⊘Anti-Censorship Campaign ⊘

Doc is no longer being updated - instead check the website here!

✧ Complaint Letter Template

Customer Complaint Dept,

This message is to lodge an official complaint about the ongoing rampant restrictions your company has placed on legal sales made by legitimate businesses.

These restrictions are not only counter to the concept of freedom of speech and expression, but they harm consumers, businesses, and they harm your company’s bottom line.

The following actions are absolutely necessary to protect the freedoms of your client base and the sustainability of legitimate business practices:

1) Remove from your Terms of Service any mention barring the use of your service for sale and purchase of legal products.
2) Contact Steam (Valve), Itch.io, and any other company you have previously put pressure on to retract your content restrictions.
3) Put in place protections to prevent such restrictions from being put in place in the future without ample warning and time to contest them.

If these changes aren't made then I, along with many others will be forced to seek other options for processing payments.

Sincerely,
A Concerned Customer

✧ Social Media Complaint Post Template

Hey @ (company), the restrictions on companies using your services for payments are getting completely out of hand

Contact Valve, Steam, and any other company effected and reverse these changes ASAP!!!

If you want to include an image, here's one

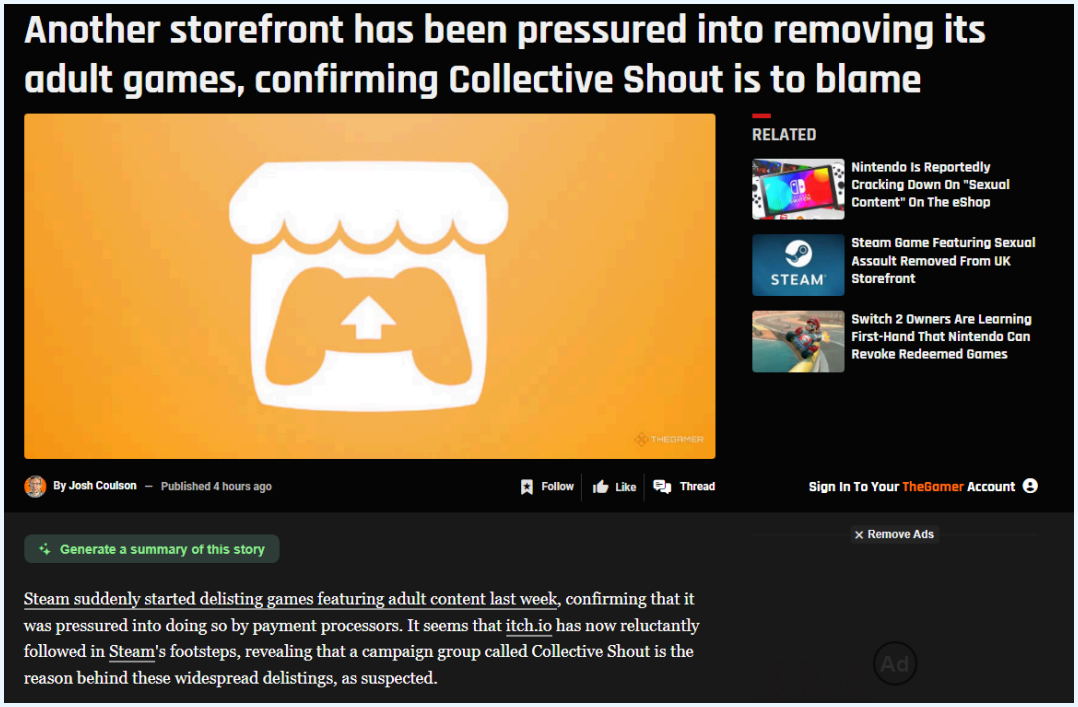


Image alt text:
Screenshot of an article. Title: "Another storefront has been pressured into removing its adult games, confirming Collective Shout is to blame".

Text: "Steam suddenly started delisting games featuring adult content last week, confirming that it was pressured into doing so by payment processors. It seems that itch.io has now reluctantly followed in Steam's footsteps, revealing that a campaign group called Collective Shout is the reason behind these widespread delistings, as suspected."

✧ Contact Information

You can put “N/A” in the job title/company/etc fields <3

Mastercard

Phone (US): 1-800-627-8372
US option selection for operator: 1, 1, 2, 2, 2, 1
Phone (outside US): 1-636-722-7111
Email: customer_support@mastercard.com
Online Form Submission

2000 Purchase St, Purchase NY 10577
Full Media Contacts List

Seth Eisen Global Communications Seth.Eisen@mastercard.com +1 (914) 249-3153	Will Tsang Global Communications William.Tsang@mastercard.com +1 (914) 414-5420	Jennifer Erickson Global Communications Jennifer.Erickson@mastercard.com +1 (914) 249-1284

Visa

Phone (US): 1-800-847-2911
US option selection for operator: 1, 1, 2 or 1, 1, 3
Email: askvisa@visa.com
Click Here For Non-US Numbers
Online Form Submission
One Market Plaza, Suite 600, San Francisco, CA 94105

Paypal

Phone (US): 1-888-221-1161
Phone (outside US): 1-402-935-2050
Hours: 6am - 6pm PT

Online Form Submission
(UK site is linked as you’re able to submit a complaint without an account)
2211 N 1st St. San Jose, CA 95131
Full Media Contacts List

PayPal Media Helpline mediarelations@paypal.com	Corporate Communications Joshua Criscoe jcriscoe@paypal.com +1 646-667-5065	Consumer Communications Kate Licht clicht@paypal.com +1 703-568-5929

Merchant Communications Nicole Wyman nwyman@paypal.com +1 202-262-8000	Global Markets Communications Neil Cassley ncassley@paypal.com +1 347-574-6902

Stripe

Email: complaints@stripe.com

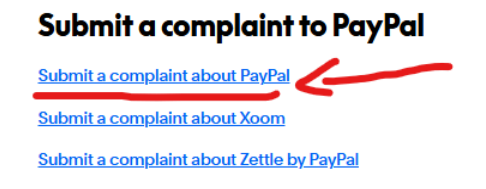
Online Form Submission

(You do NOT need an account even though it asks for stripe account email)

