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May 21, 2026

**Via Email**

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

**Re: April 8, 2026 Letter Regarding NCMEC Reporting**

Dear Chairman Grassley,

Thank you again for your April 8 letter<sup>1</sup> regarding Roblox's reporting of incidents of potential child exploitation to the National Center for Missing and Exploited Children (NCMEC). As we noted in our first response on April 22, 2026, Roblox continuously solicits and receives feedback from NCMEC and law enforcement regarding its CyberTip reports (hereafter "reports") and further coordinates with NCMEC to provide actionable reports, including information that goes well beyond the minimum required by the statute. We also noted that Roblox was scheduled to participate in an intensive on-site workshop at NCMEC on Friday, April 24, 2026, specifically focused on improving its reports, and attended by Roblox personnel across its Product, Operations, Engineering, and Law Enforcement teams. We write today to supplement our April 22 response and provide additional information about that meeting.

The April 24 meeting facilitated continued detailed discussion between Roblox and NCMEC regarding enhancements to Roblox's reports, including recently implemented enhancements, further enhancements that are in the process of being implemented, and outstanding areas for additional potential improvements. Attachment A to this letter is the agenda as laid out by Roblox, which summarized these items and reserved most of the time for collaborative discussion of areas of potential improvement.

The recently made enhancements (Q4 2025 through Q1 2026) include:

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<sup>1</sup> See Letter from Charles E. Grassley, Chairman, Senate Comm. on the Judiciary, to Mr. David Baszucki, Founder and Chief Executive Officer, Roblox Corp., (April 8, 2026), [https://www.grassley.senate.gov/imo/media/doc/grassley\\_to\\_roblox\\_-\\_ncmec\\_follow-up.pdf](https://www.grassley.senate.gov/imo/media/doc/grassley_to_roblox_-_ncmec_follow-up.pdf).





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- Implementation of NCMEC annotations for text-based reports (Sadistic Online Exploitation (“SOE”), Minor to Minor interaction, etc.)
- Verified and unverified email addresses (including verification status) now reflected in reports
- Verified phone numbers (including verification status) now reflected in CyberTips
- IP Port Numbers now reflected in reports

Since the April 24 meeting, Roblox has made the following enhancements:

- “Informational” annotation within text chat reports (improving law enforcement’s triaging of our reports)
- Updated reporting threshold (reducing “noise” of non-actionable reports)

Additionally, in the coming weeks, Roblox anticipates implementing image annotations in its reports.

The open discussion portion of the in person meeting was particularly productive. It was helpful for the NCMEC and Roblox teams to sit side-by-side, look together at our respective tooling and systems to bridge any gaps of understanding about how we each work, and engage in productive conversation. In particular, it was useful to again (and as a group) review together example historical reports that were submitted by Roblox and step through in detail what is useful for NCMEC and law enforcement to be included within those reports in order to take action. Roblox’s aim is to provide reports that set the industry benchmark by ensuring they are actionable and of high quality, and therefore prioritized by law enforcement.

The discussion produced several valuable insights for the combined Roblox/NCMEC group. It helped the larger Roblox team further understand the full lifecycle of a report, from Roblox’s submission through NCMEC’s referral to law enforcement, and to see how the Roblox and NCMEC systems can better interoperate to provide and surface the most important information for any given report. It was also helpful for the larger Roblox team to hear NCMEC re-emphasize the importance of actionable reports. Much of the discussion covered how to remove “noise” from reports to make them more immediately actionable for law enforcement.

Specific areas for enhancement and action items included:

- **Clearer victim identification:** The team closely reviewed example reports in which individuals were identified as “victims” but may have been more accurately described as “bystanders” or another role. The team discussed how reports could be improved to more





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clearly and accurately identify the likely victim as opposed to, for example, mere other participants in a relevant chat conversation.

- **Evidence formatting and structure:** Standardizing formatting for chat logs in particular would make them more easily triaged by law enforcement.
- **Unverified phone numbers:** NCMEC explained that including unverified phone numbers can be of use to law enforcement, and Roblox discussed how to best include these numbers in reports with clear caveats that they are unverified.
- **Reordering of some fields:** The team discussed how law enforcement might miss, for example, the “notes” field that is currently at the end of reports but often includes key context, and proposed moving it to the beginning.
- **Automated age annotation with qualifications:** Roblox currently includes potential abuser/victim age information manually in the “notes” section but could include this information automatically in a clearer format, along with qualifiers about how the age assessment was made by Roblox.

The specific reports highlighted by NCMEC provided Roblox with a clear set of examples that have already been helpful in training its moderators and drafting revisions to its operational guidance and oversight. Roblox is performing root cause analysis on these example reports to determine where enhancements to our processes, guidance, and training can be made.

The group also discussed how to address differences between the number of public reports submitted to NCMEC in categories such as SOE and the number of related reports submitted by platforms such as Roblox. Roblox renewed its request that NCMEC provide identifying information (e.g., usernames, phone numbers, and email addresses) for reports in these categories. Roblox stated that access to this information would allow it to better identify and report SOE activity on its platform, or otherwise better speak to the divergent figures. NCMEC leadership stated that it is working to develop a process for sharing structured identifier information directly with platforms such as Roblox. NCMEC also agreed to provide Roblox with its own list of SOE-related keywords so Roblox can take appropriate action and assess whether use of those terms would increase its SOE reporting.

NCMEC leadership praised various aspects of Roblox’s reports, planned improvements, and proactive engagement on issues. Reflecting the highly positive and constructive nature of this on-site workshop, NCMEC and Roblox warmly agreed to continue with similar in-person meetings every six months, along with our existing monthly virtual syncs. We are grateful to NCMEC for hosting our team last month, and excited for continued collaborations.





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Your letter also asked for underlying documents showing feedback from NCMEC. As discussed with your staff, we are in the process of reviewing such documents and will be providing them as soon as possible.

Please do not hesitate to contact me if you have any questions regarding this submission.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Reinstra".

Mark Reinstra  
Chief Legal Officer, Roblox

