



The FTC is an independent executive-branch agency headed by a Commission, whose members are appointed by the President and confirmed by the Senate.

- Bureau of Consumer Protection
- Bureau of Competition
- Bureau of Economics

The FTC Commission:
As of December 2013

Chairwoman: Edith Ramirez
Commissioners:

Julie Brill

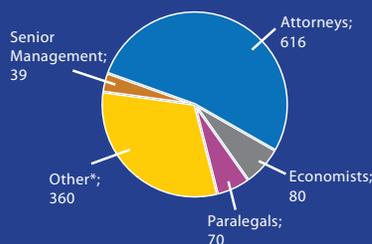
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The agency is headquartered in Washington, DC, and operates with seven regions across the United States.



The agency's workforce consists of over 1,100 civil service employees at the end of FY 2013.



Other includes support staff, program management, investigators, and information technology-related occupations.

THE FEDERAL TRADE COMMISSION'S (FTC) MISSION:

To prevent business practices that are anticompetitive or deceptive or unfair to consumers; to enhance informed consumer choice and public understanding of the competitive process; and to accomplish this without unduly burdening legitimate business activity.

STRATEGIC GOALS

- Protect Consumers
- Maintain Competition
- Advance Performance

WHAT WE DO

- **Identify** illegal practices
- **Stop and take action against** illegal practices through law enforcement
- **Prevent** consumer injury through education of consumers and businesses
- **Enhance** consumer benefit through research, reports, and advocacy
- **Protect** American consumers globally

FY 2013 HIGHLIGHTS

- The FTC returned more than \$36 million in redress funds to consumers and nearly \$153 million to the U.S. Treasury derived from fees, redress disgorgements, and fines.
- This year marked the 10th anniversary of the [National Do Not Call \(DNC\) Registry](#), which gives consumers the opportunity to limit telemarketing calls. At the end of the fiscal year, there were more than 223 million active registrations on the DNC Registry. The FTC continued aggressive law enforcement against companies responsible for illegal robocalls, and held its first public challenge - the Robocall Challenge - to spur technological innovations to help stop illegal calls. Judges selected three winners, two of whom split the \$50,000 prize for Best Overall Solution to block illegal robocalls. A third winner received the Robocall Challenge Technology Achievement Award.
- The FTC shared the more than 23 million consumer fraud, identity theft, financial, and DNC Registry complaints it has collected during the past five years with more than 2,000 law enforcement partner agencies worldwide.
- Over 11,000 unique organizations requested consumer education publications from the FTC. One new publication is "Safeguarding Your Child's Future" about child identity theft. The FTC distributed over a quarter of a million copies in FY 2013.
- The FTC saved consumers over \$1 billion through its merger and nonmerger actions.
- The agency took action against mergers likely to harm competition in markets with a total of \$21.0 billion in sales.
- The agency achieved a prompt pay rate of 99.1 percent for all invoices processed.
- The FTC continues to rank highly in various categories of OPM's Federal Employee Viewpoint Survey. Compared to 37 other federal agencies with over 1,000 employees, the FTC received first place in the category of Results-Oriented Performance Culture, second place in Talent Management, third place in Leadership, and fourth place in Job Satisfaction. The FTC was also ranked fourth overall in the Partnership for Public Service's 2013 [Best Places to Work in the Federal Government](#) survey.

MISSION CHALLENGES

The FTC stands prepared to face the challenges of today's marketplace as a champion for consumers and competition. Many of the FTC's challenges are defined by the conditions of the marketplace, and thus are ever changing. Selected agency mission challenges:

- Protecting consumer privacy and improving data security
- Promoting compliance in new media
- Combating identity theft
- Promoting competition in the health care and pharmaceutical industries, the high technology sector, and the energy industry
- Stopping harmful practices that take advantage of new technology
- Targeting deceptive advertising relating to consumers' health
- Protecting underserved Americans from fraud

STRATEGIC AND PERFORMANCE PLANNING OVERVIEW

FTC's performance planning framework originates from the agency's [FYs 2009 to 2014 Strategic Plan](#) and a [FY 2012 addendum](#). Our work is structured around 3 strategic goals and 13 objectives. Forty performance measures are used to gauge the success for each objective. Sixteen measures are considered "key" measures, as they best indicate whether the agency is achieving its desired outcomes. [In FY 2013, the FTC met or exceeded 15 of the 16 key measures and 34 of 40 performance measures overall.](#)

| Strategic Goal (Numbers shown in millions.) | Objective | Performance |
|---|---|--|
| PROTECT CONSUMERS Prevent fraud, deception, and unfair business practices in the marketplace. Net Costs: \$151 | Identify fraud, deception, and unfair practices that cause the greatest consumer injury. | 4 of 5 Key Measures Met or Exceeded (No data to consider for one measure) |
| | Stop fraud, deception, unfairness, and other unlawful practices through law enforcement. | |
| | Prevent consumer injury through education. | |
| | Enhance consumer protection through research, reports, rulemaking, and advocacy. | |
| | Protect American consumers in the global marketplace by providing sound policy and technical input to foreign governments and international organizations to promote sound consumer policy. | |
| MAINTAIN COMPETITION Prevent anticompetitive mergers and other anticompetitive business practices in the marketplace. Net Costs: \$41 | Take action against anticompetitive mergers and practices that may cause significant consumer injury. | 6 of 6 Key Measures Met or Exceeded |
| | Prevent consumer injury through education. | |
| | Enhance consumer benefit through research, reports, and advocacy. | |
| | Protect American consumers in the global marketplace by providing sound policy recommendations and technical advice to foreign governments and international organizations to promote sound competition policy. | |
| ADVANCE PERFORMANCE Advance the FTC's performance through organizational, individual, and management excellence. <i>Goal 3's costs are distributed to Goal 1 and Goal 2 predominately by Goal 1's and Goal 2's FTE usage, except for those non-pay costs that are clearly attributable to a specific goal.</i> | Provide effective human resources management. | 5 of 5 Key Measures Met or Exceeded |
| | Provide effective infrastructure and security management. | |
| | Provide effective information resources management. | |
| | Provide effective financial and acquisition management. | |

Note: Net Costs represent the annual cost of agency operations. The gross cost less any offsetting revenue is used to determine the net cost.

The Federal Trade Commission collects complaints about companies, business practices, and identity theft under the FTC Act and other laws we enforce or administer. Consumers may file complaints with the [FTC Complaint Assistant](#).

TOP CONSUMER COMPLAINTS IN CALENDAR YEAR 2012 (SOURCE: CONSUMER SENTINEL)

| Rank | Category | Number of Complaints | Percentage | Compared to 2011 |
|------|------------------------------------|----------------------|------------|------------------|
| 1 | Identity Theft | 369,132 | 18% | ↑ Up From 15% |
| 2 | Debt Collection | 199,721 | 10% | ↔ Steady At 10% |
| 3 | Banks and Lenders | 132,340 | 6% | ↑ Up From 5% |
| 4 | Shop-at-Home and Catalog Sales | 115,184 | 6% | ↑ Up From 5% |
| 5 | Prizes, Sweepstakes, and Lotteries | 98,479 | 5% | ↓ Down From 6% |

For the 13th year in a row, identity theft was the number one complaint category. In the table, "Percentage" is based on the total number of consumer complaints the FTC received in 2012 (2,061,495 complaints). "Compared to 2011" is based on the total number of consumer complaints the FTC received in 2011, as of the end of 2011 (1,813,080 complaints).