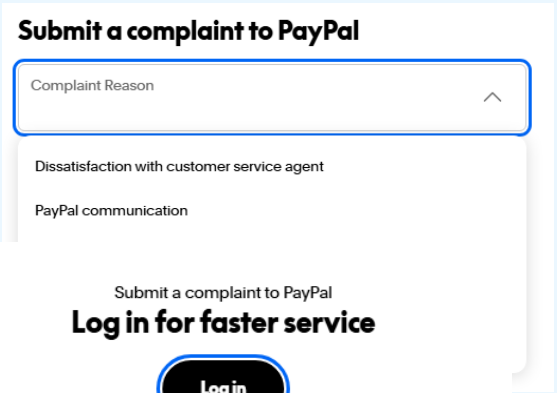
354 Oyster Point Boulevard, South San Francisco, California, 94080

Paypal form submission steps:

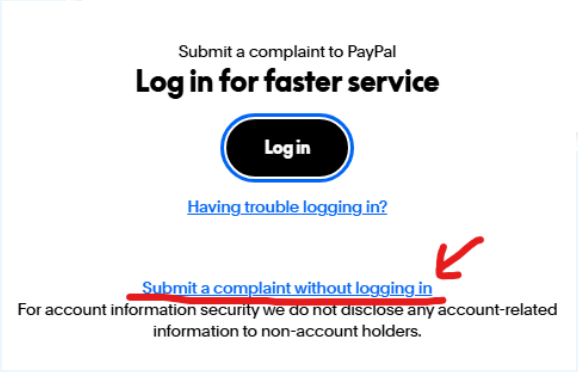
1) " Submit a complaint about PayPal"



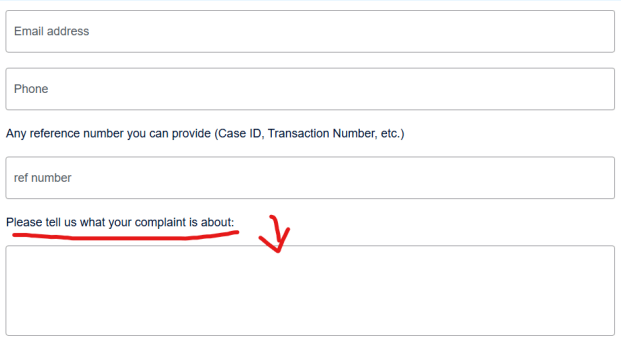
2) "I can't see my complaint reason"



3) "Submit a complaint without logging in" (Note you MUST be logged out for this to work)



4) Fill out the form, you can copy/paste the complaint letter here



◇ Petitions to Sign

Change.org

Sign Here

ACLU

Sign Here

◇ Contact Your Legislators

Phone Script

Follow the phone script here when contacting them!

Email Script

Follow the email script here when contacting them!

Legislator Directory

Input your address here to find your legislator!

◇ BBB Complaint

Script Pt 1

This message is to lodge an official complaint about the ongoing pressure this company has placed on businesses to restrict or disallow adult content to be sold on their platform.

These restrictions are not only counter to the concept of freedom of speech and expression, but are an overreach of their power and cause direct harm to both consumers and businesses.

Script Pt 2

(Does not allow line breaks)

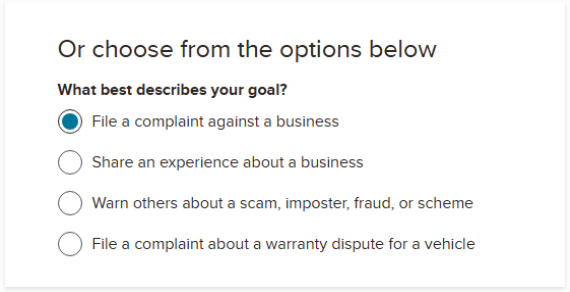
1) Remove from their Terms of Service anything barring the use of their service for sale and purchase of legal products. 2) Contact Steam (Valve), Itch.io, and any other company they have previously put pressure on to retract their content restrictions. 3) Put in place protections to prevent such restrictions from being put in place in the future without ample warning and time to contest them.

Instructions

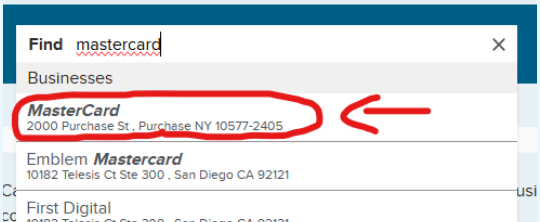
(If it won't let you send all 4 back to back, wait a few hours and try to send the rest.)

1) Go to the BBB site here

2) "File a complaint against a business"

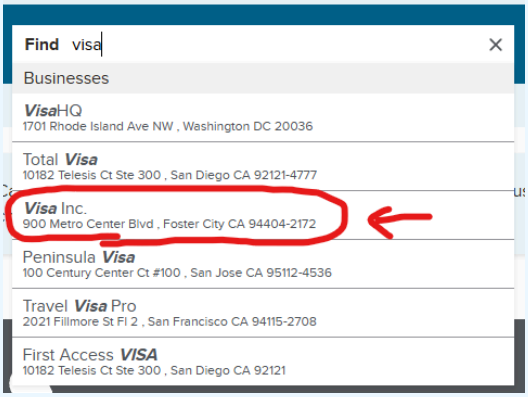


3) Type in + select one of THESE companies (follow EXACTLY - there are companies with similar names + multiple branches)

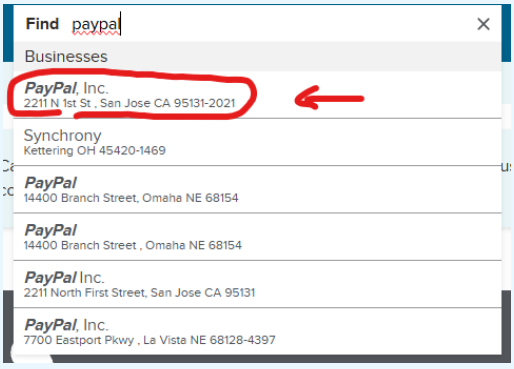


MasterCard
2000 Purchase St, Purchase NY

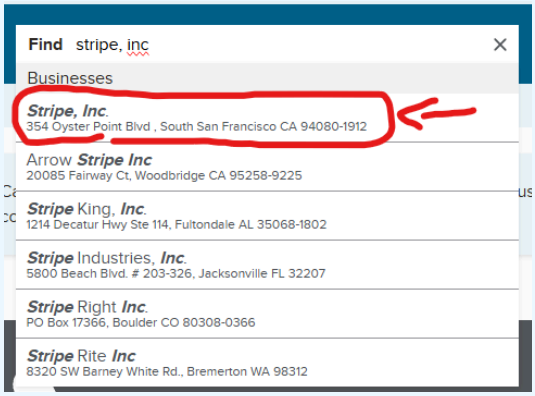
Visa Inc
900 Metro Center Blvd Foster City CA

