



2019 CYBERTIPLINE REPORTS: TRENDS SEEN IN CHAT AND MESSAGING

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OVERVIEW OF 2019 CYBERTIPLINE REPORTS

In 2019, the National Center for Missing and Exploited Children's CyberTipline received 150,667 reports from members of the public and 16,836,694 reports from electronic service providers¹. Of the 16,987,361 total reports, 725,232 reports resolved to the European Union Member States; of these 351 reports were received from members of the public and 724,881 reports were received from electronic service providers.

The CyberTipline received a total of 69,158,258 files within reports in 2019. Of the total files, 3,119,557 were contained in reports that resolved to the European Union Member States.

BREAKDOWN BY PLATFORM TYPE

The following table displays a breakdown by platform type of the total 16,836,694 CyberTipline reports submitted by electronic service providers in 2019:

Type of Platform	Number of Reports
Chat or Messaging	12,250,509
Email	7,894
File Sharing	92,942
Forum or Message Board	4,132
Host or Provider	2,781
Hotline	74,165
Marketplace, Classified Advertising, or Payment	421
Newsgroup	75
Online Gaming	1,330
Other	200
Safety Solutions ²	2,570
Search Engine	3,357
Social Media	3,821,097
Umbrella Account ³	575,221
Grand Total	16,836,694

As shown, 73% of CyberTipline reports submitted by electronic service providers in 2019 stemmed from a chat, messaging, or email service. An additional 23% of reports stemmed from social media or online gaming platforms, which may also have integrated messaging or chat services, while the remaining 4% of reports stemmed from the other listed platform types.

¹ See Appendix for a breakdown of reports submitted per electronic service provider in 2019.

² The term "Safety Solutions" refer to companies who offer moderation or monitoring services for other platforms.

³ The term "Umbrella Account" refers to a company that submits reports on behalf of their multiple products or services (e.g., a company that has file sharing, search engine, and social media products may file all reports under the same name).

The following table displays a breakdown by platform type of the 724,881 CyberTipline reports submitted by electronic service providers in 2019, which resolved to the European Union Member States:

Type of Platform	Number of Reports
Chat or Messaging	497,053
Email	946
File Sharing	13,078
Forum or Message Board	828
Host or Provider	139
Hotline	1
Marketplace, Classified Advertising, or Payment	45
Online Gaming	123
Other	7
Safety Solutions	8
Social Media	185,221
Umbrella Account	27,432
Grand Total	724,881

As shown, 69% of CyberTipline reports submitted by electronic service providers that resolved to the European Member States in 2019 stemmed from a chat, messaging, or email service. An additional 26% of reports stemmed from social media or online gaming platforms, which may also have integrated messaging or chat services, while the remaining 6% of reports stemmed from the other listed platform types.

ONLINE ENTICEMENT REPORTS: BREAKDOWN BY PLATFORM TYPE

The following table displays a breakdown by platform type of the 11,250 global CyberTipline reports submitted by electronic service providers in 2019, which were categorized by NCMEC as Online Enticement:

Type of Platform	Number of Reports
Chat or Messaging	6,808
Email	10
Social Media - Messaging Possible	3,770
Online Gaming - Messaging Possible	270
Other	392
Grand Total	11,250

As shown, 61% percent of these Online Enticement incidents occurred within a chat, messaging, or email service, while an additional 36% of incidents occurred on a social media or online gaming platform that had messaging or chat capability. In the latter instance, it is likely that chat or messaging occurred, however, this was not confirmed based on the information provided by the submitting electronic service providers. Only 3% of Online Enticement incidents occurred on other types of platforms, such as file sharing services or online marketplaces.

An additional 6,511 global CyberTipline reports submitted by members of the public in 2019 were categorized by NCMEC as Online Enticement.

The following table displays a breakdown by platform type of the 240 CyberTipline reports submitted by electronic service providers in 2019, which were categorized by NCMEC as Online Enticement and resolved to the European Union Member States:

Type of Platform	Number of Reports
Chat or Messaging	55
Social Media - Messaging Possible	175
Online Gaming - Messaging Possible	5
Other	5
Grand Total	240

As shown, 23% percent of these Online Enticement incidents occurred within a chat or messaging service, while an additional 75% of incidents occurred on a social media or online gaming platform that had messaging or chat capability. In the latter instance, it is likely that chat or messaging occurred, however, this was not confirmed based on the information provided by the submitted electronic service providers. Only 2% of Online Enticement incidents occurred on other types of platforms, such as safety solution or moderations apps.

An additional 105 CyberTipline reports submitted by members of the public in 2019 were categorized by NCMEC as Online Enticement and resolved to the European Union Member States.

UNKNOWN REPORTED FILES: BREAKDOWN BY PLATFORM TYPE

In 2019, the CyberTipline was alerted to a total of 545,000 potentially brand new image files (based on PhotoDNA), and 39,614 of these files were contained in reports that resolved to the European Union Member States.

