



The Federal Trade Commission (FTC) is an independent agency. The Chairman (agency head) and four Commissioners, who are appointed by the President and confirmed by the Senate, guide the agency.

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

### The FTC Commission As of December 2011:

Chairman: Jon Leibowitz

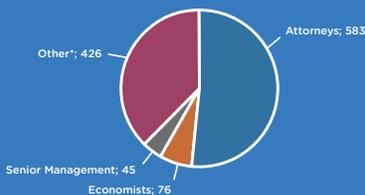
Commissioners:

- Julie Brill
- Edith Ramirez
- J. Thomas Rosch

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



The agency's workforce consists of over 1,100 civil service employees:



\*Other includes paralegal specialists, investigators, secretarial, and computer related occupations.

# THE FTC'S MISSION:

To prevent business practices that are anticompetitive or deceptive or unfair to consumers; to enhance informed consumer choice and public understanding of the competitive process; and to accomplish this without unduly burdening legitimate business activity.

## STRATEGIC GOALS

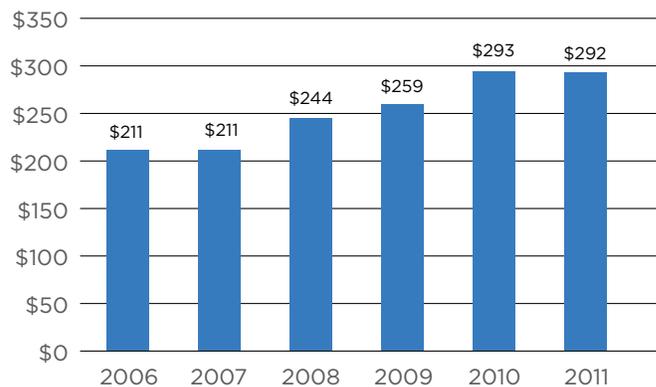
- Protect Consumers
- Maintain Competition
- Advance Performance

## FY 2011 HIGHLIGHTS

- The FTC manages the National Do Not Call (DNC) Registry, which gives consumers the opportunity to limit telemarketing calls. At the end of the fiscal year, there were more than 208 million active registrations on the DNC Registry.
- The FTC's consumer protection mission work has program costs of \$169 million, while the agency returned more than \$116 million in redress funds to consumers and credited nearly \$142 million to the U.S. Treasury in fees, redress disgorgements, and fines.
- The FTC's maintaining competition mission work has program costs of \$129 million; program benefits include positive merger results in markets with a total of \$22.7 billion in sales.
- The FTC shares the more than 16.1 million consumer fraud, identity theft, financial, and DNC Registry complaints it has collected during the past five years with more than 2,000 law enforcement partner agencies worldwide.

## BUDGET SNAPSHOT

APPROPRIATIONS FY 2006-2011 (\$ IN MILLIONS)



## MISSION CHALLENGES

Many of the FTC's challenges are defined by the conditions of the marketplace, and thus are ever changing. Selected agency mission challenges in FY 2011 include:

- Targeting deceptive, unfair, and other illegal practices involving mortgage advertising, servicing, lending, and other financial services.
- Promoting competition and preventing anticompetitive activity in the health care and pharmaceutical industries, high technology sectors, and energy industries.
- Combating identity theft.
- Protecting consumer privacy and improving data security.
- Protecting children and teens from deceptive and unfair practices.

## STRATEGIC AND PERFORMANCE PLANNING OVERVIEW

The FY 2011 performance planning framework originates from the FTC's FYs 2009 to 2012 Strategic Plan. The FTC's work is structured around three strategic goals and 13 objectives. Forty performance measures are used to gauge the success for each objective. Sixteen measures are considered "key" measures, as they best indicate whether the agency is achieving its desired outcomes. In 2011 FTC met 15 of 16 key measures, and 35 of 40 performance measures overall.

Strategic Goals (Numbers shown in millions)	Objectives	Performance
<b>PROTECT CONSUMERS</b> Prevent fraud, deception, and unfair business practices in the marketplace.  <b>Gross Costs:</b> <b>\$169</b> <b>Less Earned Revenue:</b> <b>(\$14)</b> <b>Net Costs:</b> <b>\$155</b>	Identify fraud, deception, and unfair practices that cause the greatest consumer injury.	5 of 5 Key Measures Met or Exceeded
	Stop fraud, deception, unfairness, and other unlawful practices through law enforcement.	
	Prevent consumer injury through education.	
	Enhance consumer protection through research, reports, rulemaking, and advocacy.	
	Protect American consumers in the global marketplace by providing sound policy and technical input to foreign governments and international organizations to promote sound consumer policy.	
<b>MAINTAIN COMPETITION</b> Prevent anticompetitive mergers and other anticompetitive business practices in the marketplace.  <b>Gross Costs:</b> <b>\$129</b> <b>Less Earned Revenue:</b> <b>(\$92)</b> <b>Net Costs:</b> <b>\$37</b>	Take action against anticompetitive mergers and practices that may cause significant consumer injury.	5 of 6 Key Measures Met or Exceeded
	Prevent consumer injury through education.	
	Enhance consumer benefit through research, reports, and advocacy.	
	Protect American consumers in the global marketplace by providing sound policy recommendations and technical advice to foreign governments and international organizations to promote sound competition policy.	
<b>ADVANCE PERFORMANCE</b> Advance the FTC's performance through organizational, individual, and management excellence.  Goal 3's costs are distributed to Goal 1 and Goal 2 predominately by Goal 1's and Goal 2's full-time equivalent usage, except for those non-pay costs that are clearly attributable to a specific goal.	Provide effective human resources management.	5 of 5 Key Measures Met or Exceeded
	Provide effective infrastructure and security management.	
	Provide effective information resources management.	
	Provide effective financial and acquisition management.	

The FTC collects complaints about companies, business practices, and identity theft under the FTC Act and other laws we enforce or administer. Consumers may file complaints with the FTC Complaint Assistant.

### TOP CONSUMER COMPLAINTS IN CALENDAR YEAR 2010 (SOURCE: CONSUMER SENTINEL)

Rank	Category	Number of Complaints	Percentage	Compared to 2009
1	Identity Theft	250,854	19%	↓ From 21%
2	Debt Collection	144,159	11%	↑ From 9%
3	Internet Services	65,565	5%	↓ From 6%
4	Prizes, Sweepstakes and Lotteries	64,085	5%	↑ From 3%
5	Shop-at-Home and Catalog Sales	60,205	4%	↓ From 6%

For the 11<sup>th</sup> year in a row, identity theft was the number one consumer complaint category. In the table, "Percentage" is based on the total number of consumer complaints the FTC received in 2010 (1,339,265 complaints). "Compared to 2009" is based on the total number of consumer complaints the FTC received in 2009, as of the end of 2009 (1,330,426 complaints).