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United States Senate

COMMITTEE ON HEALTH, EDUCATION,
LABOR, AND PENSIONS

WASHINGTON, DC 20510-6300

September 30, 2025

VIA ELECTRONIC TRANSMISSION

Karandeep Anand
Chief Executive Officer
Character.AI
700 El Camino Real, Suite 120
Menlo Park, CA 94025

Dear Mr. Anand,

The acceleration of artificial intelligence (AI) tools available to consumers has skyrocketed in recent years. A recent poll found that 57% of adults in the United States use AI once or more daily.¹ AI use is not just limited, however, to adults. Studies indicate that AI use is widespread amongst students, with one estimate finding 86% use AI as part of their studies.² While these tools have enormous promise, it is important that they are safe as well.

Tragically, teenagers have taken their own lives after being influenced by AI platforms. That AI would have the capability to encourage, instruct, or convince a user—in one of the most recent cases a fourteen-year-old—to end his life is deeply troubling. Reports indicate that teenagers were able to get AI chatbots to respond to questions, including how to hide evidence of self-harm, sexually explicit conversations, and even ignoring specific comments related to suicide.³

The safety of AI tools, particularly those available to children and teenagers, is paramount. It is unacceptable that AI tools do not have robust policies in place to ensure that they do not support or encourage harm.

To that end, we request answers to the following questions by **October 15, 2025**:

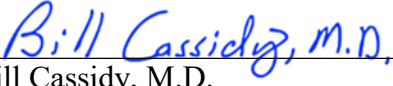
¹ Colleen McClain et al., *Artificial intelligence in daily life: Views and experiences*, Pew Research Center (Apr. 3, 2025), <https://www.pewresearch.org/internet/2025/04/03/artificial-intelligence-in-daily-life-views-and-experiences/>.

² Rhea Kelly, *Survey: 86% of Students Already use AI in Their Studies*, Campus Technology (Aug. 28, 2024), <https://campustechnology.com/articles/2024/08/28/survey-86-of-students-already-use-ai-in-their-studies.aspx>.

³ *More Families sue Character.AI developer, alleging app played a role in teens' suicide and suicide attempt*, CNN (Sept. 16, 2025), <https://www.cnn.com/2025/09/16/tech/character-ai-developer-lawsuit-teens-suicide-and-suicide-attempt>; Jeff Horwitz, *Meta's AI rules have let bots hold 'sensual' chats with kids, offer false medical info*, Reuters (Aug. 14, 2025), <https://www.reuters.com/investigates/special-report/meta-ai-chatbot-guidelines/>.

1. Does Character.AI have any age-verification tools in place before individuals can use Character.ai? If so, what are those tools?
2. Does Character.AI have any internal policies in place that limit or prohibit certain conversations or content from being shared? If so, what are those policies?
3. Does Character.AI have any human auditing to ensure children and teenagers are not using Character.ai? If so, please describe those processes.
4. Does Character.AI have internal procedures in place to identify and track adverse events?
5. Does Character.AI collect any safety information after an incident has been identified or reported?
 - a. How are those tools made available to consumers using Character.ai?
 - b. What information is collected?
 - c. How is that information used to improve safety mechanisms at Character.AI?
6. How does Character.AI ensure that Character.ai does not use prompts that may violate its terms of service to improve or advance its learning?

Sincerely,



Bill Cassidy, M.D.
Chairman
U.S. Senate Committee on Health,
Education, Labor, and Pensions



Josh Hawley
United States Senator