



April 24, 2026

Senator Charles E. Grassley
Chairman
United States Senate Committee on the Judiciary
Washington, DC 20510

Dear Chairman Grassley,

Thank you for your letter and the opportunity to provide information regarding Discord's work with the National Center for Missing and Exploited Children (NCMEC) and our efforts to fight child exploitation and abuse.

We created Discord to be the best place for people to hang out and talk together around playing their favorite games. In order to deliver on this goal, we invest in policies, processes, and tools to help support a more positive space for our users. Nowhere is that work more critical than in efforts to fight child sexual exploitation and abuse.

At Discord, we have highly skilled teams who work relentlessly to combat bad actors, utilize proactive tooling to aid in detection, coordinate closely with NCMEC, and provide information to law enforcement to eradicate this behavior on our platform and across the internet.

We appreciate the opportunity to provide further information about our platform and our work to fight the spread of child sexual abuse material (CSAM), and to address the issues you raised in your letter.

I. Introduction to Discord

Discord is a communications platform that enables users to build meaningful connections around the joy of playing games through text, voice, and video features. Discord requires users to be age thirteen and up to be on the platform. These users interact with the communities they choose to join via "servers," which are peer-to-peer spaces that enable conversation and sharing. Servers are made up of channels where users communicate by text, voice, and video—an organized and powerful messaging experience.

- Text channels allow users to interact via text-based messages, as well as images, GIFs, emojis, and other files.

- Voice channels allow users to communicate by voice, video, and/or livestream sharing.

Messages are displayed in the order in which they are sent. Users are also able to chat one-on-one via direct messages (“DMs”), or in small groups via group direct messages (“GDMs”).

The vast majority of Discord servers are invite-only spaces for small groups of friends and communities. Discord is not a place where users broadcast their opinions, photos, or videos to the world. Unlike social media platforms, there are no public profiles, feeds, endless scrolling, counting of likes, or “going viral.” Discord is not a platform designed to maximize engagement by an algorithm feeding users selected content based on signals about the user; rather, Discord emphasizes real-time interaction and connection.

We believe that providing online spaces where people can connect authentically with individuals who share their interests improves people’s lives. When it comes to our teen users, we’re committed to providing a positive environment to build friendships, learn, and explore. Safety is an important priority and a primary area of investment for our business.

II. Discord’s Efforts To Fight Child Exploitation and Abuse

Discord has a zero-tolerance policy for content or conduct that endangers or exploits children. We take a multi-pronged approach to fighting the spread of CSAM. This includes: (a) our efforts to enforce our policies and remove harmful content and actors from our services; (b) our work with industry partners and experts; and (c) our cooperation with law enforcement.

- a) Discord’s [Community Guidelines](#) prohibit CSAM and we do not allow CSAM on Discord, including AI-generated, photorealistic CSAM. We proactively scan images uploaded to our service in order to detect, remove, and report CSAM content and perpetrators to NCMEC, which subsequently works with law enforcement to take appropriate action. These proactive measures are deployed in smaller servers and direct messages just as they are deployed in larger group spaces on our service.

We continuously invest in new internal and industry tools to support our safety efforts. For example, we use PhotoDNA to proactively scan images uploaded to our service in order to detect, remove, and report CSAM content and perpetrators to NCMEC. Discord has also incorporated Google’s Content Safety API into its technology stack to help us proactively identify CSAM contained in videos uploaded to the service for review, removal, and reporting. Additionally, we actively contribute to collaborative industry initiatives to combat child exploitation such as CLIP, a machine learning image detection and identification algorithm, [designed](#) to detect unknown and AI-generated CSAM. We are also a founding member of [Robust Open Online Safety Tools](#) (ROOST), a non-profit initiative that makes available free, open-source tools to help detect harmful online material, including CSAM.

Bolstering all of these technical efforts, Discord has hired highly skilled experts who work relentlessly to combat these threats, coordinate closely with NCMEC, and, where appropriate, provide information to law enforcement to eradicate this behavior on our platform and across the internet.

