



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

Via email to [REDACTED]

APR 26 2017

[REDACTED]  
Re: FOIA-2017-00507  
Amazon.com

Dear [REDACTED]

This is a partial response to your February 13, 2017 Freedom of Information Act request, as amended, seeking access to consumer complaints regarding Amazon from January 1, 2016 to March 1, 2017. In accordance with the FOIA and agency policy, we have searched our records, as of March 1, 2017, the date you amended your request.

We have located approximately 8,093 responsive complaints. We have reviewed 3,000 responsive complaints thus far, and we are continuing to review the remaining complaints. I am granting partial access to, and am enclosing copies of, the accessible records. These 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 38 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 2,962 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 e-mail 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 Katie Baker at 202-326-2869.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns".

Dione J. Stearns  
Assistant General Counsel

Att. 1 MS Excel Spreadsheet