



February 25, 2025

Dear Representative Hernandez,

Thank you for the opportunity to respond to the important issues raised in your letter. As a former employee of the company, you are aware that freedom of expression is a foundational principle for Meta, and allowing people to express themselves is at the heart of everything we do. Our platforms are for everyone—we are about promoting speech and helping people connect in a safe and secure way.

Meta's [Community Standards](#) are publicly available and outline the types of content that are not allowed on Facebook, Instagram, Threads, and Messenger. We enforce these policies in an effort to help keep people on the platform safe, reduce objectionable content, and help people participate on our platforms responsibly. As your letter notes, we recently announced changes to our content moderation policies and enforcement protocols to allow more speech on our services and reduce over enforcement. Over the last several years, we developed complex systems to manage content on our platforms, which became increasingly complicated for us to enforce and led to too many mistakes. We are now working to change how we enforce our policies to reduce mistakes, while continuing to focus our systems on tackling illegal and high-severity violations.

We recognize that we demote too much content that our systems predict might violate our standards. We are in the process of removing most of these demotions and, for the remainder, requiring greater confidence that the content violates our policies. And we are working to tune our systems to require a much higher degree of confidence before a piece of content is taken down.

With this context in mind, we provide below additional information in response to your letter.

#### Changes to the Third Party Fact-Checking Program

Consistent with our goal of allowing more speech on our platforms, we recently announced that we will end the third party fact-checking program in the United States and move to a Community Notes program, where we empower our community to decide when posts are potentially misleading and need more context, and people across a diverse range of perspectives decide what sort of context is helpful for other users to see. To be clear, we will still remove misinformation in the very specific instances when it can lead to harm or interfere with elections

or civic process. We are still in the process of finalizing the details of the Community Notes program, which will be released over the coming months.

We think this approach will help us achieve our goal of providing people with information about what they are seeing in a way that is less prone to bias. Community Notes will require agreement between people with a range of perspectives to help prevent biased ratings. We intend to be transparent about how different viewpoints inform the Notes displayed in our apps, and are working on the right way to share this information. As part of our fully implemented Community Notes program, we will use labels to indicate there is additional information for those who want to see it. These will be much less obtrusive than the previous full screen interstitial warnings.

Your letter also asks about the applicability of the new Community Notes program to political figures and government officials. We are still in the process of finalizing the details of the Community Notes program.

### Addressing Spanish-Language Misinformation

Your letter also asks about our continued efforts to address Spanish-language misinformation. We value both free expression and keeping people safe, and our policies continue to prohibit certain categories of misinformation. We will continue to remove misinformation from Meta technologies in limited cases:

- When misinformation has the potential to cause imminent physical harm. We do this to promote safety.
- When misinformation has the potential to interfere with or suppress voting. We do this because it undermines expression and voice.

We also prohibit content and behavior in other areas that often overlap with the spread of misinformation. For example, our Community Standards prohibit fake accounts, fraud, and coordinated inauthentic behavior.

We continue to use the same machine learning model approaches in Spanish as we do in English to surface for removal of content that violates our Community Standards. Our machine learning technology is constantly developing as slang, colloquialisms, and other idioms are fed into it to improve accuracy. Lastly, our Spanish-language reviewers will continue to review content in ordinary course.

We are constantly working to make our apps better and will continue to quickly address any issues as they arise. These issues are complex and dynamic, and our approach continues to evolve as we engage with those who use our platforms.

Thank you again for the opportunity to answer your questions. We look forward to working with your office going forward.

Sincerely,

A handwritten signature in black ink, appearing to read 'Greg Maurer', with a stylized, cursive script.

Greg Maurer  
V.P. Public Policy