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July 9, 2025

Sundar Pichai  
Chief Executive Officer  
Google LLC  
1600 Amphitheatre Parkway  
Mountain View, CA 94043

Dear Mr. Pichai,

We are writing to commend Google for its ongoing efforts to leverage artificial intelligence (AI) to filter scam text messages and address the proliferation of malicious online advertisements and browser-based scams orchestrated by bad actors linked to the Chinese Communist Party (CCP), and to seek additional information regarding such efforts.<sup>1</sup> Google plays a critical role in defending users against these harmful digital activities, many of which are actively orchestrated or deliberately enabled by entities, including criminal enterprises, with concerning ties to the CCP. This issue has taken on urgency following a recent bicameral hearing highlighting the grave danger that sophisticated fraud and online scams, including “pig butchering”—a scam where fraudsters build trust with victims, often romantically, then trick them into investing in fake cryptocurrency— and tech support scams, pose to our older population.<sup>2</sup> Witness testimony underscored how these elaborate frauds, often involving prolonged psychological manipulation and with clear ties to CCP-linked organizations, can devastate the financial well-being and emotional health of vulnerable Americans.

We are particularly concerned about pig butchering and tech support scams that originate through malicious ads or deceptive pop-ups within web browsers, which lead users to fraudulent websites or phone numbers. These scams, often linked to criminal networks whose activities the CCP has largely tolerated, and perhaps even facilitates, can trick individuals, especially seniors, into granting remote access to their computers or paying for unnecessary software.<sup>3</sup> These scams can begin with unexpected digital intrusions, such as deceptive pop-up warnings on computer

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<sup>1</sup> *How We're Using AI to Combat the Latest Scams*, GOOGLE (May 8, 2025), <https://blog.google/technology/safety-security/how-were-using-ai-to-combat-the-latest-scams/>.

<sup>2</sup> *House Select Committee on China and Senate Committee on Aging Hold Joint Hearing on the CCP's Grip on U.S. Capital | Select Committee on the CCP*, (Apr. 11, 2025), <http://selectcommitteeontheccp.house.gov/media/press-releases/house-select-committee-china-and-senate-committee-aging-hold-joint-hearing>.

<sup>3</sup> *Protect Yourself from Tech Support Scams - Microsoft Support*, <https://support.microsoft.com/en-us/windows/protect-yourself-from-tech-support-scams-2ebf91bd-f94c-2a8a-e541-f5c800d18435> (last visited May 23, 2025).

screens or malicious online advertisements, falsely claiming there is a serious problem with the user's device, like a virus infection, hacking, or system crash.<sup>4</sup>

Scammers frequently use alarming language to create a sense of urgency, urging immediate action, often by calling a fake support number.<sup>5</sup> Upon contact, they may then impersonate legitimate tech support representatives, offer to fix non-existent computer issues, gain remote access to victims' devices, and demand payment for unnecessary "fixes" or "software."

Through these scams, transnational criminal organizations are perpetrating a massive fraud on the American people, causing billions in losses annually.<sup>6</sup> In 2024, pig butchering scam revenue grew by nearly 40% year-over-year, contributing significantly to the estimated \$10 billion in crypto fraud.<sup>7</sup> The FBI's Internet Crime Complaint Center (IC3) highlighted that investment scams, including pig butchering, accounted for the highest reported financial losses in 2024, totaling over \$6.5 billion.<sup>8</sup> Alarmingly, older Americans are disproportionately targeted, reporting nearly \$4.9 billion stolen through fraud in 2024, with an average loss of \$83,000—a 43% increase from the previous year. Tech support scams alone accounted for \$982 million in losses for victims 60 and older in 2024, and the FBI's 2023 Elder Fraud Report noted tech support fraud as the number one crime type impacting complainants over 60, with nearly 18,000 complaints and almost \$600 million in reported losses nationwide.<sup>9</sup> Still, many instances go unreported due to victims' guilt, shame, or embarrassment. Some estimates suggest that pig butchering scams, often emanating from CCP-linked operations, have netted at least \$75.3 billion since January 2020.<sup>10</sup>