The following table displays a breakdown by platform type of the 14,100 CyberTipline reports which contained the 39,614 potentially brand new image files that resolved to the European Union Member States:

Type of Platform	Number of Reports
Chat or Messaging	3,733
Email	23
File Sharing	898
Forum or Message Board	126
Host or Provider	5
Online Gaming	32
Other	1
Social Media	8,432
Umbrella Account	850
Grand Total	14,100

As shown, 27% percent of these reports containing potentially brand new image files stemmed from a chat, messaging, or email service. An additional 60% stemmed from a social media or online gaming platform, while 13% of reports containing potentially brand new image files stemmed from other types of platforms, such as forums or file sharing services.

REPORT EXAMPLES: CHAT OR MESSAGING PLATFORM TYPE

The following is a sampling of summaries for five reports that were received by the CyberTipline in 2019 which resolved to the European Union Member States. These reports were previously provided to law enforcement based on the apparent locations the reported individual(s).

In 2019 the CyberTipline received a report from an electronic service provider regarding related incidents occurring on their messaging service in which an individual appeared to be enticing multiple female children between the ages of 14 and 17 to produce and share sexually explicit content of themselves. Once obtained, this suspect would coerce the children to produce and send additional content by threatening to publicly expose the imagery he had already received from them. Chat log excerpts provided within the report indicated that the children were under severe distress as they were being blackmailed to produce increasingly egregious content. The below statements were sent to the suspect by the child victims:

"... you really want to ruin my life"
"I've already tried to commit suicide please don't start again"
"It's going to destroy my life"
"I want to die"
"I'm going to kill myself"

Chat excerpts further indicated that the suspect requested that the children record themselves engaged in sexual acts which may have been physically painful. The below statements were sent to child victims by the suspect:

"You're gonna be sore after"
"Obey me"
"Are you sore?"

In 2019 the CyberTipline received a report from an electronic service provider regarding an apparent 42-year old male suspect who appeared to be enticing a 12-year old female child to engage in sexual activity via private chat on the platform's messaging service. Based on chat log excerpts provided within the report it appeared that the suspect was in a relationship with the child victim's mother and had direct access to the child victim because of this. Chat excerpts further indicated that the suspect had previously engaged in sexual activity with the child, which the child victim expressed had caused her physical pain. The below statements were sent to the child victim by the suspect:

"I can't anymore with your mom... your Mom and I are done ok"
"We should do it softer... it causes some bleeding usually the first time"
"Wait mom is up... erase everything"

In 2019 the CyberTipline received a report from an electronic service provider regarding an apparent 36-year old male suspect who appeared to be enticing a 14-year old female child via the platform's messaging service. Based on chat log excerpts provided in the report it appeared that the suspect disclosed that he was in a position of trust and had access to

children through his employment as a school teacher. Chat excerpts further indicated that the suspect and child victim had previously met in person to engage in sexual activity, with additional plans for future meetings.

In 2019 the CyberTipline received a report from an electronic service provider regarding an apparent 46-year old male suspect who appeared to be enticing a 13-year old male child to produce and share sexually explicit content of himself via the platform's messaging service. Chat log excerpts provided within the report further indicated that the suspect had direct access to the child victim as the child's uncle, and had sexually molested the child on multiple occasions. Chat excerpts also appeared to detail plans for future instances of abuse, wherein the suspect appeared to direct the child to meet him at an isolated area of the home or that they would be able to engage in sexual activity when other members of the household were not at home. The below statements were sent to the child victim by the suspect:

"I found a good hideout to do it outside"

"Otherwise we'll do it again in the storage room"

"If at some stage godmother leave to do some grocery shop, we will do it at this moment otherwise I will say that I need you to clean the storage room and it will be the right excuse"

In 2019 the CyberTipline received a report from an electronic service provider regarding an apparent 41-year old male suspect who appeared to be enticing a 12-year old female child to produce and share sexually explicit content of herself via the platform's messaging service. Based on chat log excerpts provided within the report, upon receiving initial images from the victim the suspect then appeared to begin blackmailing the child to produce and send additional content. The suspect threatened to spread the child's images online if she did not comply, and appeared to make multiple statements in an effort to convince the child that she had no other options but to send more imagery. The below statements were sent to the child victim by the suspect:

"But you better send me some photos or you're gonna be my enemy"

"I have already saved it on my phone so if you don't obey I post it on the web"

"If you do what I say I won't spread your photos on the internet"

"Oh and you can forget about threatening me with the police, I don't care"

"I'm not afraid of the police, I will upload your photos 1000 times by the time the hearings end"

APPENDIX: 2019 REPORTS BY ELECTRONIC SERVICE PROVIDER



2019 Reports by Electronic Service Providers (ESP)

NCMEC's CyberTipline is the nation's centralized reporting system for the online exploitation of children, including child sexual abuse material, child sex trafficking and online enticement. In 2019, the CyberTipline received 16.9 million reports related to suspected child sexual exploitation. These reports contained 69.1 million videos, images and files.

