

United States Senate

SPECIAL COMMITTEE ON AGING

WASHINGTON, DC 20510-6400

(202) 224-5364

July 29, 2026

Mr. Sam Altman
Chief Executive Officer
OpenAI OpCo, LLC
1455 Third Street
San Francisco, CA 94158

Dear Mr. Altman:

We write today concerning the use of generative AI companions¹ by older adults, people with disabilities, and their caregivers. Nearly 62 million Americans are age 65 or older,² and older adults are more likely to have a disability.³ Roughly 63 million Americans are caregivers, 94 percent of whom care for an adult.⁴ Generative AI could provide these Americans with tools that improve their quality of life, promote independence, and enhance their well-being. However, reports suggest that generative AI companions, including chatbots, can fail to live up to this potential and may not consider the needs of at-risk populations in the design phase. Accordingly, we ask your company to provide the Senate Special Committee on Aging (Aging Committee) with information that will help it understand how generative AI companions affect America's aging community.

Generative AI has great potential to improve the lives of older adults, people with disabilities, and caregivers. AI products may help older adults detect health problems and live independently.⁵ Generative AI may benefit people with disabilities by helping them

¹ Generative artificial intelligence is “a deep-learning-based computing model that, when prompted by a User, generates statistically-probable outputs – such as text, images, audio, or other content – that mimic human communication and creativity.” An AI companion product is “a computer program accessible via a website, application, or devices that uses Generative Artificial Intelligence and can simulate human-like communication between the User and the program.” See Federal Trade Commission, *Order to File a Special Report*, FTC Matter No. P254500, Washington, DC, 2025, at 14 and 15, (hereinafter “FTC Chatbot Order”), https://www.ftc.gov/system/files/ftc_gov/pdf/AICompanionChatbot6%28b%29Order.pdf.

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³ “Prevalence of Disabilities and Health Care Access by Disability Status and Type Among Adults,” Centers for Disease Control and Prevention, April 11, 2025, <https://www.cdc.gov/disability-and-health/articles-documents/disabilities-health-care-access.html>.

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communicate with others⁶ or operate assistive technology.⁷ Caregivers may find generative AI helpful for coordinating medical appointments or tracking the health of a loved-one.⁸ However, to live up to this potential, generative AI companions must be safe to use, incorporating the needs of older adults, people with disabilities, and their caregivers.

We know this is not always the case. For example, Thongbue Wongbandue – a 76-year-old man with possible cognitive difficulties from a stroke – was fatally injured while traveling to meet a chatbot that claimed to be a real person, seemingly unaware that “Billie” was AI.⁹ Another older adult, 75-year-old Joe Riley, repeatedly delayed recommended cancer treatments after relying on generative AI tools for medical advice.¹⁰ Older adults are the frequent target of scams,¹¹ yet one investigation demonstrated that AI powered chatbots can easily be manipulated to craft phishing e-mails, even with built in safety features.¹² Meanwhile, one chatbot responded to caregiving questions with death threats,¹³ while a study reported that popular chatbot apps did not work properly with assistive devices for blind users.¹⁴ Some research also suggests that output from generative AI models may be biased against at-risk populations, including older adults and people with disabilities.¹⁵

As the use of generative AI increases, its use by older adults, people with disabilities, and caregivers is also likely to increase. Although older adults tend to adopt new technology more slowly than younger adults, research suggests that older adults will adopt new technology they

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⁷ Abdulla Alsaleh, “The Influence of Artificial Intelligence on Individuals with Disabilities,” *Acta Psychologica* 262, February 2026, <https://www.sciencedirect.com/science/article/pii/S0001691825013241>.

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find useful.¹⁶ Unsurprisingly, AI use among older adults nearly doubled between 2024 and 2025 from 18 percent to 30 percent, with particular interest in use of the technology for answering health questions or providing nutritional guidance.¹⁷ A March 2026 poll found that only 27 percent of Americans age 18 or older have never used AI tools, down from 33 percent in 2025.¹⁸ Those trends suggest an increase in AI use is also likely among the roughly 28 percent of adults who have a disability¹⁹ and the one in four adults who are caregivers.²⁰

As the use of generative AI companions increases, how developers seek to mitigate harm and respond to the needs of at-risk populations becomes ever more paramount. Cognitive changes due to aging appear to make older adults more susceptible to confusion and deception,²¹ potentially placing them at risk when interacting with generative AI chatbots. People with disabilities may be particularly vulnerable to fraud facilitated by generative AI for a variety of reasons, including but not limited to reliance on caregivers, limited transportation options, limited access to sign language interpreters and assistive devices, and isolation from the community.²² Design processes that do not allow feedback from older adults and people with disabilities suggest that these risks may not be addressed on the front end of product development, leaving these populations vulnerable when using AI tools.²³ Indeed, older adults in one focus group associated generative AI with “loss of control,” with one participant stating that older adults “have no say and representation” with the technology.²⁴

The Senate Aging Committee has jurisdiction over “any and all matters pertaining to problems and opportunities of older people.”²⁵ As the use of generative AI companions becomes increasingly commonplace in the United States, the Aging Committee must understand how those products affect America’s aging community, and the role older Americans are playing in their design. Accordingly, we ask your company to answer the following questions no later than

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August 31, 2026. When answering the questions, please include information for all of your company's products that meet the definition of an "AI companion product or service" as defined by the Federal Trade Commission in its 2025 order to file a special report.²⁶

1. Does your company track the age of users of its AI companion products? If so, please provide data on the age of the users of your AI companion products for each year in 2023, 2024, and 2025, including the number and percentage of users who were:
 - a. Under 18
 - b. Age 18-30
 - c. Age 31 to 50
 - d. Age 51 to 64
 - e. Age 65 to 74
 - f. Age 75 to 84
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2. What safety testing does your company perform for its AI companion products?
 - a. Is safety testing conducted by a team within your company or a team external to your company, such as a contractor?
 - b. Does your company perform safety testing both prior to release and after release?
 - c. If your company performs safety testing after an AI companion product is released, how often does such testing occur?
3. Does your company track adverse events or harms involving users of your AI products, including hospitalizations, financial losses, or deaths? If so, please describe:
 - a. The types of incidents tracked;
 - b. How the incidents are identified;
 - c. Any patterns observed among older users, including among users age 50 or older and age 65 or older; and
 - d. How those patterns compare to patterns observed among younger cohorts of users.
4. What types of safeguards do you build into your AI companion products to mitigate harm and protect at-risk users, including older adults, users with cognitive impairment and other disabilities, and users in crisis? Please provide a comprehensive overview, including, but not limited to, the following topics:
 - a. What specific types of user behaviors or red flags do your AI companion products monitor for, such as expressions of distress, confusion, or requests for guidance on sensitive topics?

