



The FTC is an independent agency headed by a Commission, appointed by the President and confirmed by the Senate. The FTC's mission is carried out by three bureaus:

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

The FTC Commission:

As of December 2012

Chairman: Jon Leibowitz

Commissioners:

J. Thomas Rosch

Edith Ramirez

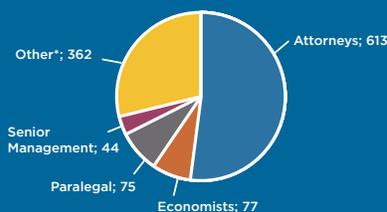
Julie Brill

Maureen K. Ohlhausen

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 2012.



*Other includes paralegal specialists, investigators, secretarial, and computer 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.

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

STRATEGIC GOALS

- Protect Consumers
- Maintain Competition
- Advance Performance

FY 2012 HIGHLIGHTS

- The FTC manages 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 217 million active registrations on the DNC Registry.
- Returned more than \$36 million in redress funds to consumers and returned nearly \$123 million to the U.S. Treasury derived from fees, redress disgorgements, and fines.
- The agency took action against mergers likely to harm competition in markets with a total of \$20.2 billion in sales.
- The FTC shared the more than 20 million consumer fraud, identity theft, financial, and DNC Registry complaints it collected during the past five years with more than 2,000 law enforcement partner agencies worldwide.
- Achieved a prompt pay rate of 99.5 percent for all invoices processed.
- The FTC obtained the largest litigated judgment ever by the agency in the amount of \$478 million against marketers of a three get-rich-quick systems, as part of the FTC's ongoing efforts to stop scams that prey upon financially distressed consumers.
- Google agreed to pay a record \$22.5 million civil penalty to settle FTC charges that it violated a 2011 order by misrepresenting to users of Apple Inc.'s Safari Internet browser that it would not place tracking "cookies" or serve targeted ads to those users.
- The U.S. joined the Asia Pacific Economic Cooperation (APEC) as the first participant in the Cross-Border Privacy Rules System, and the FTC was named as its first private enforcement authority. The APEC privacy system is designed to enhance the protection of consumer data that moves between the U.S. and other APEC nations.

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
- Stopping harmful uses of technology
- Promoting compliance in new media (e.g., viral, mobile, and affiliate marketing)
- Promoting competition in health care and pharmaceutical industries, high technology sectors, and energy industries.
- Protecting vulnerable Americans from fraud

STRATEGIC AND PERFORMANCE PLANNING OVERVIEW

FTC's performance planning framework originates from the FTC's [FYs 2009 to 2014 Strategic Plan](#) and an [FY 2012 addendum](#). Our work is structured around three 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 2012, the FTC met or exceeded 13 out of 16 key measures and 29 of 40 performance measures overall.](#)

| Strategic Goals (Numbers shown in millions) | Objectives | Performance |
|---|---|--|
| PROTECT CONSUMERS Prevent fraud, deception, and unfair business practices in the marketplace. Gross Costs: \$165 Less Earned Revenue: (\$14) 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 1 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. Gross Costs: \$121 Less Earned Revenue: (\$88) Net Costs: \$33 | Take action against anticompetitive mergers and practices that may cause significant consumer injury. | 4 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. | |

The FTC 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 2011 (SOURCE: [CONSUMER SENTINEL](#))

| RANK | CATEGORY | NUMBER OF COMPLAINTS | PERCENTAGE | COMPARED TO 2010 |
|------|-----------------------------------|----------------------|------------|------------------|
| 1 | Identity Theft | 279,156 | 15% | ↓ From 19% |
| 2 | Debt Collection | 180,928 | 10% | ↓ From 11% |
| 3 | Prizes, Sweepstakes and Lotteries | 100,208 | 6% | ↑ From 5% |
| 4 | Shop-at-Home and Catalog Sales | 98,306 | 5% | ↑ From 4% |
| 5 | Banks and Lenders | 89,341 | 5% | ↑ From 2% |

For the 12th 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 2011 (1,813,080 complaints). "Compared to 2010" is based on the total number of consumer complaints the FTC received in 2010, as of the end of 2010 (1,339,265 complaints).