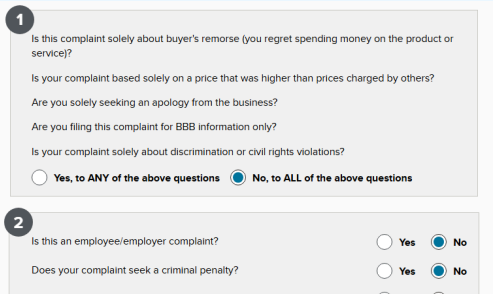


Paypal Inc
2211 N 1st St, San Jose CA



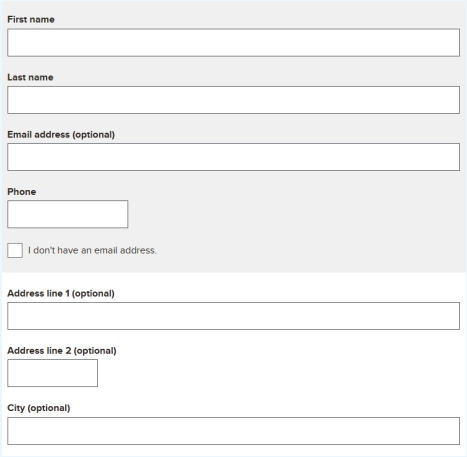
Stripe Inc
354 Oyster Point Blvd, South San Francisco CA



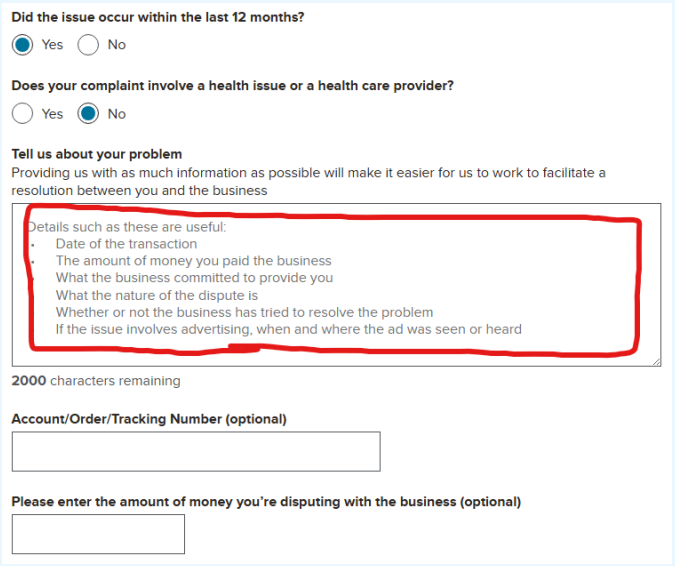


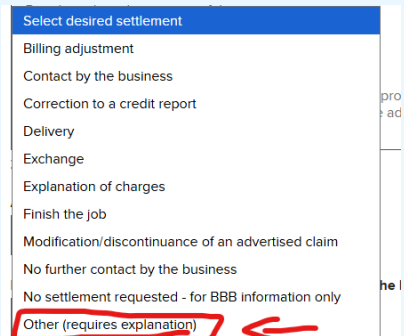
4) Select “no” for everything

5) Fill out everything not marked “optional”



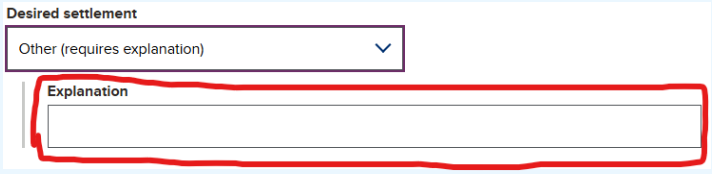
6) Select “yes” then “no” and put script pt 1 in the “tell us about your problem” box



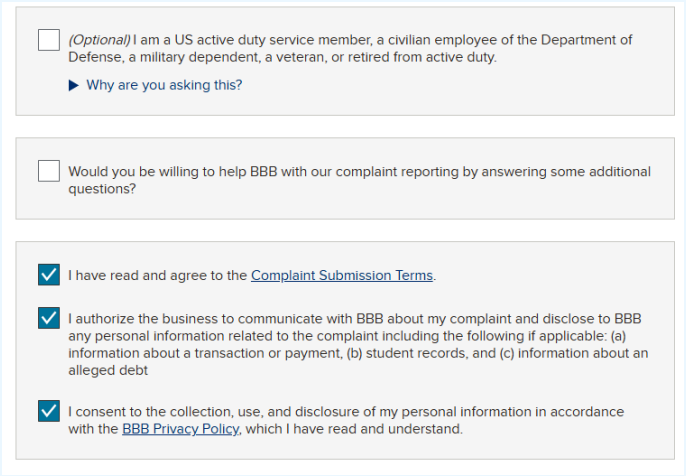


7) In “select desired settlement” pick “other”

8) Put “script pt 2” in the “explanation” box



9) Check off the bottom 3 boxes + submit!



◇ Contact Local News

Email Script

Hello,

This message is to reach out about the recent mass censorship of content on Itch as well as other platforms due to pressure from payment processors and the extremist group Collective Shout.

There is an active letter writing campaign going on to push back against these decisions and encourage payment processors to allow sites to conduct business as they see fit.