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- b. What types of responses are triggered in reaction to a red flag or banned behavior by a user?
 - c. Are there responses or actions by your AI companion products that are not allowed?
 - d. Do your AI companion products include specific safeguards that are designed for older adults or people with disabilities? If so, please describe those safeguards.
 - e. How does your company account for the possibility that some users may experience cognitive impairment or difficulty understanding the capabilities and limitations of AI systems?
 - f. What steps does your company take to assess whether older adult users and users with disabilities understand the capabilities and limitations of your AI products, including the distinction between AI-generated and human responses?
 - g. What types of safeguards are incorporated into your AI companion products to limit or end user engagement, and what are the factors that trigger those safeguards?
 - h. What is the threshold for elevating an interaction with an AI companion product to the attention of a human being, either internal or external to your company, and how quickly does that escalation occur?
 - i. Does your company offer mechanisms to notify the family members or caregivers of older adults or people with disabilities of concerning interactions with your AI companion products? If so, please describe how those mechanisms work and any privacy considerations involved.
 - j. What safeguards exist to prevent your AI from facilitating scams, fraud, or financial exploitation targeting older adults and people with disabilities?
 - k. Can your AI detect and respond to user queries that resemble scam victimization (e.g., gift cards, wire transfers, impersonation)?
5. How does your company include older adults, people with disabilities, caregivers, and groups that represent them in the development of new AI companion products? Do they have opportunities to provide feedback on the AI companion product, including the intended use of the product, product features and design, and product safety protocols?
6. Does your company provide independent researchers access to data or tools to study the effects of your AI products on older adults and people with disabilities? If so, please describe the scope of that access as well as any findings by independent researchers on how your products affect older adults and people with disabilities.

Thank you for your attention to this matter. If you have questions, please feel free to reach out to Ranking Member Gillibrand's Aging Committee staff at 202-224-0185.

Sincerely,



Kirsten Gillibrand
United States Senator
Ranking Member
Senate Special Committee on Aging



Mark Kelly
United States Senator

United States Senate

SPECIAL COMMITTEE ON AGING

WASHINGTON, DC 20510-6400

(202) 224-5364

July 29, 2026

Mr. Satya Nadella
Chairman and Chief Executive Officer
Microsoft Corporation
One Microsoft Way
Redmond, WA 98052

Dear Mr. Nadella:

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SPECIAL COMMITTEE ON AGING

WASHINGTON, DC 20510-6400

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July 29, 2026

Mr. Sundar Pichai
Chief Executive Officer
Google, Inc.
1600 Amphitheatre Parkway,
Mountain View, CA 94043

Dear Mr. Pichai:

We write today concerning the use of generative AI companions¹ by older adults, people with disabilities, and their caregivers. Nearly 62 million Americans are age 65 or older,² and older adults are more likely to have a disability.³ Roughly 63 million Americans are caregivers, 94 percent of whom care for an adult.⁴ Generative AI could provide these Americans with tools that improve their quality of life, promote independence, and enhance their well-being. However, reports suggest that generative AI companions, including chatbots, can fail to live up to this potential and may not consider the needs of at-risk populations in the design phase. Accordingly, we ask your company to provide the Senate Special Committee on Aging (Aging Committee) with information that will help it understand how generative AI companions affect America's aging community.

Generative AI has great potential to improve the lives of older adults, people with disabilities, and caregivers. AI products may help older adults detect health problems and live independently.⁵ Generative AI may benefit people with disabilities by helping them

¹ Generative artificial intelligence is “a deep-learning-based computing model that, when prompted by a User, generates statistically-probable outputs – such as text, images, audio, or other content – that mimic human communication and creativity.” An AI companion product is “a computer program accessible via a website, application, or devices that uses Generative Artificial Intelligence and can simulate human-like communication between the User and the program.” See Federal Trade Commission, *Order to File a Special Report*, FTC Matter No. P254500, Washington, DC, 2025, at 14 and 15, (hereinafter “FTC Chatbot Order”), https://www.ftc.gov/system/files/ftc_gov/pdf/AICompanionChatbot6%28b%29Order.pdf.

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communicate with others⁶ or operate assistive technology.⁷ Caregivers may find generative AI helpful for coordinating medical appointments or tracking the health of a loved-one.⁸ However, to live up to this potential, generative AI companions must be safe to use, incorporating the needs of older adults, people with disabilities, and their caregivers.

We know this is not always the case. For example, Thongbue Wongbandue – a 76-year-old man with possible cognitive difficulties from a stroke – was fatally injured while traveling to meet a chatbot that claimed to be a real person, seemingly unaware that “Billie” was AI.⁹ Another older adult, 75-year-old Joe Riley, repeatedly delayed recommended cancer treatments after relying on generative AI tools for medical advice.¹⁰ Older adults are the frequent target of scams,¹¹ yet one investigation demonstrated that AI powered chatbots can easily be manipulated to craft phishing e-mails, even with built in safety features.¹² Meanwhile, one chatbot responded to caregiving questions with death threats,¹³ while a study reported that popular chatbot apps did not work properly with assistive devices for blind users.¹⁴ Some research also suggests that output from generative AI models may be biased against at-risk populations, including older adults and people with disabilities.¹⁵

As the use of generative AI increases, its use by older adults, people with disabilities, and caregivers is also likely to increase. Although older adults tend to adopt new technology more slowly than younger adults, research suggests that older adults will adopt new technology they

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As the use of generative AI companions increases, how developers seek to mitigate harm and respond to the needs of at-risk populations becomes ever more paramount. Cognitive changes due to aging appear to make older adults more susceptible to confusion and deception,²¹ potentially placing them at risk when interacting with generative AI chatbots. People with disabilities may be particularly vulnerable to fraud facilitated by generative AI for a variety of reasons, including but not limited to reliance on caregivers, limited transportation options, limited access to sign language interpreters and assistive devices, and isolation from the community.²² Design processes that do not allow feedback from older adults and people with disabilities suggest that these risks may not be addressed on the front end of product development, leaving these populations vulnerable when using AI tools.²³ Indeed, older adults in one focus group associated generative AI with “loss of control,” with one participant stating that older adults “have no say and representation” with the technology.²⁴

The Senate Aging Committee has jurisdiction over “any and all matters pertaining to problems and opportunities of older people.”²⁵ As the use of generative AI companions becomes increasingly commonplace in the United States, the Aging Committee must understand how those products affect America’s aging community, and the role older Americans are playing in their design. Accordingly, we ask your company to answer the following questions no later than

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August 31, 2026. When answering the questions, please include information for all of your company's products that meet the definition of an "AI companion product or service" as defined by the Federal Trade Commission in its 2025 order to file a special report.²⁶

1. Does your company track the age of users of its AI companion products? If so, please provide data on the age of the users of your AI companion products for each year in 2023, 2024, and 2025, including the number and percentage of users who were:
 - a. Under 18
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 - a. Is safety testing conducted by a team within your company or a team external to your company, such as a contractor?
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3. Does your company track adverse events or harms involving users of your AI products, including hospitalizations, financial losses, or deaths? If so, please describe:
 - a. The types of incidents tracked;
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 - c. Any patterns observed among older users, including among users age 50 or older and age 65 or older; and
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4. What types of safeguards do you build into your AI companion products to mitigate harm and protect at-risk users, including older adults, users with cognitive impairment and other disabilities, and users in crisis? Please provide a comprehensive overview, including, but not limited to, the following topics:
 - a. What specific types of user behaviors or red flags do your AI companion products monitor for, such as expressions of distress, confusion, or requests for guidance on sensitive topics?

