



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

Max Cherney
Freelance
2936 Anza St. #3
San Francisco, CA 94121

JUL 03 2017

Re: FOIA-2017-00845
Uber Technologies, Inc., et al.

Dear Mr. Cherney:

This is in response to your request dated April 25, 2017 under the Freedom of Information Act seeking access to consumer complaints from 2009 until the present for the following firms and subsidiaries, based in San Francisco, CA:

- Uber Technologies Inc.
- UberEats
- Otto
- Raiser LLC
- UberRush
- UberCab
- Raiser-CA LLC
- Lyft Inc.
- FinitePaths Inc.
- Leo
- Hitch
- Rover
- Cherry

In accordance with the FOIA and agency policy, we have searched our records as of April 26, 2017, the date we received your request in our FOIA office.

Consumer complaints concerning Uber and Lyft, dated through approximately December 7, 2016, are posted to the FTC's website at <https://www.ftc.gov/about-ftc/foia/foia-reading-rooms/frequently-requested-records>. We have located approximately 55 additional responsive complaints, concerning the various entities described in your request, that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. See *The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580, within 90 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

You also may seek dispute resolution services from the FTC FOIA Public Liaison Richard Gold via telephone at 202-326-3355 or via e-mail at rgold@ftc.gov; or from the Office of Government Information Services via email at ogis@nara.gov, via fax at 202-741-5769, or via mail at Office of Government Information Services (OGIS), National Archives and Records Administration, 8601 Adelphi Road, College Park, MD 20740.

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Jacqueline Lightle at 202-326-3737.

Sincerely,



Sarah D. Mackey
Associate General Counsel