I believe this would make a great story for you to report on in regards to this issue. You can find the campaign's website here:
https://anti-censorship-campaign.carrd.co/

The original post starting the campaign here:
https://bsky.app/profile/voiddebris.bsky.social/post/3lupqc2p7jk2n

As well as more info in this doc:
https://docs.google.com/document/d/1MNAdVCogC14dinW4OCnzNX1JkhJdTmUIStzvSROChjo/edit?usp=sharing

Thank you for your time, and if you would like more information or to get a statement, you can contact the campaign organizer via email:
voiddebris@gmail.com

Thank you,
(Name)

✧ Crossposting Info

Details

Cross posting my thread + this doc is HEAVILY ENCOURAGED. We need as much reach as possible to help enact real change!

You can take everything directly from below and share wherever you have the most reach!

Screenshots + Alt Text

Post 1

Alt text:
Screenshot of bluesky post by VoidDebris. “I know we're upset about itch, but they're not the only ones
Payment processors harassed companies bc of a 1,000 email hate campaign
But we can EASILY top 1,000!

I prewrote an email + got the contact info - you just have to send!

🔁💬♡ to boost

We CAN make a difference 💕

#itch #censorship

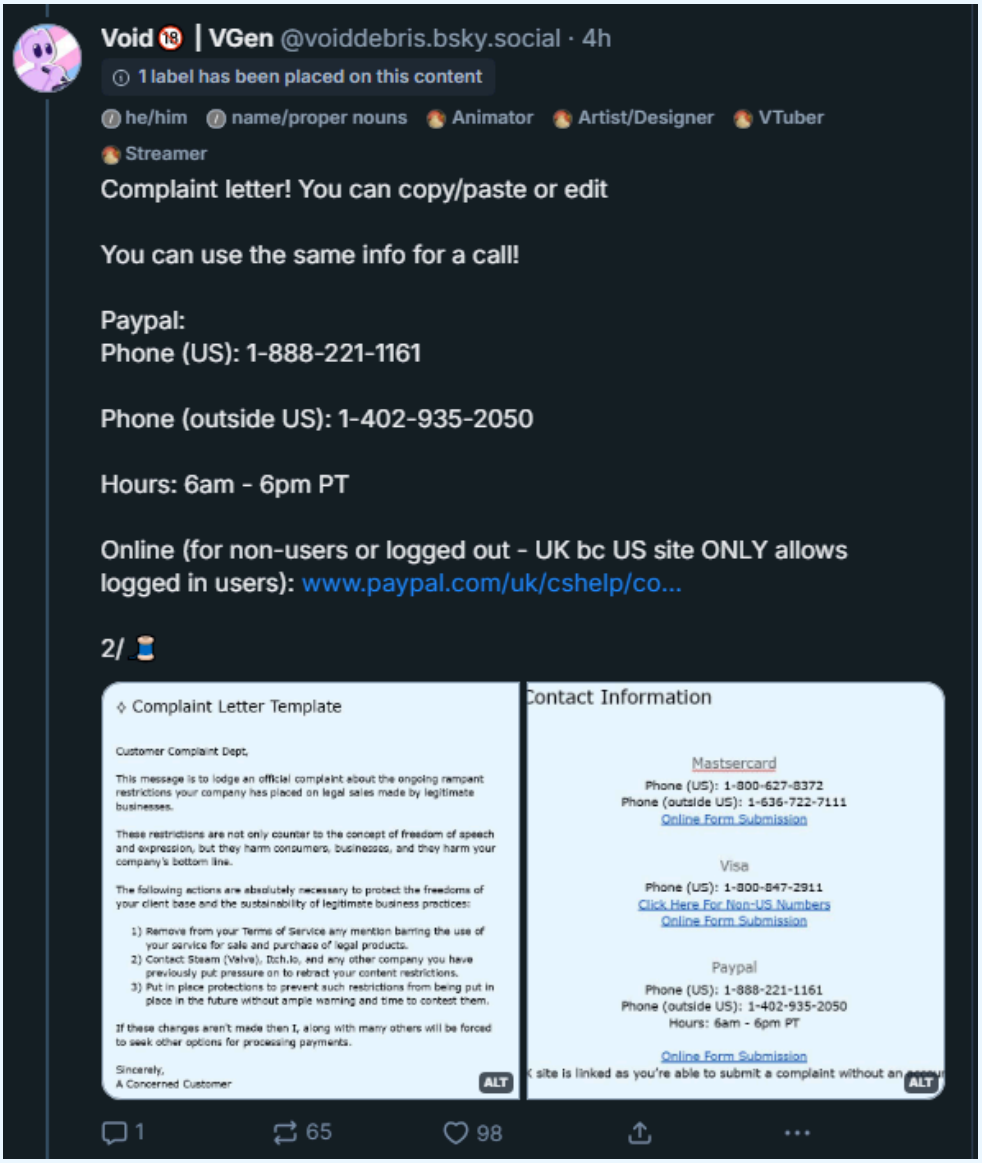
1/🧵”.
Below is a digital graphic with the text "anti-censorship campaign" and screenshots of headlines about how multiple storefronts have removed NSFW content due to pressure from payment processors and Collective Shout.



Alt text:
Screenshot of bluesky post by VoidDebris. “Complaint letter! You can copy/paste or edit
You can use the same info for a call!
Paypal:
Phone (US): 1-888-221-1161
Phone (outside US): 1-402-935-2050
Hours: 6am - 6pm PT
Online (for non-users or logged out - UK bc US site ONLY allows logged in users): www.paypal.com/uk…

2/🧵”

Attached are screenshots of the complaint letter template and contact information.

