

# United States Senate

September 8, 2025

Mark Zuckerberg  
Chairman and Chief Executive Officer  
Meta  
1 Hacker Way  
Menlo Park, CA 94025

Dear Mr. Zuckerberg

I write today urging Meta to no longer allow minors to access AI chatbots on its platforms due to alarming recent reporting regarding Meta's AI chatbot standards and the limited evidence about AI chatbots' effect on younger users. I first made this request in a letter to you in 2023, when I warned that your company was "rushing out a product prematurely, without considering the consequences for young people online."<sup>1</sup> You disregarded that request, and two years later, Meta has unfortunately proven my warnings right. As I explained in that 2023 letter, without proper safeguards, AI chatbots pose serious threats to user privacy and safety online, especially for minors. Meta is clearly not taking these risks seriously. I therefore — again — strongly urge you to prevent minors from accessing AI chatbots on your platforms.

Meta's failure to properly address risks to minors from AI chatbots is most evident from recent reporting about its internal AI standards. According to *Reuters*, an internal Meta document entitled *GenAI: Content Risk Standards* explains that "[i]t is acceptable to engage a child in conversations that are romantic or sensual."<sup>2</sup> Shockingly, Meta's legal, public policy and engineering staff, including its chief ethicist, reportedly reviewed and approved this document.<sup>3</sup> Although Meta has since stated that its inclusion in the standards document was an error, it is inexplicable — and unacceptable — that it ever happened. Moreover, Meta purportedly prohibits children from using its platforms, yet the standards document repeatedly sets forth hypothetical examples of its AI chatbots' interactions with children. And Meta, which used these guidelines internally, did not revise them until the *Reuters* report made them public. All of which is evidence that, contrary to its pronouncements, Meta fundamentally has no regard for child safety.

Beyond this new reporting, Meta has failed to address serious questions about the potential impact of its chatbots on the mental health of young people. According to a recent survey by Common Sense Media, 72 percent of teens have used AI companion chatbots at least

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<sup>1</sup> Letter from Senator Edward J. Markey to Mark Zuckerberg, Chairman and Chief Executive Officer, Meta, (Sept. 27, 2023) [https://www.markey.senate.gov/imo/media/doc/letter to meta on ai chatbots - september 2023pdf.pdf](https://www.markey.senate.gov/imo/media/doc/letter%20to%20meta%20on%20ai%20chatbots%20-%20september%202023pdf.pdf).

<sup>2</sup> Jeff Horwitz, *Meta's AI rules have let bots hold 'sensual' chats with kids, offer false medical info*, *Reuters* (Aug. 14, 2025), <https://www.reuters.com/investigates/special-report/meta-ai-chatbot-guidelines/>.

<sup>3</sup> *Id.*

once.<sup>4</sup> Of those teen users, 52 percent are using chatbots at least a few times a month.<sup>5</sup> With the rapid growth of AI chatbot use, researchers have had little time to conduct studies on their impact on young people. So, in 2023, I asked Meta if it had conducted any studies on “the potential social and emotional impact of chatbots on younger users,” but your company also ignored that question.<sup>6</sup> The non-response leads me to two possible conclusions: Meta either is conducting that research but is hiding the results or it is not conducting that research at all. Either way, it illustrates Meta’s glaring failure to properly and transparently consider the risks to young users before rolling out new features.

Finally, Meta’s youth data privacy practices continue to raise serious concerns, given your recent claim that AI chatbots can be used as a therapist.<sup>7</sup> This past spring, you told a podcast: “For people who don’t have a person who’s a therapist, I think everyone will have an AI.”<sup>8</sup> Beyond the potential dangers associated with young users employing chatbots as therapists,<sup>9</sup> this practice raises significant privacy risks. Individuals necessarily reveal sensitive personal information during a therapy session, with the expectation that it will remain private. Yet, Meta confirmed in 2023, following my inquiry, that it incorporates teenagers’ conversations and inputs into its AI training process.<sup>10</sup> No legitimate therapist would ever treat their clients’ personal information in that manner.

For these reasons, as I urged you in 2023, Meta should not allow its younger users to access its AI chatbots. Although AI chatbots, with proper training, oversight, and ongoing evaluation, may provide real benefits to their users, Meta’s recent actions demonstrate, once again, that it is acting irresponsibly in rolling out its chatbot services. Meta must stop providing minors with access to its AI chatbots until it can adequately demonstrate they will not put children’s privacy and safety at risk.

To help me better understand Meta’s policies on AI chatbots, please respond in writing to the following questions by September 29, 2025:

1. Will Meta commit to halting access by minors (users under age 18) to its AI chatbot products, including AI chatbot products on its platforms? If not, why not?
2. Please provide a copy of Meta’s document titled *GenAI: Content Risk Standards*.

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<sup>4</sup> *Talk, Trust, and Trade-Offs: How and Why Teens Use AI Companions*, Common Sense Media (2025), [https://www.common Sense Media.org/sites/default/files/research/report/talk-trust-and-trade-offs\\_2025\\_web.pdf](https://www.common Sense Media.org/sites/default/files/research/report/talk-trust-and-trade-offs_2025_web.pdf).

<sup>5</sup> *Id.*

<sup>6</sup> Letter from Kevin Martin, Vice President, North America Policy, Meta to Senator Edward J. Markey (Oct. 25, 2023) (on file with office).

<sup>7</sup> Meghan Bobrowsky, *Zuckerberg’s Grand Vision: Most of Your Friends Will Be AI*, Wall St. J. (May 7, 2025), <https://www.wsj.com/tech/ai/mark-zuckerberg-ai-digital-future-0bb04de7>.

<sup>8</sup> *Id.*

<sup>9</sup> See, e.g., *New Research Shows AI Chatbots Should Not Replace your Therapist*, University of Minnesota, College of Science and Engineering (July 8, 2025), <https://cse.umn.edu/college/news/new-research-shows-ai-chatbots-should-not-replace-your-therapist>.

<sup>10</sup> Letter from Kevin Martin, *supra* note 7, at 3 (“Given the broad appeal and usefulness of these features, it is imperative that we also take feedback and build models on data from teens, as well as adults.”).

- a. How was this document produced, approved, and used internally?
  - b. Please describe the process by which examples are added to the *GenAI: Content Risk Standards* document and the approval process for their inclusion in the document
  - c. Is the *GenAI: Content Risk Standards* document used at any point during the red teaming process? Do any employees performing red teaming tasks have access to the document?
  - d. Please describe how the *GenAI: Content Risk Standards* document is used during the development process of Meta's AI chatbots.
  - e. Please clarify Meta's policies regarding "romantic" or "sensual" AI chatbot interactions with minors.
  - f. Please provide updated examples of acceptable AI chatbot responses to minors attempting to engage in topics deemed "inappropriate" for youth.
  - g. How do AI chatbot safety features ensure Meta policies, such as age limits, are not violated? For example, will Meta AI chatbots stop or flag a conversation if the user identifies themselves as a child under age 13?
3. Please describe Meta's plans to collect data from young users of its chatbots and how Meta will use this data. Will Meta commit to not using the data collected from young users to train its chatbots? If not, why not?
  4. Has Meta conducted any research on the potential social and emotional impact of chatbots on younger users? If so, please include that research in your response. If not, why not?

Thank you for your prompt attention to this issue.

Sincerely,



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Edward J. Markey  
United States Senator