



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

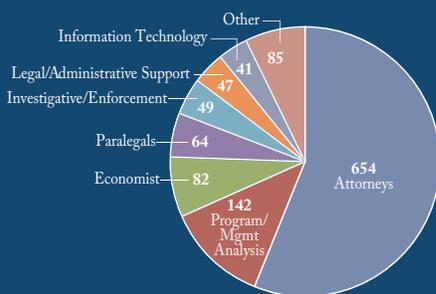
The FTC is headed by a Commission composed of five commissioners, nominated by the President and confirmed by the Senate. As of December 2014

- Chairwoman Edith Ramirez
- Commissioner Julie Brill
- Commissioner Maureen K. Ohlhausen
- Commissioner Joshua D. Wright
- Commissioner Terrell McSweeney

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



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



## THE FEDERAL TRADE COMMISSION'S (FTC) 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** illegal practices
- **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 globally

### FY 2014 HIGHLIGHTS

- The FTC returned more than \$38 million in redress funds to consumers and over \$147 million to the U.S. Treasury derived from fees, redress disgorgements, and fines.
- The FTC and its data contributors added over 5.62 million fraud, identity theft, financial, and Do Not Call complaints to the agency's Consumer Sentinel Network (CSN) database. CSN is currently accessible to more than 2,000 law enforcement partner agencies worldwide.
- The FTC saved consumers over \$1.4 billion through its merger and nonmerger actions and over \$701 million through its consumer protection law enforcement actions.
- The agency took action against mergers likely to harm competition in markets with a total of \$18.6 billion in sales.
- The FTC increased the number of partners using consumer and business education materials to over 12,000 in FY 2014.
- The FTC continues to rank high 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 place in Results-Oriented Performance Culture and Leadership and Knowledge Management, second place in Talent Management, and fifth place in Job Satisfaction.
- The FTC ranked 4th out of 25 mid-size agencies in the Partnership for Public Service's 2014 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 consumer privacy and improving data security
- Stopping harmful practices that take advantage of new technology
- Protecting Americans from fraud
- Addressing emerging advertising issues and targeting deceptive advertising
- Promoting competition in health care and pharmaceutical markets
- Continuing emphasis on maintaining competition in dynamic technology markets
- Preventing anticompetitive activity in the energy industry

## STRATEGIC AND PERFORMANCE PLANNING OVERVIEW

FTC's performance planning framework originates from the agency's [2014 to 2018 Strategic Plan](#). Our work is structured around 3 strategic goals and 8 objectives. Twenty-nine performance goals are used to gauge the success for these objectives. Nine performance goals are considered "key", as they best indicate whether the agency is achieving its desired outcomes. [In FY 2014](#), the FTC met or exceeded 6 of the 9 key performance goals and 21 of 29 performance goals overall.

STRATEGIC GOAL (Numbers shown in millions.)	OBJECTIVE	PERFORMANCE
<b>PROTECT CONSUMERS</b> <b>Net Costs: \$157</b>	Identify and take actions to address deceptive or unfair practices that harm consumers.	2 of 4 Key Performance Goals Met or Exceeded Target  <i>(FY 2014 is baseline year for two performance goals)</i>
	Provide the public with knowledge and tools to prevent harm to consumers.	
	Collaborate with domestic and international partners to enhance consumer protection.	
<b>MAINTAIN COMPETITION</b> <b>Net Costs: \$18</b>	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.	
<b>ADVANCE ORGANIZATIONAL PERFORMANCE</b>  <i>Goal 3's costs are distributed to Goal 1 and Goal 2 predominately by Goal 1's and Goal 2's FTE usage, except for those non-pay costs that are clearly attributable to a specific goal.</i>	Optimize resource management and infrastructure.	1 of 1 Key Performance Goal Met or Exceeded Target
	Cultivate a high-performing, diverse, and engaged workforce.	

**Note:** Net Costs represent the resources used to achieve goals and objectives and signify the relative efficiency and cost-effectiveness of agency program/operations. Additional details are located in [Note 11 of the FY 2014 AFR](#).

## TOP CONSUMER COMPLAINTS IN CALENDAR YEAR 2013

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

For the 14th year in a row, identity theft is the top category in the list of complaints submitted by consumers.

RANK	CATEGORY	NUMBER OF COMPLAINTS	PERCENTAGE	COMPARED TO 2011
1	Identity Theft	290,056	14%	↓ Up From 18%
2	Debt Collection	204,644	10%	↔
3	Banks and Lenders	152,707	7%	↑ Up From 6%
4	Imposter Scams	121,720	6%	↑ Up From 4%
5	Telephone and Mobile Services	116,261	6%	↑ Up From 4%

(Source: Consumer Sentinel)