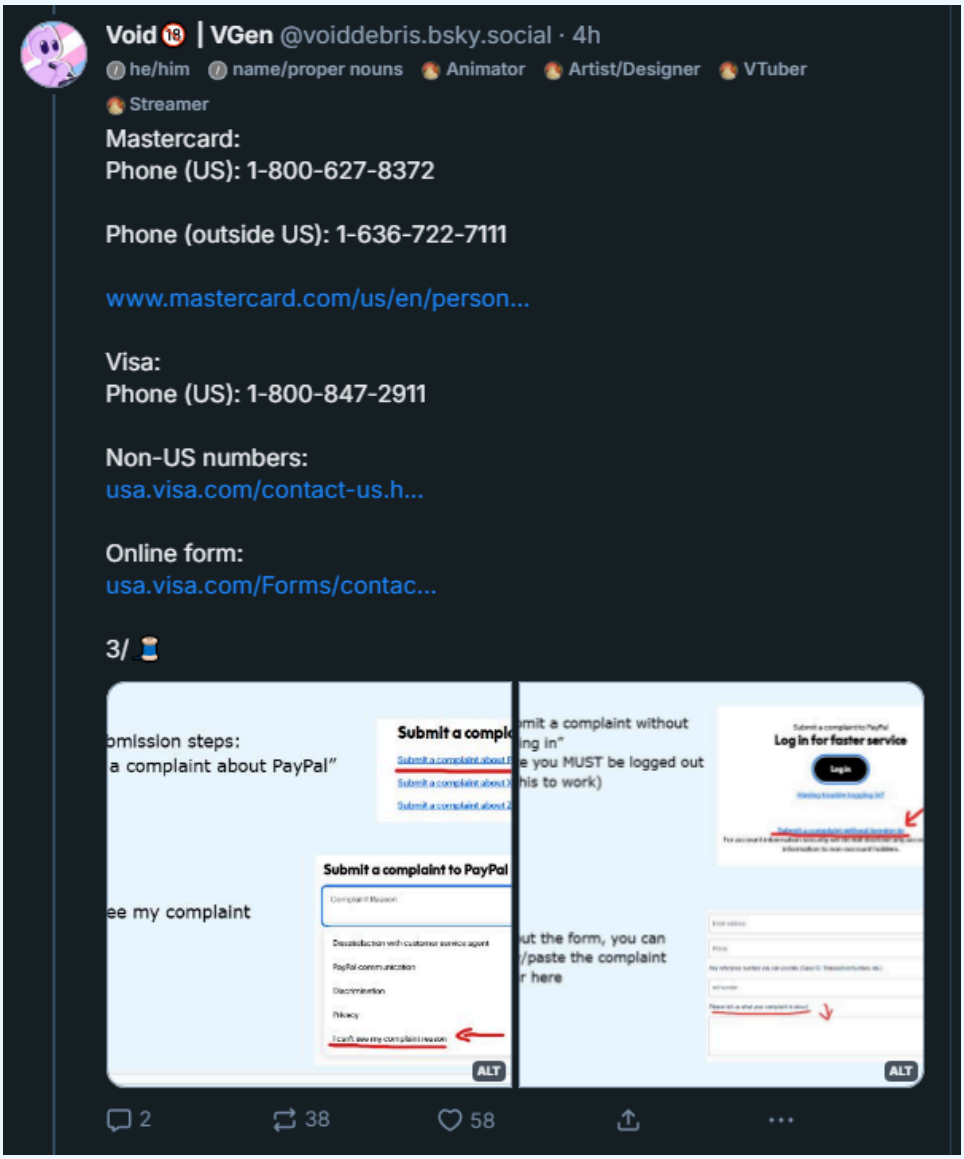


Post 3

Alt text:
Screenshot of bluesky post by VoidDebris. “Mastercard:
Phone (US): 1-800-627-8372
Phone (outside US): 1-636-722-7111
www.mastercard.com…
Visa:
Phone (US): 1-800-847-2911
Non-US numbers:
usa.visa.com/contact-us.h...
Online form:
usa.visa.com/Forms/contac...

3/🧵”

Attached are two screenshots of the form submission process



Post 4

Screenshot of bluesky post by VoidDebris. "If you have more info or suggestions, please @ or dm me!

You can also access all this info in a doc: docs.google.com/document/d/1...

I truly believe we can help make this right, but ONLY if we work together!

4/🧵" There is an embed of the doc entitled "payment processor letter, anti-censorship campaign".

Alt text:



Post 5



Alt text:
Screenshot of bluesky post by VoidDebris.
As a final note:

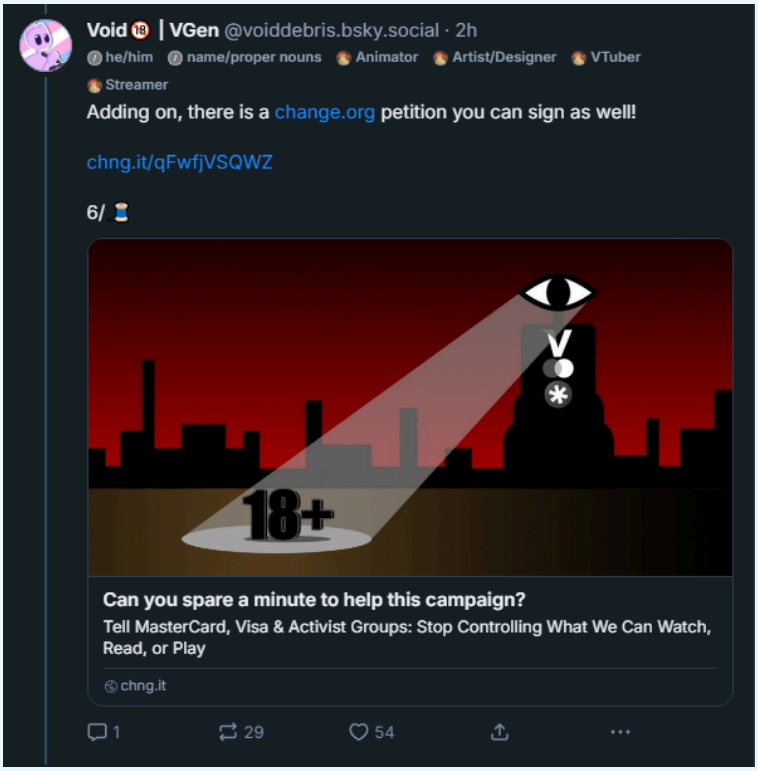
I am NOT saying how itch handled this was right

What I AM saying is that, itch is the most recent in a LONG list of sites restricting NSFW and queer content

And going to the source (payment processors) is more effective + doable than contacting every single company

5/🧵”

Post 6



Alt text:
Screenshot of bluesky post by VoidDebris.
“Adding on, there is a change.org petition you can sign as well!

chng.it/qFwfjVSQWZ

6/🧵” There is an embed with an image of an eye looking at a 3d “18+” entitled “can you spare a minute to help this campaign”.

