



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

BY EMAIL

Sara Morrison  
Vocativ (via MuckRock)  
DEPT MR 35245, 411A Highland Ave  
Somerville, MA 02144-2516

APR 13 2017

Re: FOIA-2017-00676  
Indiegogo campaigns

Dear Ms. Morrison:

This is in response to your request dated March 21, 2017, under the Freedom of Information Act seeking access to “[c]omplaints made against Indiegogo campaigns for either not shipping products to campaign backers or for shipping a product that was not as described to backers.” In accordance with the FOIA and agency policy, we have searched our records, as of March 21, 2017, the date we received your request in our FOIA office.

The records you seek have been the subject of previous FOIA requests. Our responses to those requests are available on our FOIA Frequently Requested Records webpage at <https://www.ftc.gov/about-ftc/foia/foia-reading-rooms/frequently-requested-records#crowdfunding>. The most recent previous request (2016-00880) involved complaints through May 19, 2016. Accordingly, we searched for records generated after that date.

We have located approximately 121 responsive complaints. I am granting partial access to, and am enclosing copies of, the accessible records. Two complaints, and portions of other complaints, are subject to two of the nine exemptions to the FOIA’s disclosure requirements, as explained below.

We are withholding two complaints under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute; specifically, Section 21(f) of the FTC Act provides that the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if that foreign source has requested confidential treatment. 15 U.S.C. § 57b-2(f).

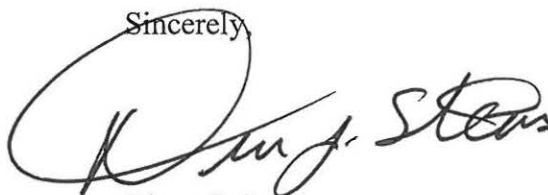
Enclosed are 119 responsive complaints that consumers have sent to the Federal Trade Commission (“FTC”). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access 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](mailto:rgold@ftc.gov); or from the Office of Government Information Services via email at [ogis@nara.gov](mailto: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 our FOIA regulations or procedures, please contact Jonathan Hill at (202) 326-2684.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns". The signature is written in a cursive style with a large, looping initial "D".

Dione J. Stearns  
Assistant General Counsel

Enclosed: 1 spreadsheet