

February 2026

EA Player Safety Transparency Report 2025

At Electronic Arts, we believe in the power of positive play.

To advance our mission to inspire the world to play, we strive to create experiences where all players feel welcome, safe and included. We design games with rich stories, and authentic characters and worlds. Our positive play efforts begin with embedding player safety standards into our product development and live service practices.

Some of our games give players the option to enhance their play with user-generated content (UGC): for us this includes usernames, team names, text chat, voice chat, customized in-game assets, and images. For example in EA SPORTS FC 26, players can create a name for their player or club. In Battlefield 6, launched in October 2025, players can use in-game text or voice chat to coordinate tactics with their teammates. And in The Sims 4, players can use in-game tools to create and share a new outfit or home design for their Sim. In this report, we refer to any content that players create or share with one another as UGC.

This Transparency Report highlights the actions EA takes to proactively evaluate UGC before it appears or becomes part of our experiences. This report also details how we review and respond to player reports of disruptive content. The data covers the calendar year 2025 for all EA experiences globally.

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01

Rules of Conduct and Positive Play Charter

The [Rules of Conduct](#) in EA's User Agreement set out what behavior and content we do not allow in our games and services and the consequences players can expect when the rules are broken. EA's [Positive Play Charter](#) provides examples and explanations to empower players to help shape a positive community.

Fostering Safe Play

We invest in **proactive technology and processes** to detect and remove unsafe or harmful content before players encounter it.

We also provide ways for players to submit reports if they see disruptive content in game. We use a combination of automated and human review to prioritize and evaluate each report. If we confirm a violation, we rely on a range of actions including warnings and temporary suspensions to remind players of the rules or permanent bans to remove repeated and/or high-risk conduct from our communities.

We provide information about [player and parent tools](#) that enhance and manage the experience when players or families with teens and children play games online. We also describe our [moderation and enforcement process](#) clearly, for anyone who wants to better understand how it works.



➔ Promoting Fair Play

While this report focuses on UGC, EA is also committed to fair play, and we invest in tools and technologies that protect against cheating behavior when it disrupts our players from enjoying a fair play experience. Our policies prohibit activity that engages or assists in cheating, collusion, unfair play, or using exploits. This includes spamming, hacking, phishing, generating or distributing malware, or otherwise damaging or disrupting the systems of EA, our partners, or our players. This prohibition also includes account or in-game currency buying, selling, distributing or farming. [Read this progress report on EA Javelin Anticheat for more information.](#)

02

Proactive Moderation

Our safe play efforts start with proactive moderation. We maintain filtering tools to detect and block illegal, offensive, or inappropriate content in real-time. We consider the context and age-rating of the experience and try not to interfere with expected conversations and content.

There are some topics we won't ever allow, including hateful conduct, bullying that goes beyond trash talk or gameplay banter, and sexual content.

Text Blocked

Text filters are in nearly all EA experiences where players can enter a username, item description, or chat and include more than 20 global languages. Our in-game chat does not allow players to share images or videos. If players use inappropriate text, we'll ask them to try again or replace it with hashmarks - #### - so that it doesn't disrupt other players. That's a signal about what kind of language is against the rules for that experience.

In 2025, we proactively scanned more than **49 billion** usernames, item descriptions, or text chat messages - and **over 99%** were evaluated as acceptable.

We filtered out approximately **463 million** text strings, representing **0.9%** of all text content evaluated. The most common types of blocked text contained sexual references, spam, personally identifiable information, or vulgarity.

How much text content was scanned?

49B

How much was policy-violating or harmful?

0.9% (463M)

02

Proactive Moderation

Images Blocked

Some EA experiences include the option for players to upload images to use in creating in-game elements like their EA Account avatar or a team uniform in College Football 26 and Madden NFL 26. All images uploaded by players into EA experiences are filtered by automated means, supported by human review.

We use industry-leading tools to scan for offensive content and potential child sexual abuse material including PhotoDNA's hash-matching technology and the Google Child Safety Toolkit. If a player attempts to upload or create an image we don't allow, we'll ask them to try again. If we detect high-risk violations or illegal content, we will take action.

In 2025, we proactively evaluated more than **31 million images** - and over **99%** were deemed acceptable.

We filtered out approximately 251,000, representing 0.9%. The most common types of blocked images contained sexual content or violence.

How many images were scanned?

31M

How many were policy-violating or harmful?

0.9% (251k)

03

Player Reports

We know that proactive moderation can't always detect the nuances of gameplay conversation, tone or the context of creative content. Reports from our players help us learn about any disruptive content and behavior that is not blocked by proactive moderation. All EA experiences give players the option to report in-game or on EA Help. You can learn more about reporting to us [here](#).

We received **18,754,319** total reports of disruptive UGC in 2025. The largest number of reports was for short text UGC such as usernames and team names.