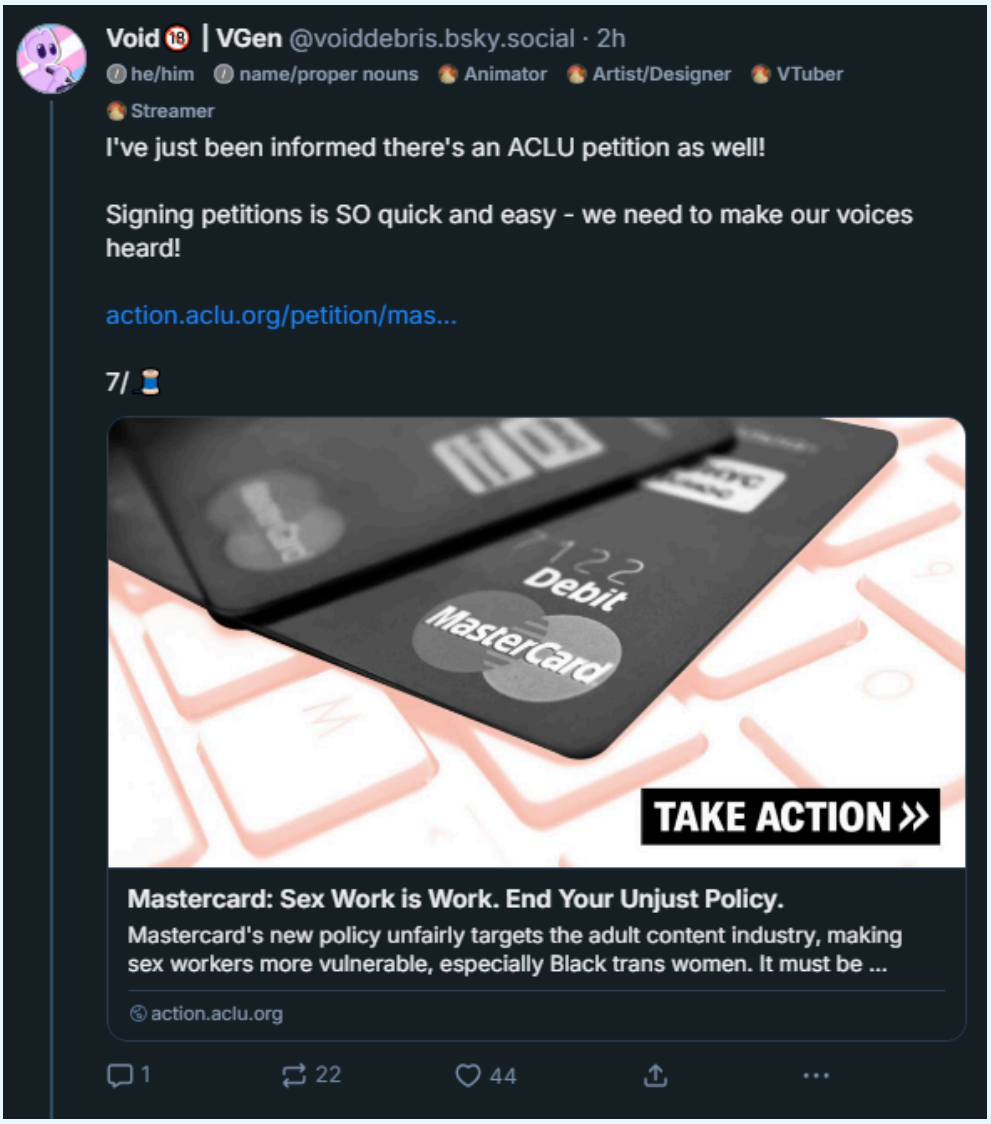
Post 7

Alt text:
Screenshot of bluesky post by VoidDebris. "I've just been informed there's an ACLU petition as well!

Signing petitions is SO quick and easy - we need to make our voices heard!

action.aclu.org/petition…

7/🧵" There's an embed with a picture of credit cards entitled "mastercard: sex work is work. End your unjust policy".



Alt text:
Screenshot of bluesky post by VoidDebris. “Adding that you can call your local representatives about this!

This won't help the problem that's going on THIS SECOND, but it will help pave the way to removing the authority payment processors have to cause this problem AT ALL

bsky.app/profile/autu...

