



Google LLC
1600 Amphitheatre Parkway
Mountain View
CA 94043

Brussels, 15th September 2022

Re: security problem with fingerprint sensor of the new Google Pixel 6a

Dear Mr./Mrs.,

We refer to our letter dd. 26th August and the answers provided by Google on 31st August.

While we appreciate the clarifications provided with regards to the security concerns raised on Google's Pixel 6a fingerprint sensor, the reference made in your answer to "the probability of an unverified fingerprint match being 1 in 50,000 attempts" doesn't correspond to the findings that emerged from the Euroconsumers/ICRT test results. Nor do they correspond to similar reports that were made to that regard (i.e. <https://www.androidcentral.com/phones/google-pixel-6a-fingerprint-problems-continue>; <https://9to5google.com/2022/07/30/pixel-6a-fingerprint-unlock/>).

Moreover, Google seems to be well aware of this security flaw that apparently is linked to the Android 12 version, as it recommends an upgrade to Android 13 in order to avoid exposure to this security risk. Nevertheless, we are not aware of Google actively reaching out to the consumers concerned to recognize in all transparency the security issue at stake and offer them in a pro-active way a concrete solution to fix it.

We would like to stress again that the security flaw we identified has a high potential impact on consumers' data protection, especially when taking into account that this identification is also used for payment systems.

Therefore we urgently call on Google to:

- First of all, issue a proactive communication to all Google Pixel 6a owners explaining in full transparency the security risks linked to the fingerprint sensor of the Android 12 version and all implications this might entail for consumers' data protection.
- Secondly, urge all consumers concerned to speedily upgrade their phone to the Android 13 version in order to avoid further exposure to data security breaches, hereby also pointing out to consumers in an understandable and accessible way all possible implications of this upgrade on the phone's performance.
- And finally, for future events, to pro-actively inform Euroconsumers about any possible security risks for consumers, so we can inform consumers accordingly. Euroconsumers from its side will continue to perform regular tests to assess the true quality and security of smartphones and will continue monitoring especially the issues raised above.

Thank you already.

Yours sincerely,



Els Bruggeman
Head Policy and Enforcement
Euroconsumers



Marco Pierani
Director of Public Affairs
Euroconsumers