We continue to invest in improving our reporting systems and in our communications to players about what is and is not a violation of our policies.

Type of Report	Reports	% of Reports
Names (Usernames, Group Names, Team Names)	15,424,264	82.24%
Text Chat	1,900,452	10.13%
Images	808,838	4.31%
Text Descriptions or Comments	609,979	3.25%
Voice Chat	10,786	0.06%
Total	18,754,319	

03

Player Reports

Reviewing Reports

We use a combination of human moderation and technology to review reports.

- ➔ For text, we use automated tools to screen and prioritize reports for human review. All reports that may require a penalty are reviewed by humans. We then use validated reports to enhance our proactive moderation tools.
- ➔ For images, humans review all reports, and if we confirm a violation, we remove the content and give the appropriate penalty to the responsible account.
- ➔ For voice chat, we first ask players to opt-in to being recorded in the event of a report. Because we respect player privacy, we review audio only when it has been reported by another player. When a player is reported for disruptive voice chat, our content moderation team reviews a recording of the session before any penalty is given.

To ensure we close the loop with our players, when they submit a report to EA, they get two replies: one says we received their report, and the second says whether we confirmed a violation and took action on their report, or not.



04

Penalties

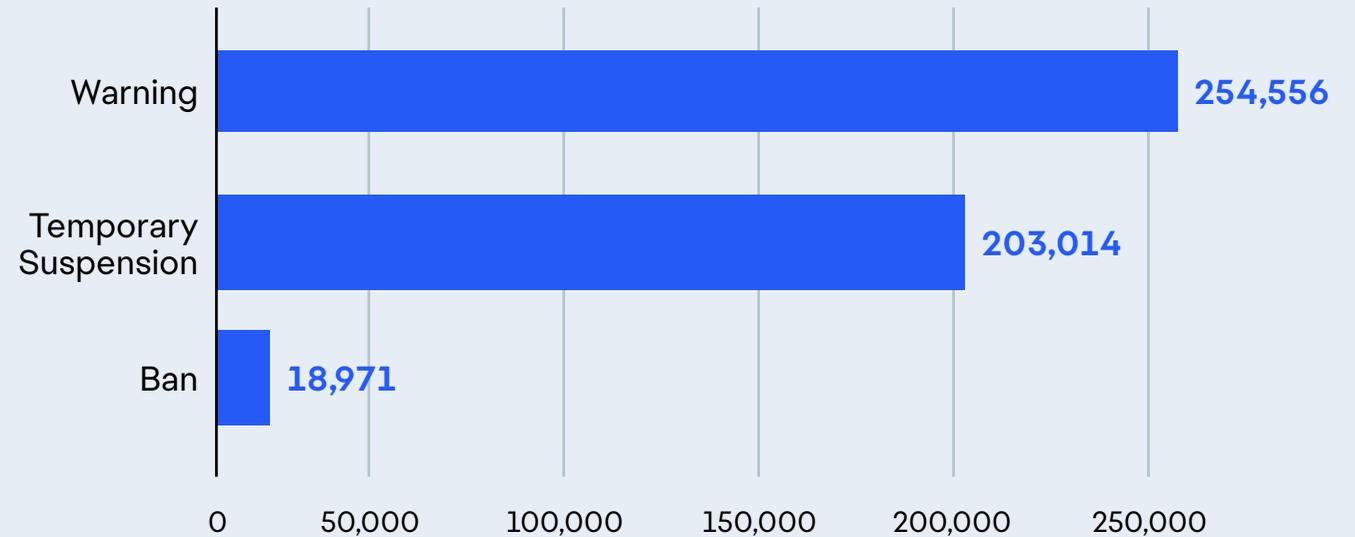
When UGC does not follow the Rules of Conduct and Positive Play Charter, we may take enforcement action - we call this a penalty. Most often this comes in the form of a warning or temporary suspension and can include removing the content or removing access to certain or all EA Services. We email players to explain the rule and why their content or behavior was against our policy. In 2025, we gave players an easier interface to view their penalty history, read the violation, and submit an appeal. Players can visit [EA Help](#) and click **Penalty History** to learn more.

We consider the severity of the violation in addition to a player's account history. For example, using severe profanity will result in a lighter penalty

than hateful conduct, while a player who has an active penalty will face a stronger restriction than a player with no continuous record of being disruptive. In 2025, we gave **476,541 penalties** for disruptive UGC. This is **0.1% of EA players**.

In 2025, we introduced an expiration policy so that penalties for minor violations expire over time, as long as no other penalties occur. We do not expire penalties for high-risk or illegal content. If we find and confirm illegal content, we take action to protect our players by reporting it to the relevant authorities as required. We also have a process to help our team of human moderators if they learn that a player might be considering self-harm, which includes sending the player support resources in the first instance.

Total Enforcements



04

Penalties

Penalties by Policy Area

→ Warnings

We use warnings for minor, inappropriate violations so that players know about the rules and can make changes to stay in the game.