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 - h. What is the threshold for elevating an interaction with an AI companion product to the attention of a human being, either internal or external to your company, and how quickly does that escalation occur?
 - i. Does your company offer mechanisms to notify the family members or caregivers of older adults or people with disabilities of concerning interactions with your AI companion products? If so, please describe how those mechanisms work and any privacy considerations involved.
 - j. What safeguards exist to prevent your AI from facilitating scams, fraud, or financial exploitation targeting older adults and people with disabilities?
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5. How does your company include older adults, people with disabilities, caregivers, and groups that represent them in the development of new AI companion products? Do they have opportunities to provide feedback on the AI companion product, including the intended use of the product, product features and design, and product safety protocols?
6. Does your company provide independent researchers access to data or tools to study the effects of your AI products on older adults and people with disabilities? If so, please describe the scope of that access as well as any findings by independent researchers on how your products affect older adults and people with disabilities.

Thank you for your attention to this matter. If you have questions, please feel free to reach out to Ranking Member Gillibrand's Aging Committee staff at 202-224-0185.

Sincerely,



Kirsten Gillibrand
United States Senator
Ranking Member
Senate Special Committee on Aging



Mark Kelly
United States Senator

United States Senate

SPECIAL COMMITTEE ON AGING

WASHINGTON, DC 20510-6400

(202) 224-5364

July 29, 2026

Mr. Dario Amodei
Chief Executive Officer
Anthropic PBC
548 Market St., PMB 90375
San Francisco, CA 94104

Dear Mr. Amodei:

We write today concerning the use of generative AI companions¹ by older adults, people with disabilities, and their caregivers. Nearly 62 million Americans are age 65 or older,² and older adults are more likely to have a disability.³ Roughly 63 million Americans are caregivers, 94 percent of whom care for an adult.⁴ Generative AI could provide these Americans with tools that improve their quality of life, promote independence, and enhance their well-being. However, reports suggest that generative AI companions, including chatbots, can fail to live up to this potential and may not consider the needs of at-risk populations in the design phase. Accordingly, we ask your company to provide the Senate Special Committee on Aging (Aging Committee) with information that will help it understand how generative AI companions affect America's aging community.

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SPECIAL COMMITTEE ON AGING

WASHINGTON, DC 20510-6400

(202) 224-5364

July 29, 2026

Mr. Aravind Srinivas
Chief Executive Officer
Perplexity AI, Inc.
115 Sansome St., Suite 900
San Francisco, CA 94104

Dear Mr. Srinivas:

We write today concerning the use of generative AI companions¹ by older adults, people with disabilities, and their caregivers. Nearly 62 million Americans are age 65 or older,² and older adults are more likely to have a disability.³ Roughly 63 million Americans are caregivers, 94 percent of whom care for an adult.⁴ Generative AI could provide these Americans with tools that improve their quality of life, promote independence, and enhance their well-being. However, reports suggest that generative AI companions, including chatbots, can fail to live up to this potential and may not consider the needs of at-risk populations in the design phase. Accordingly, we ask your company to provide the Senate Special Committee on Aging (Aging Committee) with information that will help it understand how generative AI companions affect America's aging community.

Generative AI has great potential to improve the lives of older adults, people with disabilities, and caregivers. AI products may help older adults detect health problems and live independently.⁵ Generative AI may benefit people with disabilities by helping them

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communicate with others⁶ or operate assistive technology.⁷ Caregivers may find generative AI helpful for coordinating medical appointments or tracking the health of a loved-one.⁸ However, to live up to this potential, generative AI companions must be safe to use, incorporating the needs of older adults, people with disabilities, and their caregivers.

We know this is not always the case. For example, Thongbue Wongbandue – a 76-year-old man with possible cognitive difficulties from a stroke – was fatally injured while traveling to meet a chatbot that claimed to be a real person, seemingly unaware that “Billie” was AI.⁹ Another older adult, 75-year-old Joe Riley, repeatedly delayed recommended cancer treatments after relying on generative AI tools for medical advice.¹⁰ Older adults are the frequent target of scams,¹¹ yet one investigation demonstrated that AI powered chatbots can easily be manipulated to craft phishing e-mails, even with built in safety features.¹² Meanwhile, one chatbot responded to caregiving questions with death threats,¹³ while a study reported that popular chatbot apps did not work properly with assistive devices for blind users.¹⁴ Some research also suggests that output from generative AI models may be biased against at-risk populations, including older adults and people with disabilities.¹⁵

As the use of generative AI increases, its use by older adults, people with disabilities, and caregivers is also likely to increase. Although older adults tend to adopt new technology more slowly than younger adults, research suggests that older adults will adopt new technology they

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As the use of generative AI companions increases, how developers seek to mitigate harm and respond to the needs of at-risk populations becomes ever more paramount. Cognitive changes due to aging appear to make older adults more susceptible to confusion and deception,²¹ potentially placing them at risk when interacting with generative AI chatbots. People with disabilities may be particularly vulnerable to fraud facilitated by generative AI for a variety of reasons, including but not limited to reliance on caregivers, limited transportation options, limited access to sign language interpreters and assistive devices, and isolation from the community.²² Design processes that do not allow feedback from older adults and people with disabilities suggest that these risks may not be addressed on the front end of product development, leaving these populations vulnerable when using AI tools.²³ Indeed, older adults in one focus group associated generative AI with “loss of control,” with one participant stating that older adults “have no say and representation” with the technology.²⁴

The Senate Aging Committee has jurisdiction over “any and all matters pertaining to problems and opportunities of older people.”²⁵ As the use of generative AI companions becomes increasingly commonplace in the United States, the Aging Committee must understand how those products affect America’s aging community, and the role older Americans are playing in their design. Accordingly, we ask your company to answer the following questions no later than

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August 31, 2026. When answering the questions, please include information for all of your company's products that meet the definition of an "AI companion product or service" as defined by the Federal Trade Commission in its 2025 order to file a special report.²⁶

1. Does your company track the age of users of its AI companion products? If so, please provide data on the age of the users of your AI companion products for each year in 2023, 2024, and 2025, including the number and percentage of users who were:
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4. What types of safeguards do you build into your AI companion products to mitigate harm and protect at-risk users, including older adults, users with cognitive impairment and other disabilities, and users in crisis? Please provide a comprehensive overview, including, but not limited to, the following topics:
 - a. What specific types of user behaviors or red flags do your AI companion products monitor for, such as expressions of distress, confusion, or requests for guidance on sensitive topics?

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 - i. Does your company offer mechanisms to notify the family members or caregivers of older adults or people with disabilities of concerning interactions with your AI companion products? If so, please describe how those mechanisms work and any privacy considerations involved.
 - j. What safeguards exist to prevent your AI from facilitating scams, fraud, or financial exploitation targeting older adults and people with disabilities?
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5. How does your company include older adults, people with disabilities, caregivers, and groups that represent them in the development of new AI companion products? Do they have opportunities to provide feedback on the AI companion product, including the intended use of the product, product features and design, and product safety protocols?
6. Does your company provide independent researchers access to data or tools to study the effects of your AI products on older adults and people with disabilities? If so, please describe the scope of that access as well as any findings by independent researchers on how your products affect older adults and people with disabilities.

