



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 from domestic and international deceptive and anticompetitive practices

FY 2015 HIGHLIGHTS

- The FTC collected \$707 million for redress disgorgement, including \$458 million from an antitrust settlement and \$120 million from two Bureau of Consumer Protection settlements.
- The FTC returned more than \$49 million in redress funds to consumers and over \$155 million to the U.S. Treasury derived from fees, redress disgorgements, and fines.
- The FTC saved consumers over \$3.4 billion through its merger and nonmerger actions and over \$717 million through its consumer protection law enforcement actions.
- The FTC and its data contributors added over 7.1 million consumer 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 increased the number of partners using consumer and business education materials to over 16,000 in FY 2015.
- 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, second on the Diversity and Inclusion – New IQ Index, and sixth on the Global Satisfaction Index.
- The FTC ranked fourth out of 23 mid-size agencies in the Partnership for Public Service's 2015 "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 exploit 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
- Maintaining robust competition in retail markets

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

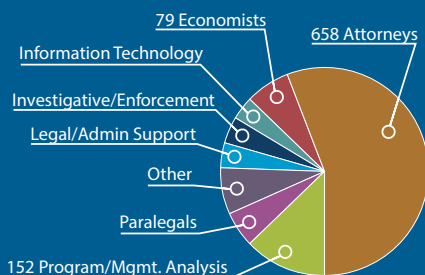
The FTC is headed by a Commission composed of five commissioners, nominated by the President and confirmed by the Senate. As of December 2015

- Chairwoman Edith Ramirez
- Commissioner Julie Brill
- Commissioner Maureen K. Ohlhausen
- Commissioner Terrell McSweeney
- Commissioner – Vacant

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



The agency's workforce consists of over 1,176 civil service employees.



STRATEGIC AND PERFORMANCE PLANNING OVERVIEW

FTC's performance planning framework originates from the agency's [Strategic Plan for Fiscal Years 2014 to 2018](#). Our work is structured around 3 strategic goals and 8 objectives. Twenty-nine 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 2015, the FTC met or exceeded 9 of the 9 key performance goals and 27 of 29 performance goals overall.

STRATEGIC GOAL (Numbers shown in millions.)	OBJECTIVE	PERFORMANCE
GOAL 1 PROTECT CONSUMERS Net Costs: \$170	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 Net Costs: \$16	Identify and take actions to address anticompetitive mergers and practices that harm consumers.	4 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 <i>Goal 3's costs are distributed to Goal 1 and Goal 2 predominately by Goal 1 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. The FTC does not divide net costs by objective.

TOP CONSUMER COMPLAINTS IN CALENDAR YEAR 2014

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](#).

For the 15th year in a row, identity theft is the top category in the FTC's list of complaints that consumers submitted to the agency (excluding Do Not Call complaints, which exceeded 3.5 million for FY 2015), according to the agency's [FY 2015 National Do Not Call Registry Data Book](#).

RANK	CATEGORY	NUMBER OF COMPLAINTS	PERCENTAGE	COMPARED TO 2013
1	Identity Theft	332,646	13%	↓ Down From 14%
2	Debt Collection	280,998	11%	↑ Up From 10%
3	Imposter Scams	276,622	11%	↑ Up From 6%
4	Telephone and Mobile Services	171,809	7%	↓ Down From 7%
5	Banks and Lenders	128,107	5%	↑ Up From 6%

(Source: [Consumer Sentinel](#))