- b) Discord works closely with industry partners and outside experts to inform and enhance these safety efforts. We develop and share best practices and information with peer companies, non-governmental organizations, academics, and subject matter experts. These organizations include NCMEC, Tech Coalition, Internet Watch Foundation, INHOPE, and the Family Online Safety Institute. As part of our industry-wide efforts within the Tech Coalition, Discord is an original member of the [Lantern](#) initiative, a first-of-its-kind signal sharing program for companies to enhance and strengthen how they detect attempts to sexually exploit and abuse children and teens online.
- c) Discord [provides law enforcement agencies](#) with necessary information through lawful processes while respecting the privacy and rights of our users. We regularly conduct outreach and training with federal, state, and local law enforcement to support a shared understanding of how these threat actors operate and how to respond. When we receive a request from a law enforcement agency seeking information about a Discord user, we expeditiously review it to ensure legal compliance and its overall validity. Discord may also disclose user data—including proactively—to law enforcement in emergency situations when we possess a good faith belief that there is an imminent risk of serious physical injury or death.

Discord is strongly supportive of your Committee's efforts to better enable the successful prosecution of offenders of these crimes. For example, working through our trade association, Internet Works, we were pleased to [support](#) your Stop Sextortion Act and ECCHO Act to address developments in this space and hold offenders accountable. We look forward to continuing to work with you on these important efforts.

III. Response to the Committee's Letter

Discord has a strong partnership with NCMEC and has worked diligently to respond to NCMEC's feedback and make respective report and data adjustments accordingly.

Discord strongly supports NCMEC's mission and we are committed to being a responsible and accurate reporter to the CyberTipline. We take steps to ensure our reports to NCMEC contain as much of the requested data as possible. In fact, we are aware of many cases where Discord's reports have led to the arrest and successful prosecution of bad actors.

We are continuously working to improve our processes and policies to ensure our reporting is as actionable as possible and we understand the importance of getting this right. We also work

collaboratively and on an ongoing basis with NCMEC, including through biweekly meetings, to address any areas where we can improve our reporting.

Through our ongoing dialogue with NCMEC, we identified areas over the last year where further work was needed and took action to improve Discord's reporting of potential CSAM to the CyberTipline.

1. First, we understand the way that Discord previously reported potential CSAM led not only to potential CSAM being identified and reported, but also other objectionable content that Discord would take action against but is not covered under 18 U.S.C. § 2258A. In direct response to requests from NCMEC, we made improving our reporting system an important priority and we have already implemented significant technical, training, and process changes in 2026 to help mitigate the inadvertent reporting of other types of content to NCMEC.
 - We implemented changes in our tooling designed to enable our reviewers to identify and flag only specific attachments that constitute potential CSAM for reporting to the CyberTipline.
 - We updated our reporting pipeline so that only those selected attachments are transmitted to NCMEC. We will continue to take enforcement action against users for other objectionable content that violates our Terms of Service and Community Guidelines, and work with law enforcement via lawful processes, when relevant.
 - Our teams have ensured our reviewers are fully trained on these changes to bolster the streamlined reporting we provide to NCMEC.
2. Second, in 2025, NCMEC identified a challenge related to the same conversation being reported more than once in certain circumstances. As a result of NCMEC's feedback, we have made adjustments to help ensure that a single message is not reported more than once. For example, we consolidated reports into 12-hour batches, helping to reduce duplicate reports.
3. Finally, NCMEC has identified two challenges related to location data provided by Discord in reports to the CyberTipline. First, in an effort to improve the location data provided in our reports, Discord expanded the scope of the IP data provided to NCMEC in 2025 to include a file containing user IP for the last 60 days. However, as a result of feedback from NCMEC, we understand that the format we used to submit this to NCMEC was inadvertently not fully interoperable with NCMEC's system for automatic law enforcement referrals. Therefore, we are building a technical solution in line with NCMEC's specifications that will integrate this data directly within the fields of the CyberTipline report, enabling smoother reporting flows and related reports to more easily be linked.

Additionally, when Discord submits a report to NCMEC, in some cases we provide the content and surrounding context related to the report along with the IP and other account information for the users in question. We do this in line with feedback received from law enforcement that such additional context is helpful for their investigations. If the report includes communication from other users that have not engaged in reportable conduct, then the IP and other account information for those bystanders are not reported to NCMEC.¹ However, Discord may also proactively disclose this user data, including location information, directly to law enforcement in emergency situations when we possess a good faith belief that there is an imminent risk of serious physical injury or death. This would include content related to self-harm. We are continuing to engage NCMEC on this issue to ensure there is clarity on Discord's reporting processes to law enforcement.