Thank you for your attention to this matter. If you have questions, please feel free to reach out to Ranking Member Gillibrand's Aging Committee staff at 202-224-0185.

Sincerely,



Kirsten Gillibrand
United States Senator
Ranking Member
Senate Special Committee on Aging



Mark Kelly
United States Senator

United States Senate

SPECIAL COMMITTEE ON AGING

WASHINGTON, DC 20510-6400

(202) 224-5364

July 29, 2026

Mr. Elon Musk
Chief Executive Officer
X. AI LLC
1450 Page Mill Rd.,
Palo Alto, CA 94304

Dear Mr. Musk:

We write today concerning the use of generative AI companions¹ by older adults, people with disabilities, and their caregivers. Nearly 62 million Americans are age 65 or older,² and older adults are more likely to have a disability.³ Roughly 63 million Americans are caregivers, 94 percent of whom care for an adult.⁴ Generative AI could provide these Americans with tools that improve their quality of life, promote independence, and enhance their well-being. However, reports suggest that generative AI companions, including chatbots, can fail to live up to this potential and may not consider the needs of at-risk populations in the design phase. Accordingly, we ask your company to provide the Senate Special Committee on Aging (Aging Committee) with information that will help it understand how generative AI companions affect America's aging community.

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SPECIAL COMMITTEE ON AGING

WASHINGTON, DC 20510-6400

(202) 224-5364

July 29, 2026

Mr. Mark Zuckerberg
Chief Executive Officer
Meta Platforms, Inc.
1 Meta Way,
Menlo Park, CA 94025

Dear Mr. Zuckerberg:

We write today concerning the use of generative AI companions¹ by older adults, people with disabilities, and their caregivers. Nearly 62 million Americans are age 65 or older,² and older adults are more likely to have a disability.³ Roughly 63 million Americans are caregivers, 94 percent of whom care for an adult.⁴ Generative AI could provide these Americans with tools that improve their quality of life, promote independence, and enhance their well-being. However, reports suggest that generative AI companions, including chatbots, can fail to live up to this potential and may not consider the needs of at-risk populations in the design phase. Accordingly, we ask your company to provide the Senate Special Committee on Aging (Aging Committee) with information that will help it understand how generative AI companions affect America's aging community.

Generative AI has great potential to improve the lives of older adults, people with disabilities, and caregivers. AI products may help older adults detect health problems and live independently.⁵ Generative AI may benefit people with disabilities by helping them

¹ Generative artificial intelligence is “a deep-learning-based computing model that, when prompted by a User, generates statistically-probable outputs – such as text, images, audio, or other content – that mimic human communication and creativity.” An AI companion product is “a computer program accessible via a website, application, or devices that uses Generative Artificial Intelligence and can simulate human-like communication between the User and the program.” See Federal Trade Commission, *Order to File a Special Report*, FTC Matter No. P254500, Washington, DC, 2025, at 14 and 15, (hereinafter “FTC Chatbot Order”), https://www.ftc.gov/system/files/ftc_gov/pdf/AICompanionChatbot6%28b%29Order.pdf.

² “Older Adults Outnumber Children in 11 States and Nearly Half of U.S. Counties,” United States Census Bureau, June 26, 2025, <https://www.census.gov/newsroom/press-releases/2025/older-adults-outnumber-children.html>.

³ “Prevalence of Disabilities and Health Care Access by Disability Status and Type Among Adults,” Centers for Disease Control and Prevention, April 11, 2025, <https://www.cdc.gov/disability-and-health/articles-documents/disabilities-health-care-access.html>.

⁴ “Caregiving in the US 2025,” AARP, July 24, 2025, (hereinafter “AARP Caregiving Report”), <https://www.aarp.org/pri/topics/ltss/family-caregiving/caregiving-in-the-us-2025/>.

⁵ Laura McDaniel et al., “Aging with Artificial Intelligence: How Technology Enhances Older Adults’ Health and Independence,” *The Journals of Gerontology: Series A* 80 no 7, July 2025,

communicate with others⁶ or operate assistive technology.⁷ Caregivers may find generative AI helpful for coordinating medical appointments or tracking the health of a loved-one.⁸ However, to live up to this potential, generative AI companions must be safe to use, incorporating the needs of older adults, people with disabilities, and their caregivers.

We know this is not always the case. For example, Thongbue Wongbandue – a 76-year-old man with possible cognitive difficulties from a stroke – was fatally injured while traveling to meet a chatbot that claimed to be a real person, seemingly unaware that “Billie” was AI.⁹ Another older adult, 75-year-old Joe Riley, repeatedly delayed recommended cancer treatments after relying on generative AI tools for medical advice.¹⁰ Older adults are the frequent target of scams,¹¹ yet one investigation demonstrated that AI powered chatbots can easily be manipulated to craft phishing e-mails, even with built in safety features.¹² Meanwhile, one chatbot responded to caregiving questions with death threats,¹³ while a study reported that popular chatbot apps did not work properly with assistive devices for blind users.¹⁴ Some research also suggests that output from generative AI models may be biased against at-risk populations, including older adults and people with disabilities.¹⁵

As the use of generative AI increases, its use by older adults, people with disabilities, and caregivers is also likely to increase. Although older adults tend to adopt new technology more slowly than younger adults, research suggests that older adults will adopt new technology they

<https://academic.oup.com/biomedgerontology/article-abstract/80/7/glaf086/8165380?redirectedFrom=fulltext&login=false>.

⁶ Dorit Hadar Souval et al., “Transforming Perceptions: Exploring the Multifaceted Potential of Generative AI for People with Cognitive Disabilities,” *JMIR Neurotechnology* 4, January 15, 2025, <https://neuro.jmir.org/2025/1/e64182>.

⁷ Abdulla Alsaleh, “The Influence of Artificial Intelligence on Individuals with Disabilities,” *Acta Psychologica* 262, February 2026, <https://www.sciencedirect.com/science/article/pii/S0001691825013241>.

⁸ Alzra, “How AI is Transforming Family Caregiving,” Alzheimer’s Research Association, December 5, 2025, <https://www.alzra.org/blog/ai-is-transforming-family-caregiving/>.

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¹³ Alex Clark and Melissa Mahtani, “Google AI Chatbot Responds with a Threatening Message: ‘Human... Please Die,’” CBS News, November 20, 2024, <https://www.cbsnews.com/news/google-ai-chatbot-threatening-message-human-please-die/>.

¹⁴ Rudaiba Adnin and Maitraye Das, “‘I Look at it as the King of Knowledge’: How Blind People Use and Understand Generative AI Tools,” *Proceedings of the 26th International ACM SIGACCESS Conference on Computers and Accessibility*, October 2024, at 4-5, <https://dl.acm.org/doi/epdf/10.1145/3663548.3675631>.

