



# GoFundMe EU DSA Transparency Report 2024

Reporting Period: February 17 - December 31, 2024

## Introduction

GoFundMe is the world's leading online destination for people to give and receive help. Since our founding, we have become a trusted space for individuals, communities, and charities to raise funds for causes that matter most. From emergency relief and medical needs to community projects and charitable campaigns, GoFundMe connects donors with people and organizations seeking support in ways that are secure, transparent, and accessible.

Protecting the integrity of our community is central to this mission. We maintain clear standards for what is allowed on GoFundMe and enforce those standards consistently to ensure trust and safety. This Transparency Report is published in line with our obligations under the EU Digital Services Act (DSA), Articles 15 and 24. It provides insight into the content moderation activity that took place between **February 17 - December 31, 2024**.

## Summary of Enforcement Actions

When content is flagged for potential breach of our User [Terms of Service \(TOS\)](#), GoFundMe applies enforcement measures in proportion to the issue. A fundraiser may be placed into a suspended state, temporarily offline and unable to collect donations, while the matter is reviewed. Suspension is often a temporary step in this process rather than a final outcome. Following reviews, outcomes may include:

- **Cleared:** The fundraiser is reinstated if no violation is found.
- **Removal:** The fundraiser is permanently disabled if a violation is confirmed.
- **Ban:** In the most serious or repeated cases, the organizer's account is permanently disabled, preventing future use of the platform.

## User Reports

GoFundMe enables anyone to report a fundraiser for potential violations. Every fundraiser page includes a "Report fundraiser" button, which directs users to a dedicated form. This form allows individuals to select a reason for their concern, provide supporting details, and their contact information. Once submitted, the report is routed to our Trust & Safety team to review and determine the appropriate next steps.

During the reporting period, GoFundMe received 24,560 reports from EU users. Given that multiple people can report the same fundraiser, the number of reports received exceeds the number of actions taken.

**Table 1: User Reports and Enforcement Actions (EU)**

Total Reports Received	Total Actions Taken
24,560	1,805

**Table 2: Enforcement Actions by Reporting Reason (EU)**

Reporting Reason	GFM Action - Remove	GFM Action - Ban
Fraud & Deceptive Practices	15	164
Prohibited Goods & Services	482	0
Violent or Harmful Content	16	25
Intellectual Property	6	0
Financial crimes	371	726

The median time from user report to action across all categories was approximately 7.2 hours. All moderation actions during this period were taken on the basis of GoFundMe's User Terms of Service, in effect at the time of the action.

## Reports where action was taken based on the law

GoFundMe's policies prohibit a broad range of content that violates the law. In particular, Section 8.1 of our User Terms of Service prohibits any fundraiser or user content that promotes or involves "the violation of any law, regulation, industry requirement, or third-party guidelines or agreements by which you are bound, including those of payment card providers that are utilized in connection with the Services." In such cases, we primarily rely on and cite our Terms of Service when taking action. During the reporting period, all moderation actions were taken on the basis of TOS violations.

## Trusted Flaggers

GoFundMe did not receive any [Trusted Flagger](#) (as such term is defined under the DSA) reports during the reporting period.

## Actions taken at GoFundMe's Initiative

In addition to user reports, GoFundMe also proactively reviews fundraisers using a combination of automated detection tools and human review. These systems flag content that may violate any applicable laws, payment regulations, or our TOS and send it to our Trust & Safety team for review. All enforcement decisions are made by trained human reviewers.

A fundraiser may enter a suspended state either automatically (through detection systems) or manually (based on moderator review or additional information received). Suspension is temporary and not the final enforcement outcome; some fundraisers are reinstated, while others result in removals or bans.

**Table 3: Suspension Activity (EU) <sup>1</sup>**

<b>Total Suspensions</b>	<b>6,855</b>
<b>Suspensions Cleared</b>	<b>2,534</b>
<b>Suspensions Resulting in Removal</b>	<b>1,045</b>
<b>Suspensions Resulting in Ban</b>	<b>1,649</b>

Following suspension reviews, final enforcement actions are recorded as removals or bans. The table below summarizes the EU-based accounts that GoFundMe proactively moderated before receiving any reports.

