

Ensuring a Safe Digital Space Now: tackling the growth of scams on social media platforms

Joint Statement

29 September 2026

Together, the undersigned organisations, are sounding the alarm about the growing proliferation of scams on social media platforms. We call on the relevant EU and national authorities to ensure that tech platforms fully comply with their obligations under the Digital Services Act (DSA).

We are concerned by the inadequate measures platforms have taken to prevent, detect and mitigate harms. Social media platforms have become major vectors for a wide range of scams. According to the European Central Bank, fraud losses reached €4.2 billion in 2024 alone and numbers are rising. Beyond the financial damage, frauds have severe emotional and psychological consequences for victims. Online scams also erode trust in the online environment and undermine the reliability of digital services.

While platforms claim to be addressing these risks, the evidence suggests otherwise. Published risk assessment documents reveal a troubling underestimation of the scale and severity of the problem. The scams circulating on these platforms are specifically designed to exploit users' financial circumstances, health concerns, and psychological vulnerabilities. They are also particularly dangerous to minors. Many scams rely on the impersonation of legitimate businesses, trusted brands, media pages, or public figures to create a false sense of credibility and deceive users.

It is time for the EU to hold platforms accountable for the risks and harms they enable. We urge the European Commission and all relevant national authorities to accelerate their investigations and take decisive enforcement action. EU law and the Digital Services Act and the principle of safety by design must be swiftly and fully complied with.

Europeans deserve to be safe online. Together, we can build a safer online ecosystem—one in which scams are effectively tackled, platforms are held accountable, and consumers can engage online with confidence and trust.

Signatories



(Non-exhaustive) list of research and evidence

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- Reset Tech (2026). Clickbait Cures: Unmasking the Deceptive Health Ad Infrastructure on Meta and Google.
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