

From: JUST E3
Sent: lundi 8 mars 2021 12:46
To: [REDACTED]@tiktok.com'
Subject: BEUC consumer complaint against TikTok - update from TikTok

Dear [REDACTED],

We hereby acknowledge receipt of your below email dated 22nd February 2021 (addressed to [REDACTED]).

We will get back to you shortly.

Please do not hesitate to contact us for any further information you may require.

Best regards,

Secretariat of the Unit E3

**European Commission
Directorate-General for Justice and Consumers
E3 – Consumer enforcement and redress
B-1000 Brussels/Belgium**

From: [REDACTED] <[REDACTED]@tiktok.com>
Sent: Monday, February 22, 2021 1:50 PM
To: [REDACTED] (JUST) <[REDACTED]>
Cc: [REDACTED] <[REDACTED]@tiktok.com>
Subject: BEUC consumer complaint against TikTok - update from TikTok

Dear [REDACTED]

I write in reference to the consumer complaint filed by BEUC on 16th February regarding TikTok.

I would like to inform you that we are in the process of reviewing all aspects of the complaint and we have also been in contact with BEUC. A meeting between BEUC and TikTok has been arranged for 5th March.

Should you require any information from us at this time, please do not hesitate to let me know. We would also be happy to update you further following the meeting with BEUC, should this be of interest to you / your team.

Thank you and kind regards

[REDACTED]

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[REDACTED]

Brussels

Tel: +32

Email: [REDACTED] [@tiktok.com](#)