



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 2017:

- Acting Chairman
Maureen K. Ohlhausen
- Commissioner Terrell McSweeney
- Three vacant Commissioner seats

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



FTC FISCAL YEAR 2017 PERFORMANCE SNAPSHOT

THE FEDERAL TRADE COMMISSION'S MISSION:

The FTC works 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 2017 HIGHLIGHTS

- The FTC returned more than \$543 million in redress funds to consumers and over \$235 million to the U.S. Treasury derived from fees, redress disgorgements, and fines.
- In addition, some court orders required defendants to send refunds directly to consumers. Defendants distributed approximately \$7.47 billion in refunds directly to consumers.
- The FTC saved consumers over \$3.7 billion through its merger and nonmerger actions and over \$1.28 billion through its consumer protection law enforcement actions.
- In an historic decision, an Illinois federal court ordered Dish Network to pay \$280 million in civil penalties and to stop alleged violations of the FTC's Telemarketing Sales Rule and other federal and state laws.
- The Western Union Company, a global money services business headquartered in Colorado, agreed to pay \$586 million to settle FTC and U.S. Department of Justice charges that the company allowed scammers to use its money transfer system to collect money from their victims.
- The FTC and its data contributors added over 9.7 million fraud, identity theft, financial, and Do Not Call complaints to the agency's Consumer Sentinel Network (CSN) database. Approximately 2,400 federal, state, local, and international law enforcement users have access to CSN, and hundreds of individual members access the system each week.
- 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 the New IQ Index.
- The FTC ranked 4th out of 25 mid-size agencies in the Partnership for Public Service's 2017 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 [FYs 2014 to 2018 Strategic Plan](#). Our work is structured around 3 strategic goals and 8 objectives. Thirty 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 2017, the FTC met or exceeded 8 of the 9 key performance goals and 27 of 30 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.	4 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.	3 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 2017

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	608,535	23%	 Down from 28%
2	Identity Theft	371,061	14%	 Up from 13%
3	Impostor Scams	347,829	13%	No change
4	Telephone and Mobile Services	149,578	6%	 Down from 10%
5	Banks and Lenders	149,316	6%	 Up from 5%

Source: [Consumer Sentinel](#)