

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Federal Trade Commission
Received

SEP 20 2016

FOIA BRANCH
GENERAL COUNSEL

Dear Sir/Madam:

This is a request under the Freedom of Information Act. I request that a copy of the following document(s) be provided to me: Complaint data pertaining to LifeLock Inc. including all investigative records in the years 2010 - 2016. This company is engaged in the business of providing identity theft monitoring and protection.

In order to help determine fees, please note that I am a public policy analyst at The VogelHood Group, a for-profit company focused on regulatory advisory services.

If you need to discuss this request, I can be reached at 202-740-4518. Thank you for your consideration of my request.

Sincerely,

Ali Khimji
Analyst, Public Policy
VogelHood Research
1010 Wisconsin Ave, STE 530
Washington, D.C. 20007



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

OCT 27 2016

Ali Khimji
VogelHood Research
1010 Wisconsin Avenue
Washington, DC 20007

Re: FOIA-2016-01244
LifeLock, Inc.

Dear Mr. Khimji:

This is a partial response to your request dated September 20, 2016, under the Freedom of Information Act. On October 5, you amended your request to seek access to consumer complaint data since July 23, 2015 through October 5, 2016 and investigative records from 2010 through 2016. In accordance with the FOIA and agency policy, we have searched our records as of September 20, 2016, the date we received your request in our FOIA office.

We have located approximately 167 responsive complaints 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).

We are continuing our review of additional records.

If you are not satisfied with this partial 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. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest. You also may seek dispute resolution services from the FTC FOIA Public Liaison Richard Gold, (202) 326-3355, rgold@ftc.gov or from the Office of Government Information Services via email ogis@nara.gov, via fax 202-741-5769, or via mail Office of Government Information Services (OGIS), National Archives and Records Administration, 8601 Adelphi Road, College Park, MD 20740-6001.

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,



Dione J. Stearns

Assistant General Counsel