



## Consumer Sentinel Offers:

- ***Access to An Extensive Complaint Database***  
U.S., Canadian, and Australian law enforcement agencies—as well as private organizations--contributes consumer complaints to a database of over 300,000 entries. Members of **Consumer Sentinel** can search these complaints using any combination of over 10 fields of information—or add complaints to the database through the **Consumer Sentinel** website.
- ***Access to the Identity Theft Data Clearinghouse***  
U.S. agencies can access the federal government's central repository for identity theft complaints. The Clearinghouse includes individual complaints from the FTC and the Social Security Administration.
- ***Access to the National Tape Library***  
The National Tape Library has more than 17,000 tape recorded telemarketing calls gathered by undercover law enforcement agents. A product of NAAG and the San Diego Boiler Room Task Force—with support from the FBI, the Justice Department and the FTC—the Tape Library's database has the name, address and phone number of the company, the salesperson who made the call and the date the recording was made. An online tape request speeds delivery.
- ***Access to Fraud Alerts and Orders***  
As a forum for interagency communications, **Consumer Sentinel** allows you to share your consumer fraud concerns with other law enforcement agents. You can read Alerts submitted by colleagues—and inform and inquire about target areas, businesses and individuals. Additionally you can search a database of telemarketing defendants who are under court or administrative orders as a result of FTC law enforcement actions.
- ***Access to Contacts***  
Lists of law enforcement agencies and staff with access to **Consumer Sentinel**, law enforcement agents with an interest in crossborder fraud, Better Business Bureau contacts for law enforcement agents, and a directory of law enforcement videoconferencing facilities are available to members.



### ***Access to Publications***

Links to *Fraudbusters*, the newsletter by and for **Consumer Sentinel** members; the FTC's popular Internet Investigation Training Manual; the NAAG *Telemarketing Bulletin*; the FTC's website, which includes publications on a variety of consumer issues; and an extensive Internet resource list. A litigation library and a directory of State telemarketing statutes also are included.



### ***Security***

Sign up and access **Consumer Sentinel** through your Internet browser.

Safeguards—including client authentication, server authentication and data encryption protections—ensure the security of the information in the database. Download the security software once and register online. Then, use the software to begin a secure session any time.