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## Congress of the United States **House of Representatives**

Washington, DC 20515-4331

September 29, 2022

Mr. Jeremy Stoppelman Chief Executive Officer Yelp Inc. 140 New Montgomery Street, 9<sup>th</sup> floor San Francisco, CA 94105

Dear Mr. Stoppelman,

There are approximately 3,000 Pregnancy Resource Centers (PRCs) in the United States providing pregnant women with a wide range of services that support them through childbirth and into infanthood. [¹] These include critical prenatal services: in one year, PRCs served nearly 2 million men, women, and children, providing 732,000 pregnancy tests, 486,000 free ultrasounds, 2 million baby outfits, 1.3 million packs of diapers, and 30,000 new car seats. Yet Yelp has actively hindered the ability of pregnant women to access care offered by PRCs by limiting online visibility while spreading misleading information about their services and credentials.

On August 23, 2022, Yelp announced it was applying a "Consumer Notice" label to all PRCs listings stating they "provide limited medical services and may not have licensed medical professionals onsite." While some PRCs do not provide medical care, many provide quality care for women and children that exceeds services offered by most abortion clinics. Across the country, roughly 25 percent of paid staff at PRCs are medical professionals, and approximately 10,215 licensed medical professionals either work or volunteer their time at these centers. [4] We understand that Yelp refuses to remove this consumer notice label even after PRCs have offered to provide copies of medical licenses and a full accounting of medical services provided. We have also been told that Yelp blocked PRCs from portions of their business accounts and removed their ability to update their descriptions of their services. This prevents PRCs from prominently displaying the important medical services they do provide.

We urge you to immediately stop this deceptive labeling practice and to remove artificial barriers that stand in the way of getting valid medical treatment to mothers and unborn children. Yelp customers deserve to have access to accurate information as they make health care decisions for their families.

We appreciate your acknowledgement of our concerns and look forward to your timely response.

WASHINGTON OFFICE

2208 RAYBURN HOUSE OFFICE BUILDING WASHINGTON, DC 20515 (202) 225-3864 https://carter.house.gov

DISTRICT OFFICES

1717 N. IH-35, SUITE 303 ROUND ROCK, TX 78664 (512) 246-1600

6544-B SOUTH GENERAL BRUCE DRIVE TEMPLE, TX 76502 (254) 933-1392

<sup>&</sup>lt;sup>1</sup> https://lozierinstitute.org/fact-sheet-pregnancy-centers-serving-women-and-saving-lives-2020/#:~:text=In%202021%2C%20there%20are%20approximately,mobile%20units%20as%20separate%20locations).

<sup>&</sup>lt;sup>2</sup> https://www.lozierinstitute.org/pcr2020

<sup>&</sup>lt;sup>3</sup> "Exclusive: Yelp to flag listings for crisis pregnancy centers." Axios. August 23, 2022. https://www.axios.com/2022/08/23/yelp-crisis-pregnancy-centers-flag

<sup>&</sup>lt;sup>4</sup> Lozier Institute, Supra

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