

EN

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Answer given by Executive Vice-President Virkkunen
on behalf of the European Commission
(14.9.2026)

The Commission takes the concerns raised very seriously. The Commission is aware of the complaints and reports regarding the dissemination of deceptive advertising on Meta's platforms.

In April 2024, the Commission initiated proceedings against the provider of Facebook and Instagram, including in relation to the suspicion that the provider does not comply with obligations related to addressing deceptive advertisements, including financial scam advertisements¹. On 24 October 2025, the Commission preliminarily found the provider of Facebook and Instagram in breach of its obligations to put in place user-friendly and easily accessible mechanisms to allow recipients to notify content considered to be illegal and to provide users with an internal complaint-handling system that allows them to effectively challenge content moderation decisions taken by the provider². The case in relation to financial scam advertisements is ongoing, and the Commission cannot comment on the status of ongoing investigations.

Recipients of intermediary services may lodge a complaint against a provider of those services alleging an infringement of the Digital Services Act (DSA)³. Complaints must be submitted to the Digital Services Coordinator (DSC)⁴ of the Member State where the recipient of the service is located or established. The Commission remains in close contact with competent national authorities through the DSCs to ensure the effective fulfilment of DSA obligations.

The revised Victims' Rights' Directive⁵ (June 2026) enhances the rights, protection, and access to justice for victims of crime, including of online frauds. An EU Action Plan on digital frauds and a Strategy on victims' rights are forthcoming and will contain measures to support victims of online fraud.

¹ https://ec.europa.eu/commission/presscorner/detail/en/ip_24_2373.

² https://ec.europa.eu/commission/presscorner/detail/en/ip_25_2503.

³ <https://eur-lex.europa.eu/eli/reg/2022/2065/oj/eng>.

⁴ <https://digital-strategy.ec.europa.eu/en/policies/dsa-dscs>.

⁵ <https://eur-lex.europa.eu/eli/dir/2026/1472/oj>.