

National Consumer Protection Week Twitter Chat

On Tuesday, March 4th, 2014, FTC staff hosted a Twitter chat as part of [National Consumer Protection Week](#). Bureau of Consumer Protection's Lesley Fair answered questions about common scams and other consumer comments from the [@FTC](#) Twitter account, and used the hashtag: #NCPW2014. FTC Chairwoman Edith Ramirez also participated in part of the chat.

Note: Tweets in their original order and without handles redacted, remain publicly available on Twitter.

Tweets

Just about to kick off our #NCPW2014 Twitter Chat. We're switching up the format. Instead of Q1/A1, will RT Qs & respond directly to user.

Hi! Lesley Fair here, senior attorney, FTC's Bureau of Consumer Protection. #NCPW2014

Who's joining our #NCPW chat today? And don't forget the hashtag: #NCPW2014

BTW, did you see the @WhiteHouse Presidential Proclamation for #NCPW?
<http://go.usa.gov/KCUe> #NCPW2014

RT [REDACTED] @FTC Credit freeze seems like a great tool to protect ID of elderly, children, and many adults. Is it that good? Downsides? #NCPW2014 #netde

[REDACTED] Freezes can make sense for some, but they cost in many states. Here's more on pros/cons: <http://go.usa.gov/KCUe> #NCPW2014

[REDACTED] Welcome to our chat. #NCPW2014

[REDACTED] #NCPW2014 Why have you not shut down pyramid schemes like Herbalife, Nu Skin and others? What is the FTC waiting for?

[REDACTED] Hi, Lesley answered this, but for some reason it didn't go through. Resending you an answer now. #NCPW2014

[REDACTED] Can't confirm/deny/discuss FTC investigations. See Nu Skin:
<http://go.usa.gov/KCMW> Complaint? <http://ftc.gov/complaint> #NCPW2014

RT [REDACTED] Given the @Target breach, what is the @FTC doing to ensure companies protect consumer data? #NCPW2014

[REDACTED] FTC has settled 50 data security cases and offers free resources for business compliance. <http://go.usa.gov/KCtY> #NCPW2014

RT [REDACTED] What's the recourse for consumers when #scammers working the Internet live outside the U.S.? #NCPW2014 #consumermojo

[REDACTED] We work w/intl partners to stop cross-border scams. File complaint & contact credit card co. <http://go.usa.gov/KCz5> #NCPW2014

RT [REDACTED] @FTC What is the best recourse for a victim of Identity theft? #NCPW2014

[REDACTED] Best immediate steps for victims of #IDtheft: <http://go.usa.gov/KCu4> #NCPW2014

Exciting news! FTC Chairwoman Edith Ramirez heard about our chat & is here to participate! Turning @FTC over to her. #NCPW2014

Hi, Edith Ramirez here. This is my first Twitter chat. It looks like there have been some great questions so far. #NCPW2014

I'm going to respond to a few myself before turning @FTC back to Lesley. -ER #NCPW2014

RT [REDACTED] FTC What would you say is the newest scam on your radar? #NCPW2014

[REDACTED] Keep up on latest scams by subscribing to ftc scam alerts: <http://go.usa.gov/KCzj> -ER #NCPW2014

RT [REDACTED] @FTC What kind of Health Care Fraud increase have you seen with #HCR ? #NCPW2014

[REDACTED] FTC sued spammer in Jan for bogus ACA emails: <http://go.usa.gov/KCSm> -ER #NCPW2014

RT [REDACTED] What's the no.1 tip to protect your #identity when filing taxes? #NCPW2014 #consumermojo

[REDACTED] File taxes early, secure docs, and shred paperwork. See <http://ftc.gov/taxidtheft> for more tips. -ER #NCPW2014

FTC committed to combating fraud by empowering consumers. Thanks for your questions. Been great being here. -ER #NCPW2014

Thanks, Chairwoman Ramirez. Lesley again taking your questions. #NCPW2014

MT [REDACTED] It seems kids are creeping through cracks & creating social networking accounts. Any tips on preventing this? #NCPW2014

[REDACTED] Open lines of communication btwn parent-kid + careful monitoring, key steps. For more, see <http://go.usa.gov/Kr3z> #NCPW2014

MT [REDACTED] Just curious if there was anything specific on the horizon not yet mentioned there. #NCPW2014

[REDACTED] FTC's top complaints for 2013: #IDtheft, imposters, autos, mobile, phantom debt. 2014 likely to see variations. #NCPW2014

Protect yourself in 2014 by checking out top complaints from last year: <http://go.usa.gov/Krx9> #NCPW2014

RT [REDACTED] What's the best way for #homeowners or housing advocates to report mortgage modifications scams to you? #NCPW2014

[REDACTED] Complaints filed with FTC are part of Consumer Sentinel database used by law enforcers nationally: <http://go.usa.gov/KrCx> #NCPW2014

MT [REDACTED] #NCPW2014 #COPPA is important, but creates huge barriers to entry for children's services online. How's safe harbor program going?

[REDACTED] FTC has acted on several safe harbors requests since July 2013 rule revision. Welcome more. Info: <http://go.usa.gov/Krrk> #NCPW2014

MT [REDACTED] #NCPW2014 When will you release results of your Big Data audit? Looking forward to it.

[REDACTED] Study still underway. Stay tuned. #NCPW2014

I have time for one more question. What's on your mind? #NCPW2014

RT [REDACTED] If consumers wire money to a scammer, is there anything that can be done to get back the money? @FTC #NCPW2014

[REDACTED] No easy way to get refund. FTC has sued scammers, transfer cos, & has prevention resources: <http://go.usa.gov/Kr2x> #NCPW2014

Wrapping up now. Have a complaint? Let us know. <http://ftc.gov/complaint> #NCPW2014

Thanks for all your great questions during our annual NCPW chat. Visit <http://ncpw.gov> to get involved. #NCPW2014