The following is a breakdown of reports by electronic service providers.

**Report totals for related platforms and companies have been combined.*

ESP	Number of Reports
4chan	1,380
4shared	117
Absolute Software Corporation	3
Adobe Systems Incorporated	825
Afilias USA	171
Airbnb, Inc.	59
Amazon	8
Amino Apps	383
Apple Inc	205
Ask.fm	103
Asurion Corporation	1
AT&T WorldNet Service	2
Automatic*	10,443
Bark Technologies Inc	316
Bitly	3
Box	53
Cafepress	1
Care.com	7
Chatango LLC	6
Chatrandom	218

ESP	Number of Reports
Cloudflare, Inc.	1,173
Cloudmark, Inc.	1
Club Domains, LLC	1
Cogent Communications	2
Comcast Cable Communications, LLC	27
Craigslist	11
Deluxe Corporation/ColoCrossing / HudsonValleyHost	22
DeviantART, Inc.	20
Digital Ocean	16
Directnic.com	1
Discord Inc.	19,480
Dropbox, Inc.	5,113
EasyOnlineSolutions/MojoHost/ North Tone/ Hosthead	18
eBay Inc.	45
Ello.co	828
Endurance International Group*	96
Enom	33
Etsy, Inc.	3
Evasyst, Inc. (dba Kast)	1
Facebook*	15,884,511
FreeDNS.Afraid.org	1
Gab AI Inc.	5
Gaggle.Net, Inc.	2,222
Giphy, Inc.	7
GitHub	2
GoDaddy.com/Wild West Domains	25
GoGuardian	27
Google*	449,283
Grindr	13
Gumroad	1
Hacker Factor	608
Hewlett Packard Enterprise	1
Hosting Services Inc/Midphase/WestHost/ Autica/VPS	46
HostMantis	1
IAC / excite / myway / zwinky / mindspark	5

ESP	Number of Reports
Imagebam/ Flixya Entertainment/ videobam	4,256
Imgur, LLC	73,929
IMVU, Inc.	31
INHOPE	74,165
Internet Archive	88
JNJ Mobile, Inc. (d/b/a MocoSpace)	50
KnownHost/ PrivateSystems Networks	1
LegitScript, LLC	3
LEGO System A/S	61
Letgo/Ambatana	28
Linden Lab/ SecondLife	36
LinkedIn Corporation	88
Linode LLC	14
LiveMe	2
LookingGlass Cyber Solutions, Inc.	2
Marinus Analytics LLC / Traffic Jam	5
Match Group, LLC*	810
MediaFire	156
MediaLab AI*	38
The Meet Group*	5,709
MeWe	4,318
Microsoft*	123,839
motherless	1,836
Movie Star Planet	6
Multi Media, LLC/Zmedianow, LLC/ Chaturbate	1,466
myrete/whoshere	7
Name.com	8
NameCheap	28
Neustar	40
Nexeon Technologies	1
Niteflirt/Phrendly.com/Platphorm, LLC	42
OfferUp	3
Omegle.com LLC	3,470
OTI Holdings, Inc.*	75
Patreon	5
PayPal Inc.	322

ESP	Number of Reports
Photobucket	120
Pinger, Inc.	5
Pinterest Inc.	7,360
Porkbun LLC	3
ProBoards	37
Public Interest Registry	89
Quora	1
Rabbit	2,969
Redbubble Inc.	3
Reddit, Inc.	724
Reflected Networks, Inc	234
Remind	1
Roblox	675
Scratch Foundation	2
sendvid	2,044
Shutterfly	5
SimilarWorlds	2
SmugMug-Flickr	2,545
Smule	7
Snapchat	82,030
Social Minds ApS	14
Softlayer	1
Sony Interactive Entertainment	237
Sprint Nextel	3
StackPath, LLC/Highwinds	3
StarNow	4
Stelivo, LLC	2,771
Streamable (Apricot Mountain Inc.)	1
Sykes	2
Synchronoss Technologies, Inc	251
Taboola	2
Take-Two Interactive Software, Inc	1
The Walt Disney Company	2
Thorn	12
Thumbtack	1
TikTok	596
TrevorSpace	6

ESP	Number of Reports
Twitch Interactive, Inc.	541
Twitter, Inc.	45,726
Various, Inc./FriendFinder/Tangotime	22
Verizon Media	13,418
Verizon Online	136
Verizon Wireless	4
Vero Labs, Inc.	75
Vimeo LLC	306
Visual Supply Company (VSCO)	4
Vokal (First Media)	116
Web.com/Network Solutions/Register/ NameBargain	1
Weebly, Inc.	12
West Interactive Services Corporation	140
Wickr Inc.	1
Wikimedia Foundation Inc.	13
Wistia Inc.	4
Younow	459
Yubo	3
Zendesk Inc.	2
Zoom Video Communications, Inc	57
Totals:	16,836,694