



The FTC is an independent law enforcement agency with both consumer protection and competition jurisdiction in broad sectors of the economy. The FTC's mission is carried out by three bureaus:

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

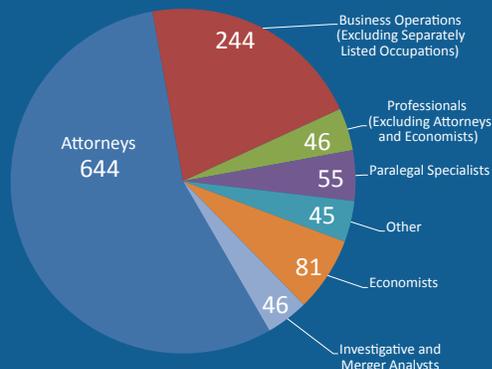
The FTC is led by a chairman and four commissioners, nominated by the President and confirmed by the Senate. As of October 2016:

- Chairwoman Edith Ramirez (resigned February, 2017)
- Commissioner Maureen K. Ohlhausen (named Acting Chairman January, 2017)
- Commissioner Terrell McSweeney
- Two vacant Commissioner seats

The FTC is headquartered in Washington, D.C., and operates with seven regions across the United States.



The agency's workforce consists of 1,161 civil service employees as of the end of FY 2016.



THE FEDERAL TRADE COMMISSION'S MISSION:

Working to protect consumers by preventing anticompetitive, deceptive, and unfair business practices, enhancing informed consumer choice and public understanding of the competitive process, and accomplishing this without unduly burdening legitimate business activity.

STRATEGIC GOALS

- Protect Consumers
- Maintain Competition
- Advance Organizational Performance

WHAT WE DO

- **Identify, 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 from domestic and international deceptive and anticompetitive practices

FY 2016 HIGHLIGHTS

- The FTC returned more than \$176 million in redress funds to consumers and over \$133 million to the U.S. Treasury derived from fees, redress disgorgements, and fines.
- The FTC saved consumers over \$3.6 billion through its merger and nonmerger actions and \$1.055 billion through its consumer protection law enforcement actions.
- The FTC announced its largest false advertising settlement in its history. Volkswagen Group of America agreed to spend up to \$10 billion to settle charges that VW's "clean diesel" claims deceived consumers.
- The FTC and its data contributors added over 8.4 million fraud, identity theft, financial, and Do Not Call complaints to the agency's Consumer Sentinel Network (CSN) database. Over 2,300 federal, state, local, and international law enforcement agencies have access to CSN, and hundreds of individual members access the system each week.
- The FTC filed 31 advocacy comments this year to federal agencies, circuit courts, state boards, and state legislators. This was the highest output of advocacy since FY 2004.
- The FTC continues to rank highly in various categories of OPM's Federal Employee Viewpoint Survey. Compared to 37 other federal agencies with over 1,000 employees, the FTC ranked first on the Employee Engagement Index, and second on the New IQ Index.
- The FTC ranked fifth out of 27 mid-size agencies in the Partnership for Public Service's 2016 Best Places to Work in the Federal Government survey.

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 include:

- Protecting Americans from fraud
- Protecting consumer privacy and data security
- Stopping deceptive advertising and marketing practices
- Protecting consumers in the financial marketplace
- Protecting every community, including military service members and veterans, older Americans and small businesses
- Stopping harmful uses of new technology without hindering innovation
- Promoting competition in health care and pharmaceutical markets
- Preventing anticompetitive activity in the energy industry
- Maintaining robust competition in retail markets

STRATEGIC AND PERFORMANCE PLANNING OVERVIEW

The FTC's performance planning framework originates from the agency's [Strategic Plan for Fiscal Years 2014 to 2018](#). Our work is structured around 3 strategic goals and 8 objectives. Twenty-nine performance goals are used to gauge success on these objectives. Nine performance goals are considered "key", as they best indicate whether the agency is achieving its desired outcomes. In FY 2016, the FTC met or exceeded 8 of the 9 key performance goals and 27 of 29 performance goals overall.

| STRATEGIC GOAL (NUMBERS SHOWN IN MILLIONS.) | OBJECTIVE | PERFORMANCE |
|--|---|---|
| GOAL 1 PROTECT CONSUMERS | Identify and take actions to address deceptive or unfair practices that harm consumers. | 3 of 4 Key Performance Goals Met or Exceeded Target |
| | Provide the public with knowledge and tools to prevent harm to consumers. | |
| | Collaborate with domestic and international partners to enhance consumer protection. | |
| GOAL 2 MAINTAIN COMPETITION | Identify and take actions to address anticompetitive mergers and practices that harm consumers. | 4 of 4 Key Performance Goals Met or Exceeded Target |
| | Engage in effective research and stakeholder outreach to promote competition, advance its understanding, and create awareness of its benefits to consumers. | |
| | Collaborate with domestic and international partners to preserve and promote competition. | |
| GOAL 3 ADVANCE ORGANIZATIONAL PERFORMANCE | Optimize resource management and infrastructure. | 1 of 1 Key Performance Goals Met or Exceeded Target |
| | Cultivate a high-performing, diverse, and engaged workforce. | |

TOP CONSUMER COMPLAINTS IN CALENDAR YEAR 2016

The Federal Trade Commission collects complaints about companies, business practices, and identity theft under the FTC Act and other laws the agency enforces or administers. Consumers may file complaints with the [FTC Complaint Assistant](#).

| RANK | CATEGORY | NUMBER OF COMPLAINTS | PERCENTAGE | COMPARED TO 2015 |
|------|-------------------------------|----------------------|------------|---|
| 1 | Debt Collection | 859,090 | 28% |  Down from 29% |
| 2 | Impostor Scams | 406,578 | 13% |  Up from 11% |
| 3 | Identity Theft | 399,225 | 13% |  Down from 16% |
| 4 | Telephone and Mobile Services | 292,155 | 10% |  Up from 9% |
| 5 | Banks and Lenders | 143,987 | 5% |  Up from 4% |

Source: [Consumer Sentinel](#)