



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 2019:

- 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 2019 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 2019 HIGHLIGHTS

- The agency returned over \$478 million in redress to consumers and deposited \$156.9 million to 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, Green Tree, and AdoreMe, distributed more than \$344 million in refunds to consumers.
- The FTC saved consumers over \$4.8 billion through its merger and nonmerger actions. This represents almost \$66 for each \$1 in resources devoted to its merger program, and \$75.80 for each \$1 in resources devoted to its nonmerger program.
- The FTC established the Technology Enforcement Division to monitor competition in U.S. technology markets and recommend antitrust enforcement actions where warranted.
- The FTC secured a stipulated injunction in federal court requiring Reckitt Benckiser to pay \$50 million to settle charges that it violated the antitrust laws through a deceptive scheme to thwart lower-priced generic competition to its branded drug Suboxone.
- The FTC saved consumers on average \$38.60 for each \$1 of resources devoted to the consumer protection program in the past three years, or an average of \$3.9 billion per year.
- To settle charges that Facebook violated a 2012 FTC order by deceiving users about their ability to control the privacy of their personal information, the company agreed to pay a record-breaking \$5 billion penalty.
- Google and its subsidiary YouTube agreed to pay a record \$170 million to settle allegations by the FTC and the New York Attorney General that the YouTube video-sharing service illegally collected personal information from children without their parents' consent in violation of the Children's Online Privacy Protection Act.
- The FTC and its data contributors added 8.5 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 score, 84%, exceeding the government-wide average by more than 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 2019, the FTC met or exceeded all 9 key performance goals and 32 of 36 performance goals overall. Performance results were not available at the time of publication for 2 performance goals.

STRATEGIC GOAL	OBJECTIVE	PERFORMANCE
GOAL 1 Protect consumers from unfair and deceptive practices in the marketplace.	Identify and take actions to address deceptive or unfair practices that harm consumers.	4 of 4 Key Performance Goals Exceeded Target
	Provide consumers and businesses with knowledge and tools that provide guidance and prevent harm.	
	Collaborate with domestic and international partners to enhance consumer protection.	
GOAL 2 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.	
GOAL 3 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 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 2019

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 2018
1	Identity theft	650,572	20%	 Up from 15%
2	Imposter Scams	647,472	20%	 Up from 18%
3	Telephone & Mobile Services	186,475	6%	 Down from 15%
4	Online Shopping & Negative Reviews	173,785	5%	No change
5	Credit Bureaus, Information Furnishers & Report Users	165,231	5%	No change

Source: [Consumer Sentinel](#)