



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

#### Strategic Goals

- Protect consumers from unfair and deceptive practices in the marketplace.
- Maintain competition to promote a marketplace free from anticompetitive mergers, business practices, or public policy outcomes.
- Advance the FTC's performance through excellence in managing resources, human capital, and information technology.

The FTC is led by a chairman and four commissioners, nominated by the President and confirmed by the Senate. As of October 2018:

- Chairman Joseph J. Simons
- Commissioner Rohit Chopra
- Commissioner Noah Joshua Phillips
- Commissioner Rebecca Kelly Slaughter
- Commissioner Christine S. Wilson

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



## FTC FISCAL YEAR 2018 PERFORMANCE SNAPSHOT

### THE FEDERAL TRADE COMMISSION'S MISSION

The FTC works to protect consumers by preventing anticompetitive, deceptive, and unfair business practices through law enforcement, advocacy, and education, without unduly burdening legitimate business activity.

### WHAT WE DO

- **Identify, stop, and take action** against illegal, deceptive, and unfair practices through consumer protection and competition law enforcement
- **Provide** consumers and businesses with knowledge and tools that provide guidance and prevent harm
- **Enhance** benefits to consumers through research, reports, and advocacy
- **Protect** consumers from domestic and international deceptive and anticompetitive practices
- **Collaborate** with domestic and international partners to enhance their capability and capacity to protect consumers and promote competition

### FY 2018 HIGHLIGHTS

- The agency returned over \$83 million in redress to consumers and deposited over \$11 million into the U.S. Treasury, reflecting collections in both consumer protection and competition matters.
- In addition, some court orders required defendants to send refunds directly to consumers. Defendants, including Volkswagen, Amazon, and AdoreMe, distributed approximately \$1.65 billion in refunds directly to consumers.
- The FTC saved consumers over \$3.8 billion through its merger and nonmerger actions. This represents over \$50 for each \$1 in resources devoted to its merger program, and over \$40 per each \$1 in resources devoted to its nonmerger program.
- The FTC saved consumers on average \$38.90 for every \$1 of resources devoted to the consumer protection program in the past three years, or an average of \$3.9 billion per year.
- In the agency's first children's privacy and security case involving Internet-connected toys, electronic toy manufacturer Vtech agreed to pay \$650,000 to settle FTC allegations that it violated the Children's Online Privacy Protection Act (COPPA).
- The FTC and its data contributors added over 8.6 million complaints to the agency's Consumer Sentinel Network (CSN) database. Approximately 2,600 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 (FEVS). 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 overall job satisfaction of FTC employees is measured by the percent of FEVS respondents who consider their agency to be a "best place to work." The FTC's 85% score exceeded the government-wide average score by 20 percentage points.

### MISSION CHALLENGES

The FTC stands prepared to face the challenges of today's marketplace as a champion for consumers and competition. Many of these challenges are defined by the conditions of the marketplace, and thus are ever changing. Selected agency mission challenges include:

- Protecting consumers from fraud
- Protecting consumers as technology evolves
- Protecting consumer privacy and data security
- Stopping deceptive advertising and marketing practices
- Protecting consumers in the financial marketplace
- Protecting small businesses, seniors, veterans, and servicemembers
- 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 FY 2018-2022 Strategic Plan, which is structured around 3 strategic goals and 9 objectives. Thirty-six 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 2018, the FTC met or exceeded 8 of the 9 key performance goals. One key performance goal did not have a target for FY 2018, as it was the baseline year. In total, the FTC met or exceeded 25 of 36 performance goals overall, missing one target. Performance results were not available at the time of publication for 2 performance goals, and 8 new performance goals were added this year and did not have targets as they are establishing baseline performance.

STRATEGIC GOAL	OBJECTIVE	PERFORMANCE
<b>GOAL 1</b> Protect consumers from unfair and deceptive practices in the marketplace.	Identify and take actions to address deceptive or unfair practices that harm consumers.	3 Key Performance Goals Met or Exceeded Target; Baseline Year for 4th Key Measure
	Provide consumers and businesses with knowledge and tools that provide guidance and prevent harm.	
	Collaborate with domestic and international partners to enhance consumer protection.	
<b>GOAL 2</b> Maintain competition to promote a marketplace free from anticompetitive mergers, business practices, or public policy outcomes.	Identify and take actions to address anticompetitive mergers and practices.	4 of 4 Key Performance Goals Met or Exceeded Target
	Engage in effective research, advocacy, and stakeholder outreach to promote competition and advance its understanding.	
	Collaborate with domestic and international partners to preserve and promote competition.	
<b>GOAL 3</b> Advance the FTC's performance through excellence in managing resources, human capital, and information technology.	Optimize resource management and infrastructure.	1 of 1 Key Performance Goal Met or Exceeded Target
	Cultivate a high-performing, diverse, and engaged workforce.	
	Optimize technology and information management that supports the FTC mission.	

## TOP CONSUMER COMPLAINTS IN CALENDAR YEAR 2018

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 2017
1	Impostor Scams	535,417	18%	 Up from 13%
2	Debt Collection	475,517	16%	 Down from 23%
3	Identity Theft	444,602	15%	 Up from 14%
4	Telephone and Mobile Services	164,876	6%	No change
5	Shop-at-Home and Catalog Sales	143,072	5%	No change

Source: [Consumer Sentinel](#)