→ Temporary Suspensions

We issue temporary suspensions for higher level violations or repeat offenses - these range from 24 hours to 3 days to 7 days. We are also testing more targeted suspensions that restrict a player's access to specific features. For example, if a player is disruptive in text chat, we may suspend access to the text chat feature but ensure their access to the rest of the game is unaffected.

→ Bans

We issue permanent EA Account bans for severe or repeat violations to protect our players and employees and the integrity and fun of our experiences. Once an EA Account is banned, a player loses access to any online content associated with their account and these bans do not expire. In 2025, **97% of bans** were cumulative penalties on EA Accounts that received prior warnings or temporary suspensions.

Policy Area	Total Actions	% of Total
Harassment & Bullying	151,935	31.88%
Inappropriate Content (General)	134,383	28.20%
Hateful Conduct	124,466	26.12%
Excessive or Extreme Content	29,871	6.27%
Inappropriate Reference (Harmful Activities)	26,521	5.57%
Inappropriate Content (Child Safety)	7,179	1.51%
Misuse of EA Account	2,112	0.44%
Violence & Threats	74	0.02%
Terrorism	0	0.00%
Total	476,541	

04

Penalties

Penalties by Policy Area

➔ Harassment & Bullying

Any act to harm, intimidate, or coerce others is prohibited. We do not allow any content or behavior that promotes, glorifies, or engages in bullying, trolling, stalking, insults, or slurs.

➔ Inappropriate Content (General)

Using EA's platforms to engage in offensive language and content that is inappropriate for the specific game age rating, community, or individual, breaks the Rules of Conduct and Positive Play Charter. What we see most in this area is profanity or obscene language that is outside usual player conversation for the game.

➔ Hateful Conduct

It is against EA's Rules of Conduct and Positive Play Charter to share or engage in hateful conduct, or the promotion of hateful ideologies. This includes any form of expression that discriminates, mocks, or promotes hateful rhetoric against people or groups or encourages others to do so based on their race, sexual orientation, gender identity/expression, religion, heritage, age, country of origin, caste, disability, or nationality.

We consider Hateful Conduct a more severe violation and apply a temporary suspension on the first offense.

➔ Excessive or Extreme Content

This type of UGC may include excessive profanity or otherwise indecent, offensive, shocking, or vulgar language or behavior that is ongoing and may be directed at individual players. It also includes references to violent or tragic events and those who committed them. It goes beyond normal gameplay banter and is objectively inappropriate for a specific game audience or community. We consider this content a more severe violation and give a temporary suspension on the first offense.

➔ Inappropriate Reference (Harmful Activities)

We do not allow players to reference harmful activities directed at other players. The most common references we see are to illegal drugs and related activity, including excessive or harmful alcohol consumption, or to promote self-harm or suicide.

➔ Inappropriate Content (Child Safety)

Content that is inappropriate about children is never acceptable. It includes referencing things like violence, nudity, age, or sexualization of children or creating, displaying or sharing content that depicts or references children in an inappropriate context. We consider child safety a top priority and give a temporary suspension on the first offense. Additionally, we use proactive filters to detect potential child sexual abuse material (CSAM) before it enters our experiences.

We report all apparent CSAM to the National Center for Missing and Exploited Children (NCMEC) as required by US law. During this period, we made 16 reports to NCMEC, and the associated EA Accounts were permanently banned.

➔ Misuse of EA Account

This violation includes using an EA Account to engage in other behaviors unrelated to gameplay including abuse of EA Staff and Partners, breaking confidentiality or playtest agreements, misuse of customer support, and the creation of new or additional EA accounts for the purpose of inappropriate conduct.

➔ Violence & Threats

It is against EA's Rules of Conduct and Positive Play Charter for players to engage in threats or violence against other players. This may include unsolicited or unwanted communications of sexual content, physical threats, or threats directed at an individual or group's status; deceiving emergency services with a false report to send first responders to another person's address; and intentional and non-consensual sharing of the personal information of another individual.

➔ Terrorism

Terrorist and violent extremist content including illegal references to terrorist groups or attempts to convert users to terrorist groups, violates EA's Rules of Conduct.

04

Penalties

Appeals

If players feel we have given a penalty by mistake, they may appeal our decision. Players may also appeal filtering decisions. Our moderation team reviews each appeal and will give further details about the violation and penalty given. More information on the appeal process is on [EA Help](#).

In 2025, we received **92,459 appeals**. From these appeals, we determined that **2,004 appeals (or 2.2%)** had merit and overturned the original decision.



05

Sharing Our Safety Data

As a global company, EA also reports safety data under relevant regulation as necessary. Requirements for the European Union's Digital Services Act (DSA) can be found in an accompanying document [here](#).

This report and accompanying documents include data for all EA experiences globally.





Electronic Arts