We are committed to demonstrating the impact of the changes outlined above through improvement in report quality going forward. In addition to our regular, biweekly meetings with NCMEC, our staff recently visited NCMEC's headquarters to discuss these issues in more depth. We look forward to continuing dialogue with NCMEC on the changes we have implemented to address their feedback.

In 2026, Discord is continuing to innovate our work to combat child exploitation, including pursuing technological advancements in the areas of reporting and location data.

Discord has taken a number of steps in 2026 to improve the efficiency of both our proactive detection and reporting practices, as well as location data provided to NCMEC. The significant investments we have made in this work have already had an impact, and we are committed to continuing to make operational improvements, enhance law enforcement, expert, and industry collaboration, and scale detection capabilities as we move forward.

As highlighted, we have made a number of changes to our reporting practices to directly address the concerns highlighted by NCMEC. The technical, training, and process changes we are implementing to help mitigate the inadvertent reporting of other types of content to NCMEC are now in effect, and we will continue to train our reviewers as our policies adapt to changing conditions.

In addition to the changes highlighted above, we have proactively invested in a number of additional lines of effort to improve child exploitation reporting this year. This includes:

1. Expanding the URL sources used by our automated detection and reporting systems to identify CSAM URLs in order to enhance our reporting capabilities. This includes, for example, information from the Internet Watch Foundation.

¹ Reportable conduct is covered under 18 U.S.C. § 2258A. This approach is in accordance with Discord's Privacy Policy and applicable law.

2. Bolstering our novel CSAM detection capabilities by continuing to expand the classifiers trained specifically on CSAM characteristics. Discord not only leverages Google’s Content Safety API to identify CSAM video characteristics, but we have implemented a secondary model that approximately doubles the recall of detected novel CSAM while maintaining the same level of precision, and we are continuing to refine its capabilities.
3. Expanding the volume of known CSAM that is actioned fully automatically—content removed, account actioned, and report filed with NCMEC—by continuing to add hashes when they are validated by internal experts or originate from trusted sources like NCMEC. This approach enables Discord to complement specialist human review resources and continue to responsibly automate action against this harmful content over time.
4. Strengthening our machine learning-powered system to identify alternate accounts of users who were banned from the platform for child exploitation and other high harm reasons by analyzing risk signals in order to help prevent them from returning to the platform.
5. Participating in expert, industry, and law enforcement trainings and exchanges to expand our knowledge and share trends we are seeing in the child exploitation space. For example, we provided a briefing on our reporting process to over 2,000 global law enforcement members last month and provide regular briefings on evolving trends in this space for industry peers and a consortium of experts at NCMEC.
6. Providing continued funding to NCMEC to support their overall operations and bolster capabilities regarding CSAM reporting.

In compliance with the “TAKE IT DOWN Act” (P.L. 119-12), Discord also recently [rolled out](#) a new reporting mechanism for non-consensual intimate imagery (NCII). When a victim, or an individual authorized to act on their behalf, files a report with Discord, they are able to disclose whether the image constitutes CSAM. If the image is verified to be an intimate visual depiction as defined under the law, Discord removes it, generates a hash, and adds the hash to its detection systems within the time required under the law. Content disclosed as CSAM receives priority review by Discord's specialized child safety team and, if confirmed, is reported to NCMEC.

Additionally, we are continuing to make important changes to improve the location information provided to NCMEC. As noted, we understand changes that were previously made were inadvertently not fully interoperable with NCMEC’s automatic law enforcement reporting system and are building a technical solution to address this concern.

Please see the attached records for further information regarding this response. We take our partnership with NCMEC and our commitment to fight the spread of CSAM seriously. To that end, Discord supports congressional efforts to secure justice for victims and hold perpetrators

accountable by fully funding federal, state, and local law enforcement's work to fight child exploitation, and to provide enhanced resources and tools to NCMEC to aid in this critical work.

We appreciate the opportunity to share more about our ongoing work in this space and would be happy to meet with you to discuss the information provided further.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kate Sheerin', with a long horizontal flourish extending to the right.

Kate Sheerin
Head of Public Policy for the Americas
Discord Inc.