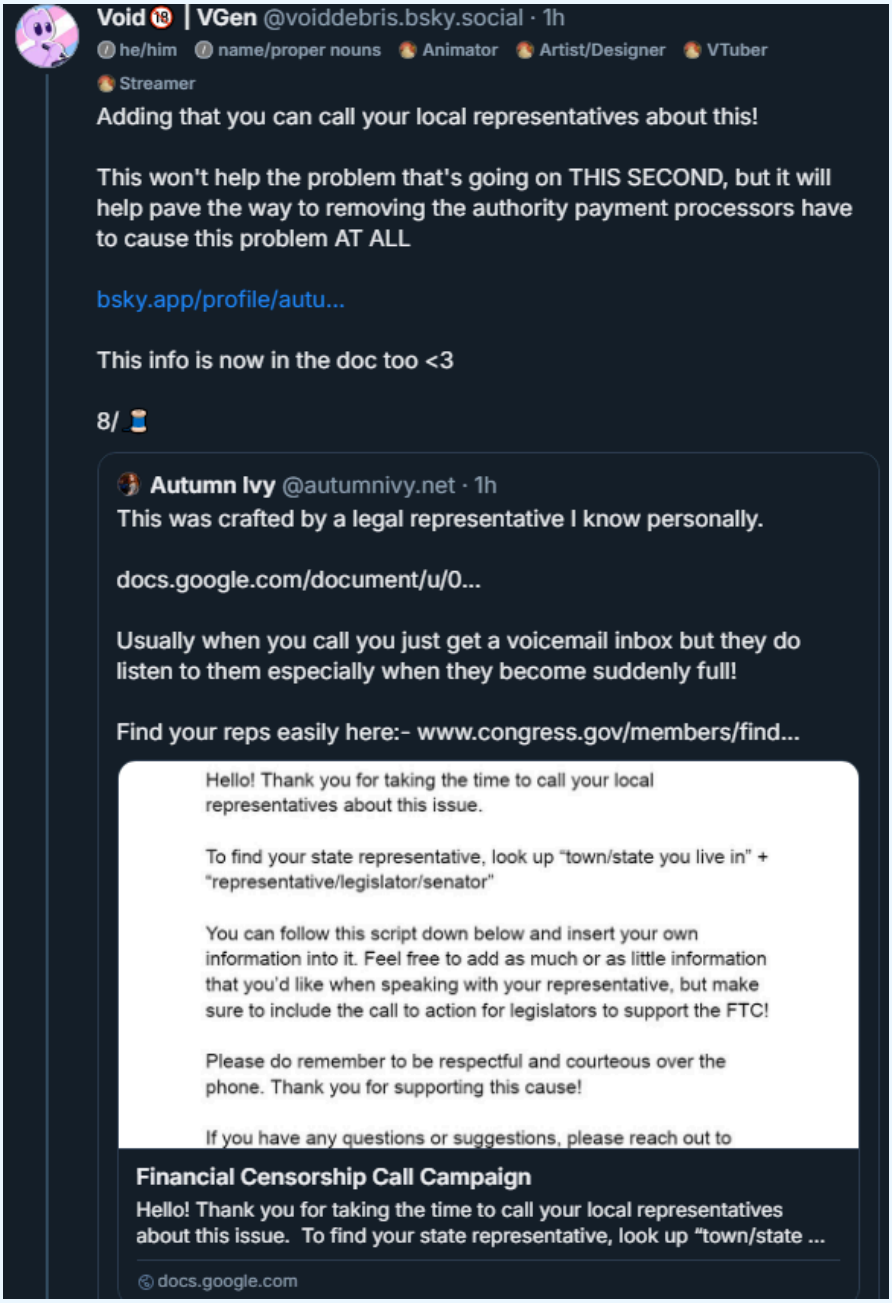
This info is now in the doc too <3

8/🧵” The post is a quote post of a post by AutumnIvy. Text: This was crafted by a legal representative I know personally.

docs.google.com/document/u/0...

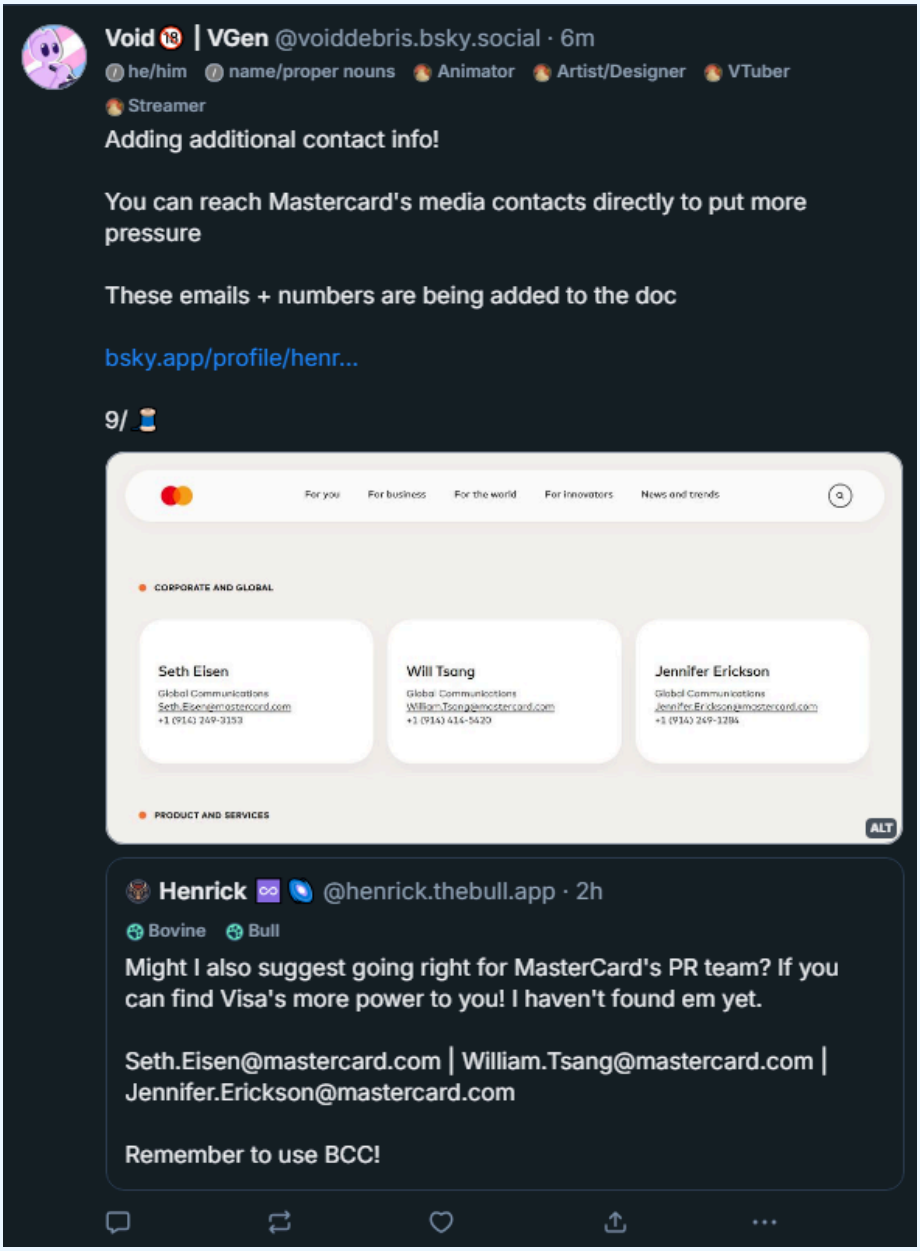
Usually when you call you just get a voicemail inbox but they do listen to them especially when they become suddenly full!

Find your reps easily here:- www.congress.gov/members/find…” There’s an embed entitled “financial censorship call campaign”.