**Table 4: Moderation Actions by Term Violation (EU)**

<b>Term Violation</b>	<b>Fundraisers Reviewed</b>	<b>GFM Action - Remove</b>	<b>GFM Action - Ban</b>
<b>Term 8.1</b>	<b>875</b>	<b>126</b>	<b>749</b>
<b>Term 8.2</b>	<b>464</b>	<b>313</b>	<b>151</b>
<b>Term 8.3</b>	<b>221</b>	<b>221</b>	<b>0</b>
<b>Term 8.4</b>	<b>4</b>	<b>4</b>	<b>0</b>
<b>Term 8.5</b>	<b>75</b>	<b>75</b>	<b>0</b>
<b>Term 8.6</b>	<b>414</b>	<b>236</b>	<b>178</b>
<b>Term 8.7</b>	<b>26</b>	<b>26</b>	<b>0</b>
<b>Term 8.8</b>	<b>35</b>	<b>10</b>	<b>25</b>
<b>Term 8.9</b>	<b>12</b>	<b>12</b>	<b>0</b>
<b>Term 8.10</b>	<b>1</b>	<b>1</b>	<b>0</b>
<b>Term 8.11</b>	<b>2</b>	<b>2</b>	<b>0</b>
<b>Term 8.12</b>	<b>203</b>	<b>203</b>	<b>0</b>
<b>Term 8.13</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Term 8.14</b>	<b>257</b>	<b>257</b>	<b>0</b>

<sup>1</sup> Suspensions are temporary measures applied while a fundraiser is under review. A fundraiser may be suspended more than once during a reporting period, so totals will not align directly with final removals or bans.

Term 8.15	2	2	0
Term 8.16	1	1	0
Term 8.17	0	0	0
Term 8.18	5	5	0
Term 8.19	0	0	0
Term 8.20	0	0	0
Term 8.21	1,810	1,435	375

## Appeals

We notify users whenever GoFundMe takes an enforcement action on their account or fundraiser. Each notice includes information about the decision, the policy violated (if applicable), the action taken, and an opportunity to appeal.

Users are encouraged to submit an appeal when they believe an enforcement action was applied in error. Appeals allow for a second review of the decision by a separate reviewer. While not all appeals result in a reversal, they ensure that enforcement actions receive a fair and independent reassessment.

**Table 5: Appeals Outcomes (EU)**

Reason for Appeal	Total	Number of decisions upheld on appeal	Number of decisions reversed on appeal	Median time from appeal to final action
Appeal decision to suspend fundraiser	2	1	1	24 hours
Appeal decision to remove fundraiser	3	2	1	48 hours
Appeal decision to ban account	34	34	0	36 hours

## GoFundMe's Content Moderation Automated Systems

GoFundMe uses automated systems to assist in detecting potentially non-compliant content. These tools help identify patterns such as prohibited terms, high-risk fundraising behavior, or harmful imagery. Their purpose is to surface content for review so that our moderation team can act quickly and consistently.

Final enforcement decisions are always made by trained human reviewers. Automated tools are designed to support moderators, not replace their judgment. To maintain accuracy and fairness, every flagged item is reviewed by a moderator, and our systems are regularly checked and updated through quality assurance processes.

By combining automation with human expertise, GoFundMe is able to review content more efficiently while maintaining fairness and proportionality in enforcement.

## **Measures taken to provide training and assistance to persons in charge of content moderation**

Content moderation decisions on GoFundMe are made by trained analysts. All moderators complete onboarding training before they are permitted to take enforcement actions. They also receive regular training to stay up to date on policy updates and enforcement principles.

Quality assurance systems are in place to review samples of moderator decisions, provide feedback, and track accuracy. These processes ensure that enforcement is applied consistently and in line with our TOS.

## **Government Requests**

During the reporting period, GoFundMe received 39 orders from relevant national judicial or administrative authorities to request user account information. GoFundMe did not receive any such orders to remove content from our platform.