

**Question for written answer E-000624/2024  
to the Commission**  
Rule 138  
**Lukas Mandl (PPE)**

Subject: Participation in society of digitally inexperienced older people

According to a Eurostat study, in 2020, barely over 60% of those aged 65-74 from across the EU reported using the internet in the past three months. The internet and digital services are playing an ever greater role in society and increasingly supplanting analogue resources and services. While there is no denying the efficiency gain that comes with this shift, older generations – in which some people are unacquainted with new technologies – must not be forgotten.

1. What steps is the Commission taking to enable less digitally skilled older people to also play an active part in modern society?
2. What measures are in the pipeline to support older people with administrative matters and everyday tasks?
3. What can be done to avoid the social isolation of older people and ageism as a result of the increasing emphasis on the digital space?

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