¹⁵ Pranav Narayanan Venkit et al., “Automated Ableism: An Exploration of Explicit Disability Biases in Sentiment and Toxicity Analysis Models,” *Proceedings of the 3rd Workshop on Trustworthy Natural Language Processing*, July 14, 2023, <https://aclanthology.org/2023.trustnlp-1.3.pdf>; Channah Osinga et al., “Biases in an Artificial Intelligence Image-Generator’s Depictions of Healthy Aging and Alzheimer’s,” *Journal of the American Medical Informatics Association* 33 no 2, October 27, 2025, <https://pmc.ncbi.nlm.nih.gov/articles/PMC12844578/>.

find useful.¹⁶ Unsurprisingly, AI use among older adults nearly doubled between 2024 and 2025 from 18 percent to 30 percent, with particular interest in use of the technology for answering health questions or providing nutritional guidance.¹⁷ A March 2026 poll found that only 27 percent of Americans age 18 or older have never used AI tools, down from 33 percent in 2025.¹⁸ Those trends suggest an increase in AI use is also likely among the roughly 28 percent of adults who have a disability¹⁹ and the one in four adults who are caregivers.²⁰

As the use of generative AI companions increases, how developers seek to mitigate harm and respond to the needs of at-risk populations becomes ever more paramount. Cognitive changes due to aging appear to make older adults more susceptible to confusion and deception,²¹ potentially placing them at risk when interacting with generative AI chatbots. People with disabilities may be particularly vulnerable to fraud facilitated by generative AI for a variety of reasons, including but not limited to reliance on caregivers, limited transportation options, limited access to sign language interpreters and assistive devices, and isolation from the community.²² Design processes that do not allow feedback from older adults and people with disabilities suggest that these risks may not be addressed on the front end of product development, leaving these populations vulnerable when using AI tools.²³ Indeed, older adults in one focus group associated generative AI with “loss of control,” with one participant stating that older adults “have no say and representation” with the technology.²⁴

The Senate Aging Committee has jurisdiction over “any and all matters pertaining to problems and opportunities of older people.”²⁵ As the use of generative AI companions becomes increasingly commonplace in the United States, the Aging Committee must understand how those products affect America’s aging community, and the role older Americans are playing in their design. Accordingly, we ask your company to answer the following questions no later than

¹⁶ Susan Nash, “Older Adults and Technology: Moving Beyond the Stereotypes,” Stanford Center on Longevity, April 13, 2019, <https://longevity.stanford.edu/older-adults-and-technology-moving-beyond-the-stereotypes/>.

¹⁷ Brittne Kakulla, “Tech Use and Adoption Keeps Surging Among Older Adults,” AARP, December 8, 2025, <https://www.aarp.org/pri/topics/technology/internet-media-devices/2026-technology-trends-older-adults/>.

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¹⁹ “Disability Impacts All of Us Infographic,” Centers for Disease Control and Prevention, May 5, 2026, <https://www.cdc.gov/disability-and-health/articles-documents/disability-impacts-all-of-us-infographic.html>.

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²² “Crimes Against People with Disabilities,” Office for Victims of Crime, last accessed July 19, 2026, at 1, https://ovc.ojp.gov/sites/g/files/xyckuh226/files/ncvrw2018/info_flyers/fact_sheets/2018NCVRW_VictimsWithDisabilities_508_QC.pdf.

²³ Denis Newman-Griffis et al., “Definition Drives Design: Disability Models and Mechanisms of Bias in AI Technologies,” preprint, ArXiv, June 16, 2022, <https://arxiv.org/abs/2206.08287>; Justyna Stypinska, “AI Ageism: A Critical Roadmap for Studying Age Discrimination and Exclusion in Digitalized Societies,” *AI & Society* 38, October 3, 2022, <https://link.springer.com/article/10.1007/s00146-022-01553-5>.

²⁴ Deborah Jordan and Mrunal Aras, AgeTech Collaborative from AARP, *Older Adults & AI: Perceptions, Concerns and Potential*, February 2025, at 3, <https://agetechcollaborative.org/wp-content/uploads/2025/08/ATC-Older-Adults-AI-Report.pdf>.

²⁵ “Rules,” Senate Special Committee on Aging, last accessed July 19, 2026, <https://www.aging.senate.gov/about/rules>.

August 31, 2026. When answering the questions, please include information for all of your company's products that meet the definition of an "AI companion product or service" as defined by the Federal Trade Commission in its 2025 order to file a special report.²⁶

1. Does your company track the age of users of its AI companion products? If so, please provide data on the age of the users of your AI companion products for each year in 2023, 2024, and 2025, including the number and percentage of users who were:
 - a. Under 18
 - b. Age 18-30
 - c. Age 31 to 50
 - d. Age 51 to 64
 - e. Age 65 to 74
 - f. Age 75 to 84
 - g. Age 85 or older
2. What safety testing does your company perform for its AI companion products?
 - a. Is safety testing conducted by a team within your company or a team external to your company, such as a contractor?
 - b. Does your company perform safety testing both prior to release and after release?
 - c. If your company performs safety testing after an AI companion product is released, how often does such testing occur?
3. Does your company track adverse events or harms involving users of your AI products, including hospitalizations, financial losses, or deaths? If so, please describe:
 - a. The types of incidents tracked;
 - b. How the incidents are identified;
 - c. Any patterns observed among older users, including among users age 50 or older and age 65 or older; and
 - d. How those patterns compare to patterns observed among younger cohorts of users.
4. What types of safeguards do you build into your AI companion products to mitigate harm and protect at-risk users, including older adults, users with cognitive impairment and other disabilities, and users in crisis? Please provide a comprehensive overview, including, but not limited to, the following topics:
 - a. What specific types of user behaviors or red flags do your AI companion products monitor for, such as expressions of distress, confusion, or requests for guidance on sensitive topics?

²⁶ See *Supra*, note 1, FTC Chatbot Order, at 14.

- b. What types of responses are triggered in reaction to a red flag or banned behavior by a user?
 - c. Are there responses or actions by your AI companion products that are not allowed?
 - d. Do your AI companion products include specific safeguards that are designed for older adults or people with disabilities? If so, please describe those safeguards.
 - e. How does your company account for the possibility that some users may experience cognitive impairment or difficulty understanding the capabilities and limitations of AI systems?
 - f. What steps does your company take to assess whether older adult users and users with disabilities understand the capabilities and limitations of your AI products, including the distinction between AI-generated and human responses?
 - g. What types of safeguards are incorporated into your AI companion products to limit or end user engagement, and what are the factors that trigger those safeguards?
 - h. What is the threshold for elevating an interaction with an AI companion product to the attention of a human being, either internal or external to your company, and how quickly does that escalation occur?
 - i. Does your company offer mechanisms to notify the family members or caregivers of older adults or people with disabilities of concerning interactions with your AI companion products? If so, please describe how those mechanisms work and any privacy considerations involved.
 - j. What safeguards exist to prevent your AI from facilitating scams, fraud, or financial exploitation targeting older adults and people with disabilities?
 - k. Can your AI detect and respond to user queries that resemble scam victimization (e.g., gift cards, wire transfers, impersonation)?
5. How does your company include older adults, people with disabilities, caregivers, and groups that represent them in the development of new AI companion products? Do they have opportunities to provide feedback on the AI companion product, including the intended use of the product, product features and design, and product safety protocols?
6. Does your company provide independent researchers access to data or tools to study the effects of your AI products on older adults and people with disabilities? If so, please describe the scope of that access as well as any findings by independent researchers on how your products affect older adults and people with disabilities.

