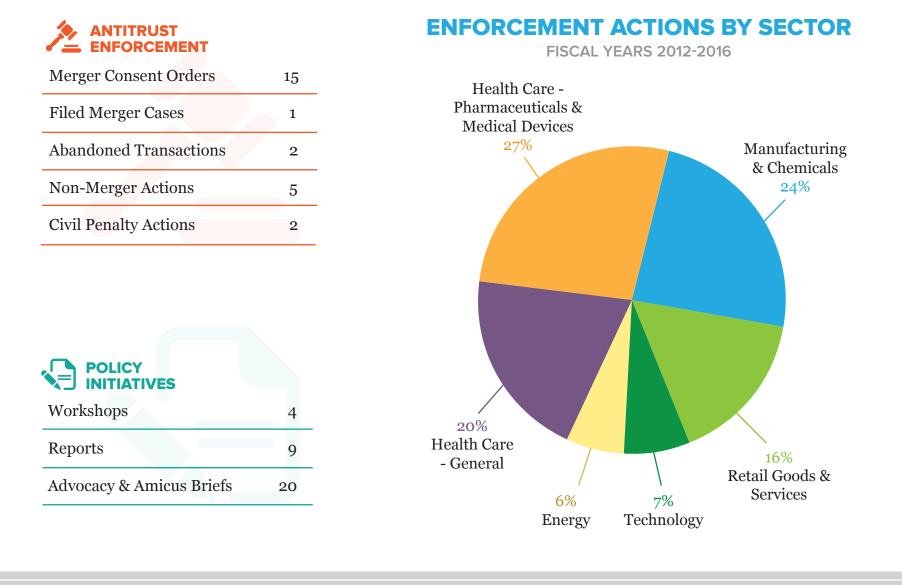
Stats & Data 2016

COMPETITION



CONSUMER PROTECTION

		CONSUMER COMPLAINTS *DOES NOT INCLUDE DO NOT CALL COMPLAINTS
Administrative	19	
Federal	45	Debt Collection 859,090 (28%) Imposter Scams
Civil Penalty	6	406,578 (13%)
		Other 503,967 (15%)
Administrative	21	- Identity Theft 399,225 (13%)
Redress, Disgorgement, & Permanent Injunction	117	Television & Electronic
Civil Penalty	12	Media 49,546 (2%) Telephone & Mobile Services
Civil Contempt	3	Credit Bureaus 292,155 (10%) & Info Furnishers
Workshops & Conferences	16	Auto-Related 94,673 (3%) Auto-Related 94,673 (3%) Banks & Lenders 143,987 (5%) Sweepstakes 109,831 (4%) 141,643 (5%)
Rulemakings Completed	7	
Reports	10	3,050,374 TOTAL COMPLAINTS*



MONETARY RELIEF

TOTAL AMOUNT OF REDRESS & DISGORGEMENT*	\$11.98 billion
TOTAL AMOUNT OF CIVIL PENALTIES*	\$5.61 million
consume \$160 in redress dire	0,282 ers received MILLION ectly from the FTC

Does not include amounts suspended by the court based on * inability to pay; any default judgments are included.

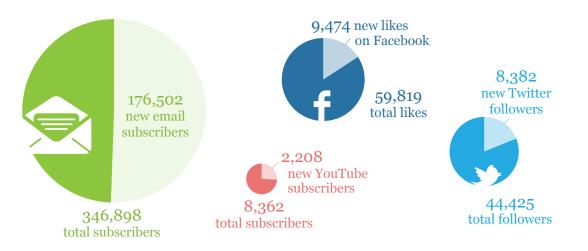
TOP 5 REDRESS JUDGMENTS*

Volkswagen	\$10.03 BILLION
AMG Services	\$1.29 BILLION
Herbalife	\$200 MILLION
DeVry University	\$100 MILLION
AuraVie	\$74.07 MILLION

TOP 5 CIVIL PENALTY CASES*

Sprint ASL Program	\$2.95 MILLION
InMobi Pte Ltd.	\$950,000
Fayez Sarofim	\$720,000
Caledonia Investments	\$480,000
Carribean Cruise Line/ Pacific Telecom Communication Group	\$209,000

OUTREACH



Most Popular Tweet:

FTC to study #mobile device industry's security update practices: https://www.ftc.gov/news-events/ press-releases/2016/05/ftc-study-mobile-deviceindustrys-security-update-practices

Most Popular YouTube Video:



Stand Up To Cyberbullying



Federal Trade Commission ftc.gov/highlights