

SB2823



104TH GENERAL ASSEMBLY

State of Illinois

2025 and 2026

SB2823

Introduced 1/13/2026, by Sen. Steve Stadelman

SYNOPSIS AS INTRODUCED:

815 ILCS 505/2MMMM new

Amends the Consumer Fraud and Deceptive Business Practices Act. Provides that a social media company shall make available to account holders a 24-hour toll-free telephone number through which an account holder may contact a live customer service representative of the social media company to report fraudulent activity on an account holder's social media account, including, but not limited to, unauthorized access. Provides that a social media company shall include the telephone number and an explanation of the purpose of the telephone number in any email notification concerning account security sent to an account holder and post the telephone number and explanation in a prominent location on the homepage or help page of the social media platform. Provides that a violation of the provision constitutes an unlawful practice within the meaning of the Act.

LRB104 16967 SPS 30381 b

A BILL FOR

1 AN ACT concerning business.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 5. The Consumer Fraud and Deceptive Business
5 Practices Act is amended by adding Section 2MMMM as follows:

6 (815 ILCS 505/2MMMM new)

7 Sec. 2MMMM. Social media; report fraudulent activity.

8 (a) As used in this Section:

9 "Account holder" means a resident of this State who has a
10 social media account on a social media platform.

11 "Social media account" means a profile created by a person
12 on a social media platform that contains personal information,
13 including name, phone number, email, or other identifying
14 information. "Social media account" includes a profile created
15 by a person that only contains pictures or videos that the
16 person owns and shares.

17 "Social media company" means a person, business, or other
18 legal entity and its agents, assignees, or representatives
19 that provides or operates a social media platform with at
20 least 5,000,000 users.

21 "Social media platform" means a public or semi-public
22 Internet-based service or application with users in this
23 State, that:

1 (1) allows users to construct a public or semi-public
2 social media account for the purposes of using the
3 platform, populate a list of other users with whom the
4 user shares a social connection through the platform, and
5 post content viewable by other users of the platform; and

6 (2) is designed to connect users within the platform
7 to facilitate social interactions, except that a service
8 or application that provides email or direct messaging
9 services shall not be considered a social media platform
10 solely based on the existence of that functionality.

11 "Social media platform" does not include an Internet-based
12 service or application for which interactions between users
13 are solely related to the provision of direct messages,
14 commercial and financial transactions, peer-to-peer payments,
15 consumer engagement around products, product reviews, sellers,
16 services, events, or places, or any combination thereof.

17 (b) A social media company shall make available to account
18 holders a 24-hour toll-free telephone number through which an
19 account holder may contact a live customer service
20 representative of the social media company to report
21 fraudulent activity on an account holder's social media
22 account, including, but not limited to, unauthorized access.

23 (c) A social media company shall include the telephone
24 number made available in accordance with subsection (b) and an
25 explanation of the purpose of the telephone number in any
26 email notification concerning account security sent to an

1 account holder and post the telephone number and explanation
2 in a prominent location on the homepage or help page of the
3 social media platform.

4 (d) A violation of this Section constitutes an unlawful
5 practice within the meaning of this Act.