of minors, terms and conditions and out-of-court dispute resolution.

As such, Temu does not guarantee its users a safe, predictable, and trustworthy online environment, as the law requires.

Temu’s suspected infringements of the Digital Services Act come in addition to other concerns regarding Temu’s failure to comply with the EU consumer law acquis and product safety requirements.<sup>1</sup>

We call on the competent Digital Services Coordinator and the European Commission to force Temu to comply immediately with all the requirements listed in the DSA and to ensure a safe digital environment for all European consumers.

Moreover, due to the cross-cutting nature of Temu’s suspected infringements, we call on the European Commission to ensure cooperation, mutual information and coordination between Digital Services Coordinators, the European Board of Digital Services and the other relevant EU enforcement networks, in particular, the Consumer Protection Coordination network (CPC-

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<sup>1</sup> see on pp.24-25 of the report in annex for additional information.

Network), the Consumer Safety Network (CSN) and market surveillance Authorities, and the European Data Protection Board (EDPB).

We remain at your disposal for any question you could have about this complaint.

Sincerely yours,

Monique Goyens

Director General

Agustin Reyna

Director, Legal and Economic Affairs

Annex 1: complaint

Annex 2: Evidence accompanying the complaint