



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

Kate Conger
TechCrunch
410 Townsend St., Suite 100
San Francisco, CA 94107

JAN 26 2017

Re: FOIA-2017-00257
Uber

Dear Ms. Conger:

This is a first partial response to your Freedom of Information Act request dated December 12, 2016, and amended on January 10, 2017, seeking, between January 1, 2015 and the present, all:

1. Consumer complaints against Uber or Raiser;
2. Communications related to Uber or Raiser in the possession of the Division of Privacy and Identity Protection, the Commissioners' Offices, the Office of Policy Planning, and the Division of Anticompetitive Practices;
3. Records related to investigations of Uber or Raiser.

In accordance with the FOIA and agency policy, we have searched our records, as of December 13, 2016, the date we received your request in our FOIA office.

We have located approximately 717 responsive complaints. I am granting partial access to, and am enclosing copies of, the accessible records. Nine 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 nine 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).

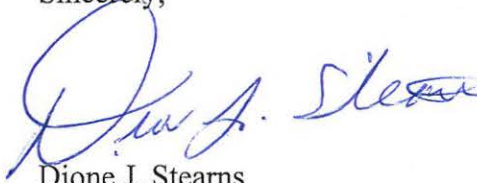
Enclosed are 708 responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access 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; 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.

We are continuing to process your request. If you have any questions, please contact Jonathan Hill at (202) 326-2684.

Sincerely,



Dione J. Stearns
Assistant General Counsel

Enclosed: 1 spreadsheet