(English version)

Question for written answer E-002217/26
to the Commission

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(1 June 2026)

Subject: Evidence of systemic failures by online platforms to tackle financial scams

Consumer organisations from 27 countries, coordinated by the European Consumer Organisation (BEUC), have submitted complaints to the Commission and national authorities against Meta, TikTok and Google following a cross-border investigation into financial scam advertisements on their platforms. According to the evidence gathered across 13 countries, nearly 900 suspected scam advertisements were reported between December 2025 and March 2026. However, only 27% were removed, while most reports were rejected or ignored. This means that a vast number of fraudulent ads are still active, potentially reaching millions of European consumers each month, risking further harm and financial loss.

The findings suggest persistent failures by very large online platforms to effectively mitigate systemic risks linked to online fraud, as required under the Digital Services Act ([1]) (DSA).

In the light of this:

1. How does the Commission assess the evidence submitted by BEUC and the participating consumer organisations regarding possible breaches of the DSA by Meta, TikTok and Google?

2. What enforcement measures is the Commission prepared to take if these platforms continue to fail in adequately preventing and removing financial scam advertisements?

3. When will the Commission present its announced action plan against online fraud, and will it include stronger obligations on platforms to tackle scam advertising?

Submitted: 1.6.2026

Answer given by Executive Vice-President Virkkunen on behalf of the European Commission
(28 July 2026)

The Commission takes the concerns raised by the European Consumer Organisation (BEUC) and national consumer associations across the EU very seriously and confirms the findings will support the ongoing supervision, including the formal proceedings against Meta for suspected Digital Services Act ([1]) (DSA) infringements linked to financial scam advertisements.

In 2025, the Commission sent requests for information to the providers of Apple App Store, Bing, Booking.com, Google Play and Google Search on how they identify and mitigate risks related to online scams and fraud. Their responses are currently being analysed to inform next steps.

In parallel, a dedicated workstream on online scams and fraud is operating within the European Board for Digital Services. This workstream aims to harmonise national enforcement strategies on online fraud.

The Commission has already taken important enforcement actions. In 2025, it issued a non-compliance decision and imposed a fine on the provider of X for breaches of DSA transparency obligations, directly relevant to fighting online scams. The Commission also obtained commitments from the providers of TikTok and AliExpress regarding their repositories.

The upcoming action plan against digital fraud should be presented in autumn 2026 and propose a comprehensive set of initiatives to improve prevention, enhance investigations and protect victims. The proposed Payment Services Regulation ([2]) will complement the DSA on financial services advertisements.

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[1] OJ L 277, 27.10.2022, p. 1, ELI: http://data.europa.eu/eli/reg/2022/2065/oj.

([1]) https://eur-lex.europa.eu/eli/reg/2022/2065/oj/eng.

([2]) Proposal for a regulation of the European Parliament and of the Council on payment services in the internal market and amending regulation (Eu) No 1093/2010.

Overall, the Commission remains fully committed to ensure effective compliance with the DSA and will take decisive action to protect EU consumers from financial harm.