These criminal enterprises, often operating out of forced-labor scam centers in Southeast Asia, are linked to the CCP, and represent a direct assault on American citizens.<sup>11</sup> These threats pervade across all digital communication channels, including the reported misuse of Rich Communication Services for criminal purposes and the critical role of Google Chrome and

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<sup>4</sup> *Pop-up Ads and Fake Warnings: How to Spot and Avoid It* | Trend Micro Help Center, <https://helpcenter.trendmicro.com/en-us/article/tmka-05037> (last visited May 23, 2025).

<sup>5</sup> *How To Spot, Avoid, and Report Tech Support Scams*, CONSUMER ADVICE (Jul. 18, 2022), <https://consumer.ftc.gov/articles/how-spot-avoid-and-report-tech-support-scams>.

<sup>6</sup> *The Vast and Sophisticated Global Enterprise That Is Scam Inc*, THE ECONOMIST, <https://www.economist.com/leaders/2025/02/06/the-vast-and-sophisticated-global-enterprise-that-is-scam-inc> (last visited May 23, 2025).

<sup>7</sup> Julia Dickson & Lauren Burke Preputnik, *Cyber Scamming Goes Global: Unveiling Southeast Asia's High-Tech Fraud Factories* (2024), <https://www.csis.org/analysis/cyber-scamming-goes-global-unveiling-southeast-asias-high-tech-fraud-factories>.

<sup>8</sup> *FBI Releases Annual Internet Crime Report*, FEDERAL BUREAU OF INVESTIGATION, <https://www.fbi.gov/news/press-releases/fbi-releases-annual-internet-crime-report> (last visited May 23, 2025).

<sup>9</sup> *FBI Releases 2023 Elder Fraud Report with Tech Support Scams Generating the Most Complaints and Investment Scams Proving the Costliest*, FEDERAL BUREAU OF INVESTIGATION, <https://www.fbi.gov/contact-us/field-offices/losangeles/news/fbi-releases-2023-elder-fraud-report-with-tech-support-scams-generating-the-most-complaints-and-investment-scams-proving-the-costliest> (last visited May 23, 2025).

<sup>10</sup> Cite.

<sup>11</sup> *5. Scam State*, THE ECONOMIST, <https://www.economist.com/podcasts/2025/02/06/5-scam-state> (last visited May 23, 2025).


Google's advertising platforms. We are keenly interested in understanding Google's comprehensive strategy to combat this evolving challenge.

Congress must and will continue to stand up for older Americans and others who are victimized by these CCP-linked scammers. And we appreciate Google's continued partnership and leadership with respect to these efforts. Accordingly, we respectfully request the following information from Google by no later than June XX, 2025:

1. Please provide an update on any dedicated initiatives or enhanced technologies Google is deploying within its browser and operating systems to identify, block, and prevent malicious ads and browser-based tech support scams, particularly those linked to CCP-linked criminal enterprises, from reaching your users.
2. Please provide an update on the continued development and deployment of AI-driven filtering and scam-detection capabilities within Google Chrome to proactively protect users from these browser-initiated frauds, alongside your efforts in text message and RCS scam filtering.
3. Please describe the steps Google is taking to reduce the prevalence of malicious advertisements on its platforms, and whether these new protections require users to "opt-in," potentially limiting their widespread utility.
4. Please describe Google's engagement with federal law enforcement to protect Americans from CCP-linked scams.

Thank you for your attention to this critical matter and for your company's role in safeguarding the digital landscape for American users. We look forward to your response and continued collaboration in protecting our citizens from these predatory criminal operations.

Sincerely,

A handwritten signature in blue ink, reading "John Moolenaar", written over a horizontal line.

John Moolenaar  
Chairman

A handwritten signature in blue ink, reading "Raja Krishnamoorthi", written over a horizontal line.

Raja Krishnamoorthi  
Ranking Member