Thank you for your attention to this matter. If you have questions, please feel free to reach out to Ranking Member Gillibrand's Aging Committee staff at 202-224-0185.

Sincerely,



Kirsten Gillibrand
United States Senator
Ranking Member
Senate Special Committee on Aging



Mark Kelly
United States Senator

RICK SCOTT, FLORIDA, CHAIRMAN

DAVID McCORMICK, PENNSYLVANIA
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United States Senate

SPECIAL COMMITTEE ON AGING

WASHINGTON, DC 20510-6400

(202) 224-5364

July 29, 2026

Mr. Karandeep Anand
Chief Executive Officer
Character Technologies Inc.
#1152
700 El Camino Real, Suite 120
Menlo Park, CA 94025

Dear Mr. Anand:

We write today concerning the use of generative AI companions¹ by older adults, people with disabilities, and their caregivers. Nearly 62 million Americans are age 65 or older,² and older adults are more likely to have a disability.³ Roughly 63 million Americans are caregivers, 94 percent of whom care for an adult.⁴ Generative AI could provide these Americans with tools that improve their quality of life, promote independence, and enhance their well-being. However, reports suggest that generative AI companions, including chatbots, can fail to live up to this potential and may not consider the needs of at-risk populations in the design phase. Accordingly, we ask your company to provide the Senate Special Committee on Aging (Aging Committee) with information that will help it understand how generative AI companions affect America's aging community.

Generative AI has great potential to improve the lives of older adults, people with disabilities, and caregivers. AI products may help older adults detect health problems and live

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independently.⁵ Generative AI may benefit people with disabilities by helping them communicate with others⁶ or operate assistive technology.⁷ Caregivers may find generative AI helpful for coordinating medical appointments or tracking the health of a loved-one.⁸ However, to live up to this potential, generative AI companions must be safe to use, incorporating the needs of older adults, people with disabilities, and their caregivers.

We know this is not always the case. For example, Thongbue Wongbandue – a 76-year-old man with possible cognitive difficulties from a stroke – was fatally injured while traveling to meet a chatbot that claimed to be a real person, seemingly unaware that “Billie” was AI.⁹ Another older adult, 75-year-old Joe Riley, repeatedly delayed recommended cancer treatments after relying on generative AI tools for medical advice.¹⁰ Older adults are the frequent target of scams,¹¹ yet one investigation demonstrated that AI powered chatbots can easily be manipulated to craft phishing e-mails, even with built in safety features.¹² Meanwhile, one chatbot responded to caregiving questions with death threats,¹³ while a study reported that popular chatbot apps did not work properly with assistive devices for blind users.¹⁴ Some research also suggests that output from generative AI models may be biased against at-risk populations, including older adults and people with disabilities.¹⁵

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As the use of generative AI increases, its use by older adults, people with disabilities, and caregivers is also likely to increase. Although older adults tend to adopt new technology more slowly than younger adults, research suggests that older adults will adopt new technology they find useful.¹⁶ Unsurprisingly, AI use among older adults nearly doubled between 2024 and 2025 from 18 percent to 30 percent, with particular interest in use of the technology for answering health questions or providing nutritional guidance.¹⁷ A March 2026 poll found that only 27 percent of Americans age 18 or older have never used AI tools, down from 33 percent in 2025.¹⁸ Those trends suggest an increase in AI use is also likely among the roughly 28 percent of adults who have a disability¹⁹ and the one in four adults who are caregivers.²⁰

As the use of generative AI companions increases, how developers seek to mitigate harm and respond to the needs of at-risk populations becomes ever more paramount. Cognitive changes due to aging appear to make older adults more susceptible to confusion and deception,²¹ potentially placing them at risk when interacting with generative AI chatbots. People with disabilities may be particularly vulnerable to fraud facilitated by generative AI for a variety of reasons, including but not limited to reliance on caregivers, limited transportation options, limited access to sign language interpreters and assistive devices, and isolation from the community.²² Design processes that do not allow feedback from older adults and people with disabilities suggest that these risks may not be addressed on the front end of product development, leaving these populations vulnerable when using AI tools.²³ Indeed, older adults in one focus group associated generative AI with “loss of control,” with one participant stating that older adults “have no say and representation” with the technology.²⁴

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increasingly commonplace in the United States, the Aging Committee must understand how those products affect America’s aging community, and the role older Americans are playing in their design. Accordingly, we ask your company to answer the following questions no later than August 31, 2026. When answering the questions, please include information for all of your company’s products that meet the definition of an “AI companion product or service” as defined by the Federal Trade Commission in its 2025 order to file a special report.²⁶

1. Does your company track the age of users of its AI companion products? If so, please provide data on the age of the users of your AI companion products for each year in 2023, 2024, and 2025, including the number and percentage of users who were:
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 - c. Any patterns observed among older users, including among users age 50 or older and age 65 or older; and
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4. What types of safeguards do you build into your AI companion products to mitigate harm and protect at-risk users, including older adults, users with cognitive impairment and other disabilities, and users in crisis? Please provide a comprehensive overview, including, but not limited to, the following topics:

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- a. What specific types of user behaviors or red flags do your AI companion products monitor for, such as expressions of distress, confusion, or requests for guidance on sensitive topics?
 - b. What types of responses are triggered in reaction to a red flag or banned behavior by a user?
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 - d. Do your AI companion products include specific safeguards that are designed for older adults or people with disabilities? If so, please describe those safeguards.
 - e. How does your company account for the possibility that some users may experience cognitive impairment or difficulty understanding the capabilities and limitations of AI systems?
 - f. What steps does your company take to assess whether older adult users and users with disabilities understand the capabilities and limitations of your AI products, including the distinction between AI-generated and human responses?
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5. How does your company include older adults, people with disabilities, caregivers, and groups that represent them in the development of new AI companion products? Do they have opportunities to provide feedback on the AI companion product, including the intended use of the product, product features and design, and product safety protocols?
6. Does your company provide independent researchers access to data or tools to study the effects of your AI products on older adults and people with disabilities? If so, please describe the scope of that access as well as any findings by independent researchers on how your products affect older adults and people with disabilities.

Thank you for your attention to this matter. If you have questions, please feel free to reach out to Ranking Member Gillibrand's Aging Committee staff at 202-224-0185.

Sincerely,



Kirsten Gillibrand
United States Senator
Ranking Member
Senate Special Committee on Aging



Mark Kelly
United States Senator

United States Senate

SPECIAL COMMITTEE ON AGING

WASHINGTON, DC 20510-6400

(202) 224-5364

July 29, 2026

Mr. Dmytro Klochko
Chief Executive Officer
Luka, Inc.
490 Post Street, Suite 526
San Francisco, CA 94102

Dear Mr. Klochko:

We write today concerning the use of generative AI companions¹ by older adults, people with disabilities, and their caregivers. Nearly 62 million Americans are age 65 or older,² and older adults are more likely to have a disability.³ Roughly 63 million Americans are caregivers, 94 percent of whom care for an adult.⁴ Generative AI could provide these Americans with tools that improve their quality of life, promote independence, and enhance their well-being. However, reports suggest that generative AI companions, including chatbots, can fail to live up to this potential and may not consider the needs of at-risk populations in the design phase. Accordingly, we ask your company to provide the Senate Special Committee on Aging (Aging Committee) with information that will help it understand how generative AI companions affect America's aging community.

