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ALVIN L. BRAGG, JR.
DISTRICT ATTORNEY

April 9, 2026

Mark Zuckerberg
Chief Executive Officer
Meta Platforms, Inc.
1 Meta Way
Menlo Park, CA 94025

Dear Mr. Zuckerberg,

I am writing in my capacity as the Manhattan District Attorney in response to a quickly growing scam in the New York City region and beyond. Imposter accounts are using your company's platforms, including Facebook and WhatsApp, to falsely pose as pro bono legal services organizations, such as Catholic Charities. Those scammers then communicate with unsuspecting victims and claim to be lawyers offering immigration services. The money that the victims send for this bogus legal assistance is typically transferred overseas, making it difficult to prosecute or recover those funds. While my office investigates and prosecutes these crimes when able, your company can play an important role in protecting users from fraud and theft.

In some instances, scammers create public Facebook accounts that mirror real accounts belonging to pro bono legal services organizations. In others, they create WhatsApp profiles posing as immigration lawyers associated with those same organizations. They frequently use the names and logos of legitimate organizations to give the appearance of credibility. These imposter accounts have led to tens of thousands of dollars of fraudulent transfers. Scammers frequently target immigrant populations because they are perceived to be, and often are, more vulnerable to fraud and in need of a specific type of legal assistance.

The problem is not confined to New York City; thefts have been reported across the United States. Indeed, in response to these thefts, Catholic Charities of Baltimore, Catholic Charities of Greater Houston, and Catholic Charities of Trenton have all posted fraud alerts on their Facebook pages warning about this criminal activity.

These imposter accounts violate your company's Terms of Service prohibiting accounts that provide false information or engage in unlawful or misleading conduct.¹ Facebook specifically provides an option for reporting what it describes as "impersonating profiles." However, we have spoken with at least two institutional leaders of pro bono legal services organizations whose requests to remove false profiles were declined despite following this reporting protocol.

I urge you to protect your users in New York City and across the country from this predatory behavior by implementing the following safeguards to your platforms:

- 1) Add a reporting option to your Law Enforcement Online Requests Portal allowing agencies like our office to report imposter accounts engaged in criminal conduct directly to Meta.
- 2) Prioritize addressing reports of imposter accounts where criminality is alleged and temporarily suspend those accounts while the investigation is conducted.
- 3) Ensure users claiming to represent organizations like legal services providers match the geographic locations of those organizations by strengthening verification tools and analyzing existing user data, such as IP address location.

Until these safeguards are in place, your company will continue to enable bad actors who use your platform to steal from your users.

Your company has made representations about the importance of the safety and security of your platform for its users. You expressly claim that, in the interest of "[p]romot[ing] the safety, security, and integrity of [y]our services" you "employ dedicated teams around the world" to prevent "misuse" of your product and "harmful conduct towards others."² If you sincerely wish to protect the safety of your users from fraud, we urge you to take necessary, proactive steps.

To that end, I respectfully request a meeting with representatives from Meta to discuss this growing concern. My office is committed to working with your company to help develop a comprehensive approach to protect your users from fraud.

Very truly yours,



Alvin L. Bragg, Jr.
District Attorney

¹ See Meta Terms of Service § 3.2(1).

² See Meta Terms of Service § 1.5.