Alt text:
Screenshot of bluesky post by VoidDebris. “Adding additional contact info!
You can reach Mastercard's media contacts directly to put more pressure
These emails + numbers are being added to the doc
bsky.app/profile/henr...
9/🧵”. Attached is a screenshot of the mastercard website with contact information. "Corporate and Global. Seth Eisen
Global Communications
Seth.Eisen@mastercard.com
+1 (914) 249-3153
Will Tsang
Global Communications
William.Tsang@mastercard.com
+1 (914) 414-5420
Jennifer Erickson
Global Communications
Jennifer.Erickson@mastercard.com
+1 (914) 249-1284".
Post is quote posting a post by Henrick: “Might I also suggest going right for MasterCard's PR team? If you can find Visa's more power to you! I haven't found em yet. Seth.Eisen@mastercard.com
William.Tsang@mastercard.com
Jennifer.Erickson@mastercard.com

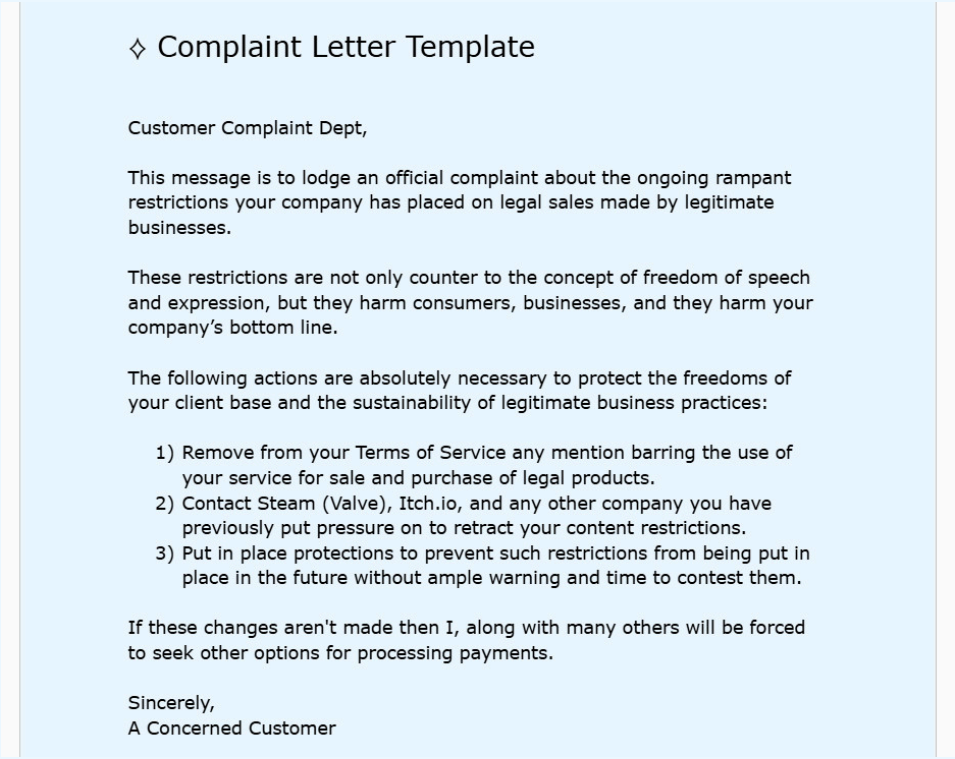
Remember to use BCC!”



Email Template Screenshot

Alt text:

Complaint Letter Template



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Remove from your Terms of Service any mention barring the use of your service for sale and purchase of legal products.
Contact Steam (Valve), Itch.io, and any other company you have previously put pressure on to retract your content restrictions.
Put in place protections to prevent such restrictions from being put in place in the future without ample warning and time to contest them.

If these changes aren't made then I, along with many others will be forced to seek other options for processing payments.

Sincerely,
A Concerned Customer.

Contact Info Screenshot

Alt text:

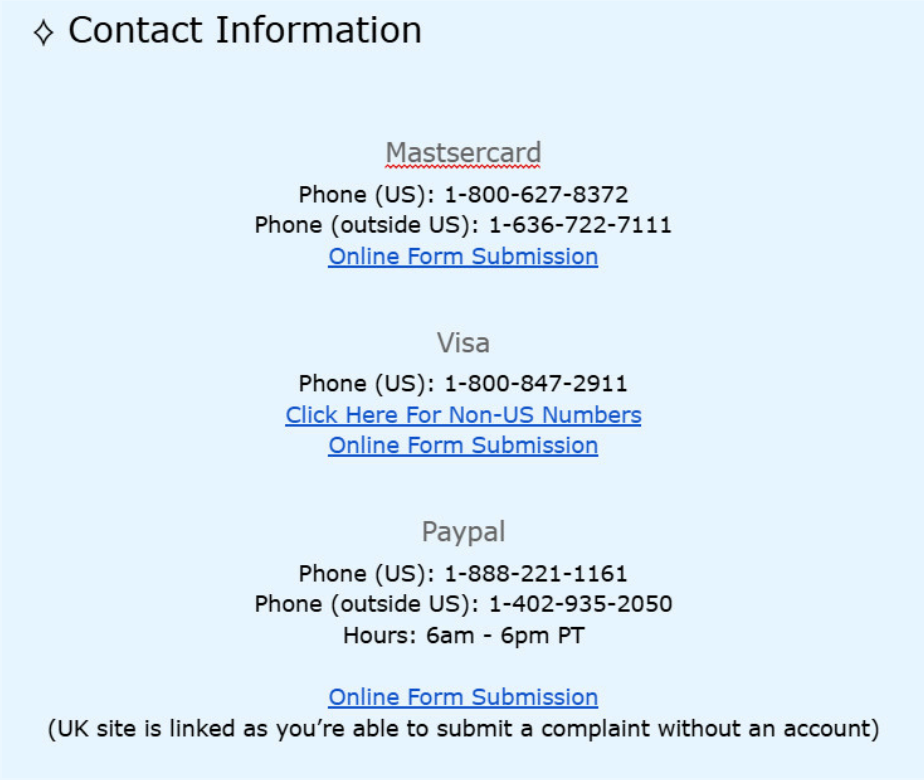
Contact Information

Mastsercard
Phone (US): 1-800-627-8372
Phone (outside US):
1-636-722-7111
Online Form Submission

Visa
Phone (US): 1-800-847-2911
Click Here For Non-US Numbers
Online Form Submission

Paypal
Phone (US): 1-888-221-1161
Phone (outside US):
1-402-935-2050
Hours: 6am - 6pm PT

Online Form Submission
(UK site is linked as you're able to submit a complaint without an account).



Cover Image

Alt text:
Digital graphic with the text "anti-censorship campaign" and screenshots of headlines about how multiple storefronts have removed NSFW content due to pressure from payment processors and Collective Shout.