Generative AI has great potential to improve the lives of older adults, people with disabilities, and caregivers. AI products may help older adults detect health problems and live independently.⁵ Generative AI may benefit people with disabilities by helping them

¹ Generative artificial intelligence is “a deep-learning-based computing model that, when prompted by a User, generates statistically-probable outputs – such as text, images, audio, or other content – that mimic human communication and creativity.” An AI companion product is “a computer program accessible via a website, application, or devices that uses Generative Artificial Intelligence and can simulate human-like communication between the User and the program.” See Federal Trade Commission, *Order to File a Special Report*, FTC Matter No. P254500, Washington, DC, 2025, at 14 and 15, (hereinafter “FTC Chatbot Order”), https://www.ftc.gov/system/files/ftc_gov/pdf/AICompanionChatbot6%28b%29Order.pdf.

² “Older Adults Outnumber Children in 11 States and Nearly Half of U.S. Counties,” United States Census Bureau, June 26, 2025, <https://www.census.gov/newsroom/press-releases/2025/older-adults-outnumber-children.html>.

³ “Prevalence of Disabilities and Health Care Access by Disability Status and Type Among Adults,” Centers for Disease Control and Prevention, April 11, 2025, <https://www.cdc.gov/disability-and-health/articles-documents/disabilities-health-care-access.html>.

⁴ “Caregiving in the US 2025,” AARP, July 24, 2025, (hereinafter “AARP Caregiving Report”), <https://www.aarp.org/pri/topics/ltss/family-caregiving/caregiving-in-the-us-2025/>.

⁵ Laura McDaniel et al., “Aging with Artificial Intelligence: How Technology Enhances Older Adults’ Health and Independence,” *The Journals of Gerontology: Series A* 80 no 7, July 2025,

communicate with others⁶ or operate assistive technology.⁷ Caregivers may find generative AI helpful for coordinating medical appointments or tracking the health of a loved-one.⁸ However, to live up to this potential, generative AI companions must be safe to use, incorporating the needs of older adults, people with disabilities, and their caregivers.

We know this is not always the case. For example, Thongbue Wongbandue – a 76-year-old man with possible cognitive difficulties from a stroke – was fatally injured while traveling to meet a chatbot that claimed to be a real person, seemingly unaware that “Billie” was AI.⁹ Another older adult, 75-year-old Joe Riley, repeatedly delayed recommended cancer treatments after relying on generative AI tools for medical advice.¹⁰ Older adults are the frequent target of scams,¹¹ yet one investigation demonstrated that AI powered chatbots can easily be manipulated to craft phishing e-mails, even with built in safety features.¹² Meanwhile, one chatbot responded to caregiving questions with death threats,¹³ while a study reported that popular chatbot apps did not work properly with assistive devices for blind users.¹⁴ Some research also suggests that output from generative AI models may be biased against at-risk populations, including older adults and people with disabilities.¹⁵

As the use of generative AI increases, its use by older adults, people with disabilities, and caregivers is also likely to increase. Although older adults tend to adopt new technology more slowly than younger adults, research suggests that older adults will adopt new technology they

<https://academic.oup.com/biomedgerontology/article-abstract/80/7/glaf086/8165380?redirectedFrom=fulltext&login=false>.

⁶ Dorit Hadar Souval et al., “Transforming Perceptions: Exploring the Multifaceted Potential of Generative AI for People with Cognitive Disabilities,” *JMIR Neurotechnology* 4, January 15, 2025, <https://neuro.jmir.org/2025/1/e64182>.

⁷ Abdulla Alsaleh, “The Influence of Artificial Intelligence on Individuals with Disabilities,” *Acta Psychologica* 262, February 2026, <https://www.sciencedirect.com/science/article/pii/S0001691825013241>.

⁸ Alzra, “How AI is Transforming Family Caregiving,” Alzheimer’s Research Association, December 5, 2025, <https://www.alzra.org/blog/ai-is-transforming-family-caregiving/>.

⁹ Jeff Horwitz, “Meta’s Flirty AI Chatbot Invited a Retiree to New York,” Reuters, August 14, 2025, <https://www.reuters.com/investigates/special-report/meta-ai-chatbot-death/>.

¹⁰ Teddy Rosenbluth, “He Warned About the Dangers of A.I. If Only His Father Had Listened,” *New York Times*, April 13, 2026, <https://www.nytimes.com/2026/04/13/well/ai-chatbots-cancer.html>.

¹¹ “Why Do Scammers Target Older Adults,” National Cybersecurity Alliance, September 2, 2025, <https://www.staysafeonline.org/articles/why-do-scammers-target-older-adults>.

¹² Steve Stecklow and Poppy McPherson, “We Set Out to Craft the Perfect Phishing Scam. Major AI Chatbots Were Happy to Help,” Reuters, September 15, 2025, <https://www.reuters.com/investigates/special-report/ai-chatbots-cyber/>.

¹³ Alex Clark and Melissa Mahtani, “Google AI Chatbot Responds with a Threatening Message: ‘Human... Please Die,’” CBS News, November 20, 2024, <https://www.cbsnews.com/news/google-ai-chatbot-threatening-message-human-please-die/>.

¹⁴ Rudaiba Adnin and Maitraye Das, “‘I Look at it as the King of Knowledge’: How Blind People Use and Understand Generative AI Tools,” *Proceedings of the 26th International ACM SIGACCESS Conference on Computers and Accessibility*, October 2024, at 4-5, <https://dl.acm.org/doi/epdf/10.1145/3663548.3675631>.

¹⁵ Pranav Narayanan Venkit et al., “Automated Ableism: An Exploration of Explicit Disability Biases in Sentiment and Toxicity Analysis Models,” *Proceedings of the 3rd Workshop on Trustworthy Natural Language Processing*, July 14, 2023, <https://aclanthology.org/2023.trustnlp-1.3.pdf>; Channah Osinga et al., “Biases in an Artificial Intelligence Image-Generator’s Depictions of Healthy Aging and Alzheimer’s,” *Journal of the American Medical Informatics Association* 33 no 2, October 27, 2025, <https://pmc.ncbi.nlm.nih.gov/articles/PMC12844578/>.

find useful.¹⁶ Unsurprisingly, AI use among older adults nearly doubled between 2024 and 2025 from 18 percent to 30 percent, with particular interest in use of the technology for answering health questions or providing nutritional guidance.¹⁷ A March 2026 poll found that only 27 percent of Americans age 18 or older have never used AI tools, down from 33 percent in 2025.¹⁸ Those trends suggest an increase in AI use is also likely among the roughly 28 percent of adults who have a disability¹⁹ and the one in four adults who are caregivers.²⁰

