

Congress of the United States

Washington, DC 20515

October 19, 2023

Mr. Jeff Bezos
Executive Chairman
Amazon
410 Terry Ave North
Seattle, WA 98109

Dear Mr. Bezos:

As we approach the 2024 elections, we write to express serious concern about recent reporting that Amazon Alexa – a virtual voice assistant tool relied upon by millions of Americans – is repeating false claims about the outcome of the 2020 elections and to request information about your efforts to combat this troubling content.

According to public reports,¹ when asked about the 2020 presidential election Amazon Alexa cited unvetted sources to make false claims about election fraud. While Alexa relies on a variety of sources to answer questions, when asked about the 2020 presidential election it appears that some answers were provided by contributors instead of verified news sources.

This spreading of election-related misinformation and disinformation is particularly troubling given the emerging use of artificial intelligence to mislead voters. With some ballots for the 2024 election being sent out as early as this December, it is important that proactive measures are promptly taken so that voters can trust the information that is provided to them.

It is for this reason that we request responses to the following questions by November 3, 2023.

- What is Amazon’s existing policy to address the spread and amplification of election misinformation and disinformation by Alexa? What steps have been taken to improve the accuracy of information repeated by Alexa?
- How is Amazon vetting responses from contributors, particularly responses pertaining to our elections?
- In advance of the 2024 elections, what additional protections does Amazon intend to implement to prevent the spread of election misinformation and disinformation?
- What procedures does Amazon make available for users or others to raise concerns or complaints of misinformation shared by Alexa?

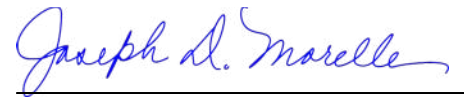
Thank you for your attention to these important issues. We look forward to your response.

Sincerely,

¹ Cat Zakrzewski, *Alexa says the 2020 election was stolen. What does it mean for 2024?* The Washington Post, October 7, 2023, <https://www.washingtonpost.com/technology/2023/10/07/amazon-alexa-news-2020-election-misinformation/>.



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United States Senator
Chairwoman, Committee on Rules
and Administration



Joseph D. Morelle
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Ranking Member, Committee on
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