

Complaints

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Select Media, LLC is the owner and operator of www.fansly.com and any affiliated websites and related mobile versions ("Fansly").

How We Handle Complaints

Online version: fansly.com/complaints

What you can report: Content or user activity that is illegal or otherwise in violation of our Terms of Service or credit card association policies.

How fast we respond: We respond to all complaints within 5 business days. Complaints involving nonconsensual intimate visual depictions (NCIVD) are escalated for resolution within 48 hours. By submitting a complaint you agree that we may contact you by email if more information is needed from you.

Who can file: Anyone may report illegal content, nonconsensual content (NCC), or other Terms of Service violations. NCIVD complaints must be submitted by the identifiable individual or an authorized representative.

Consent: Consent to the creation of intimate visual depictions is never sufficient to prove consent to publish them on Fansly. Everyone depicted must consent to the creation, the publication on Fansly, and if applicable the downloading of the depictions.

If we find a violation: We will determine the appropriate remedy and take the necessary action immediately, up to permanently terminating the account, reporting the incident to law enforcement, and pursuing legal remedies. We immediately remove all identified NCC.

Appeals: Any person depicted in content may appeal a decision concerning an allegation that it was published without valid consent. If we dispute whether consent is legally void, the matter may go to an independent neutral decision-maker at Fansly's expense. An NCC complaint that cannot be resolved internally goes to a neutral arbitration association at our expense.

Copyright: This form is not for copyright issues. If content infringes your copyrights, submit a DMCA takedown request in accordance with our DMCA Policy at fansly.com/dmca.

Submitting this form: Email the completed form to notice@fansly.com.

NCIVD and NCC are defined in full in the sections below. This summary is provided for convenience only; in the event of any conflict, the terms set out below control.

Complaint Process

We provide a robust system for you to report content or user activities that are illegal or otherwise in violation of our Terms of Service or credit card association policies (collectively, the “Rules”). We intend to operate this system as efficiently and quickly as possible in a fair and reasonable manner. We respond to all complaints within seven (7) business days and provide clear guidelines to prevent issues from recurring, and we escalate all complaints involving nonconsensual intimate visual depictions for resolution within forty-eight (48) hours. In all instances, we may temporarily suspend the reported user’s access to some or all features of Fansly while we investigate your complaint. By submitting a complaint, you agree that we may contact you by email if more information is needed from you, and we may, but are not required to, notify you of the outcome of our investigation by email.

Responsive Actions

If we determine that a violation of the Rules has occurred, we will determine the appropriate remedy and take the necessary action immediately, such as, (i) temporarily suspending the reported account or any feature(s) thereon, (ii) temporarily disabling access to or permanently removing the offending content or associated account, (iii) demonetizing, demoting, deamplifying, or modifying the offending content or associated account, (iv) temporarily withholding or requiring forfeiture of any funds associated with the reported account, (v) permanently terminating the reported account or the reported user’s access to any feature(s) thereon, (vi) reporting the incident to law enforcement, and (vii) pursuing any legal remedies we may have against the reported account, including civil, criminal, or injunctive relief. We reserve the right to not investigate or take action against users for activity that happens on third-party platforms or offline. In instances where the reported user’s account is not permanently terminated, we may suggest or require that you block the reported user to prevent further interactions.

Consent

Consent to the creation of intimate visual depictions is never sufficient to prove consent to publish such intimate visual depictions on Fansly. In order to publish any intimate visual depictions on Fansly, we require all individuals (whether identifiable or not) who are depicted in the intimate visual depictions (whether captured by a camera or generated by computer software) to consent to (i) the creation of the intimate visual depictions, (ii) the publication of the intimate visual depictions on Fansly, and (iii) if applicable, the downloading of the intimate visual depictions from Fansly. We may require the posting user to provide written proof of this consent at any time. We follow federal law in relation to the investigation and removal of any visual depiction of nudity, the display or transfer of sexual fluids, or sexual conduct that depicts the face, likeness, or other distinguishing characteristics of an identifiable individual who did not consent to the publication of the visual depiction on Fansly, but not including any visual depictions in a public place, unless the identifiable individual did not voluntarily display the body parts depicted, or consent to the sexual conduct depicted (“NCIVD”). Relatedly, we follow credit card association policies in relation to the investigation and removal of all other forms of nonconsensual content, such as (i) depictions of unidentifiable individuals, (ii) depictions involving only a dispute over a lack of consent to download, and (iii) nonconsensual depictions of consensual displays or consensual conduct in a public place (“NCC”). While all NCIVD is NCC and subject to federal law, state law, and applicable credit card brand association rules, some NCC falls outside the definition of NCIVD and does not receive the full protection of federal or state law. We will process complaints involving NCIVD as soon as possible but no later than forty-eight (48) hours after receipt. Complaints involving NCIVD must be submitted by the identifiable individual or an authorized representative, but complaints about NCC, illegal content, or other violations of our Terms of Service may be submitted by anyone. We will process complaints involving all other forms of NCC within our standard

processing time. We immediately remove all identified NCC, and we will also make reasonable efforts to identify and remove any known identical copies of any NCIVD. If a complaint over any NCC cannot be resolved internally, the complaint will be submitted to a neutral arbitration association at our expense.

THIS FORM IS NOT FOR REPORTING COPYRIGHT ISSUES: If content on Fansly infringes your copyrights, you must submit a DMCA takedown request in accordance with our DMCA Policy.

Required Information

Name: _____

Email Address: _____

Provide URL(s) that link directly to the reportedly offending content at issue ("Reported Content"). We do not accept links to search results, tags, feeds, or other pages that do not specifically identify a single piece of offending content. If you are reporting multiple URLs, please separate each URL on a new line.

Describe the issue with the Reported Content:

Does the Reported Content depict minors or trafficked individuals?

- ☐ Yes
☐ No

Does the Reported Content involve the nonconsensual depiction of nudity, the display or transfer of sexual fluids, or sexual conduct?

- ☐ Yes
☐ No

Is your face, likeness, or any other distinguishing characteristic (or the face, likeness, or any other distinguishing characteristic of an individual you are authorized to represent) identifiable in the Reported Content?

- ☐ Yes. By checking this box, I certify that I have, or the identifiable individual I am authorized to represent has, a good faith belief that the Reported Content is not consensual, and I have included all relevant information necessary for Fansly to determine whether the Reported Content was published without my consent or the consent of the identifiable individual I am authorized to represent. If I am not the identifiable individual depicted in the Reported Content, I certify that I am authorized to represent the identifiable individual.
- ☐ No

If you are an authorized representative, what is the name of the identifiable individual depicted in the Reported Content? _____

Did you (or an identifiable individual you are authorized to represent) voluntarily display the body parts depicted in the Reported Content?

- ☐ Yes
- ☐ No

Did you (or an identifiable individual you are authorized to represent) consent to the sexual conduct depicted in the Reported Content?

- ☐ Yes
- ☐ No

Did you (or an identifiable individual you are authorized to represent) consent to the creation of the Reported Content?

- ☐ Yes
- ☐ No

Did you (or an identifiable individual you are authorized to represent) consent to the publication of the Reported Content on Fansly?

- ☐ Yes
- ☐ No

Did you (or an identifiable individual you are authorized to represent) consent to the downloading of the Reported Content from Fansly?

- ☐ Yes
- ☐ No

Signature

By signing below, you certify, under penalty of perjury, that all information provided by you is accurate and complete.

Signature: _____

Date: _____

Printed Name: _____