As the use of generative AI companions increases, how developers seek to mitigate harm and respond to the needs of at-risk populations becomes ever more paramount. Cognitive changes due to aging appear to make older adults more susceptible to confusion and deception,²¹ potentially placing them at risk when interacting with generative AI chatbots. People with disabilities may be particularly vulnerable to fraud facilitated by generative AI for a variety of reasons, including but not limited to reliance on caregivers, limited transportation options, limited access to sign language interpreters and assistive devices, and isolation from the community.²² Design processes that do not allow feedback from older adults and people with disabilities suggest that these risks may not be addressed on the front end of product development, leaving these populations vulnerable when using AI tools.²³ Indeed, older adults in one focus group associated generative AI with “loss of control,” with one participant stating that older adults “have no say and representation” with the technology.²⁴

The Senate Aging Committee has jurisdiction over “any and all matters pertaining to problems and opportunities of older people.”²⁵ As the use of generative AI companions becomes increasingly commonplace in the United States, the Aging Committee must understand how those products affect America’s aging community, and the role older Americans are playing in their design. Accordingly, we ask your company to answer the following questions no later than

¹⁶ Susan Nash, “Older Adults and Technology: Moving Beyond the Stereotypes,” Stanford Center on Longevity, April 13, 2019, <https://longevity.stanford.edu/older-adults-and-technology-moving-beyond-the-stereotypes/>.

¹⁷ Brittne Kakulla, “Tech Use and Adoption Keeps Surging Among Older Adults,” AARP, December 8, 2025, <https://www.aarp.org/pri/topics/technology/internet-media-devices/2026-technology-trends-older-adults/>.

¹⁸ “The Age of Artificial Intelligence: Americans’ AI Use Increases While Views on it Sour, Quinnipiac University Poll on AI Finds; 7 in 10 Think AI Will Cut Jobs with Gen Z Most Pessimistic,” Quinnipiac University, March 30, 2026, <https://poll.qu.edu/poll-release?releaseid=3955>.

¹⁹ “Disability Impacts All of Us Infographic,” Centers for Disease Control and Prevention, May 5, 2026, <https://www.cdc.gov/disability-and-health/articles-documents/disability-impacts-all-of-us-infographic.html>.

²⁰ *Supra*, note 4, AARP Caregiving Report.

²¹ Richard C. Lewis, “Why Are Elderly Duped? Area in Brain Where Doubt Arises Changes with Age,” *ScienceDaily*, August 12, 2012, <https://www.sciencedaily.com/releases/2012/08/120816121836.htm>.

²² “Crimes Against People with Disabilities,” Office for Victims of Crime, last accessed July 19, 2026, at 1, https://ovc.ojp.gov/sites/g/files/xyckuh226/files/ncvrw2018/info_flyers/fact_sheets/2018NCVRW_VictimsWithDisabilities_508_QC.pdf.

²³ Denis Newman-Griffis et al., “Definition Drives Design: Disability Models and Mechanisms of Bias in AI Technologies,” preprint, ArXiv, June 16, 2022, <https://arxiv.org/abs/2206.08287>; Justyna Stypinska, “AI Ageism: A Critical Roadmap for Studying Age Discrimination and Exclusion in Digitalized Societies,” *AI & Society* 38, October 3, 2022, <https://link.springer.com/article/10.1007/s00146-022-01553-5>.

²⁴ Deborah Jordan and Mrunal Aras, AgeTech Collaborative from AARP, *Older Adults & AI: Perceptions, Concerns and Potential*, February 2025, at 3, <https://agetechcollaborative.org/wp-content/uploads/2025/08/ATC-Older-Adults-AI-Report.pdf>.

²⁵ “Rules,” Senate Special Committee on Aging, last accessed July 19, 2026, <https://www.aging.senate.gov/about/rules>.

August 31, 2026. When answering the questions, please include information for all of your company's products that meet the definition of an "AI companion product or service" as defined by the Federal Trade Commission in its 2025 order to file a special report.²⁶

1. Does your company track the age of users of its AI companion products? If so, please provide data on the age of the users of your AI companion products for each year in 2023, 2024, and 2025, including the number and percentage of users who were:
 - a. Under 18
 - b. Age 18-30
 - c. Age 31 to 50
 - d. Age 51 to 64
 - e. Age 65 to 74
 - f. Age 75 to 84
 - g. Age 85 or older
2. What safety testing does your company perform for its AI companion products?
 - a. Is safety testing conducted by a team within your company or a team external to your company, such as a contractor?
 - b. Does your company perform safety testing both prior to release and after release?
 - c. If your company performs safety testing after an AI companion product is released, how often does such testing occur?
3. Does your company track adverse events or harms involving users of your AI products, including hospitalizations, financial losses, or deaths? If so, please describe:
 - a. The types of incidents tracked;
 - b. How the incidents are identified;
 - c. Any patterns observed among older users, including among users age 50 or older and age 65 or older; and
 - d. How those patterns compare to patterns observed among younger cohorts of users.
4. What types of safeguards do you build into your AI companion products to mitigate harm and protect at-risk users, including older adults, users with cognitive impairment and other disabilities, and users in crisis? Please provide a comprehensive overview, including, but not limited to, the following topics:
 - a. What specific types of user behaviors or red flags do your AI companion products monitor for, such as expressions of distress, confusion, or requests for guidance on sensitive topics?

²⁶ See *Supra*, note 1, FTC Chatbot Order, at 14.

- b. What types of responses are triggered in reaction to a red flag or banned behavior by a user?
 - c. Are there responses or actions by your AI companion products that are not allowed?
 - d. Do your AI companion products include specific safeguards that are designed for older adults or people with disabilities? If so, please describe those safeguards.
 - e. How does your company account for the possibility that some users may experience cognitive impairment or difficulty understanding the capabilities and limitations of AI systems?
 - f. What steps does your company take to assess whether older adult users and users with disabilities understand the capabilities and limitations of your AI products, including the distinction between AI-generated and human responses?
 - g. What types of safeguards are incorporated into your AI companion products to limit or end user engagement, and what are the factors that trigger those safeguards?
 - h. What is the threshold for elevating an interaction with an AI companion product to the attention of a human being, either internal or external to your company, and how quickly does that escalation occur?
 - i. Does your company offer mechanisms to notify the family members or caregivers of older adults or people with disabilities of concerning interactions with your AI companion products? If so, please describe how those mechanisms work and any privacy considerations involved.
 - j. What safeguards exist to prevent your AI from facilitating scams, fraud, or financial exploitation targeting older adults and people with disabilities?
 - k. Can your AI detect and respond to user queries that resemble scam victimization (e.g., gift cards, wire transfers, impersonation)?
5. How does your company include older adults, people with disabilities, caregivers, and groups that represent them in the development of new AI companion products? Do they have opportunities to provide feedback on the AI companion product, including the intended use of the product, product features and design, and product safety protocols?
6. Does your company provide independent researchers access to data or tools to study the effects of your AI products on older adults and people with disabilities? If so, please describe the scope of that access as well as any findings by independent researchers on how your products affect older adults and people with disabilities.

Thank you for your attention to this matter. If you have questions, please feel free to reach out to Ranking Member Gillibrand's Aging Committee staff at 202-224-0185.

Sincerely,



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