



February 20, 2024

Dear Ms. Fraser and Ms. Swan,

Thank you for your email dated February 5, 2024, in which you invited TikTok to respond to an article by *Al Jazeera* regarding deceptive recruitment practices of Filipino migrant workers. Since the article does not identically reference specific content or accounts on our platform, we cannot comment on an alleged specific instance. However, we appreciate the opportunity to respond to the concerns outlined in the report and to provide more detail on our policies and efforts to safeguard our community.

At TikTok, we prioritize user safety and content authenticity. Our policies prohibit content that attempts to defraud or scam members of our community. As we make clear in our [Community Guidelines](#), when we identify content that seeks to exploit the trust of our community members for personal benefit, we remove it. We ban accounts that repeatedly break our rules. We currently have more than 40,000 trust and safety professionals working to protect our community, and we expect to invest more than two billion dollars in trust and safety efforts this year alone to find and remove these types of content as quickly as possible. Of the content we took down for violating our rules on human exploitation, 92.6% was removed before it was reported to us, as you can see in our latest [Community Guidelines Enforcement Report](#).

In addition to striving to consistently and equitably enforce our rules, we collaborate closely with organizations such as the Department of Migrant Workers (DMW) in the Philippines to help safeguard Filipinos from illegal recruitment scams. In addition, we also launched several initiatives to spread awareness about digital literacy, including establishing an [in-app digital literacy hub in the Philippines](#).

We recognize that these behaviors and content are fast-evolving, with bad actors often changing tactics. This is why we invest in our enforcement capabilities and external partnerships to continue providing safe TikTok experiences for our Filipino community.

Thank you again for reaching out. We appreciate the opportunity to address this critical issue and our ongoing commitment to protect our community.

Sincerely,

A handwritten signature in black ink that reads "Lisa Hayes". The signature is fluid and cursive, with a long horizontal flourish at the end.

Lisa Hayes
Head of Safety Public Policy & Senior Counsel, Americas, TikTok