
Intergovernmental Group of Experts on Consumer Law and Policy
(IGE Consumer)

2nd SESSION
3-4 July 2017
Room XVII, Palais des Nations, Geneva

Monday, 3 July 2017
Afternoon Session

**Agenda Item 3 a. Report on national and regional implementation of the United Nations
guidelines for consumer protection**

Presentation by
Federal Trade Commission
United States

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UNITED NATIONS

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Second IGE on Consumer Protection Law and Policy

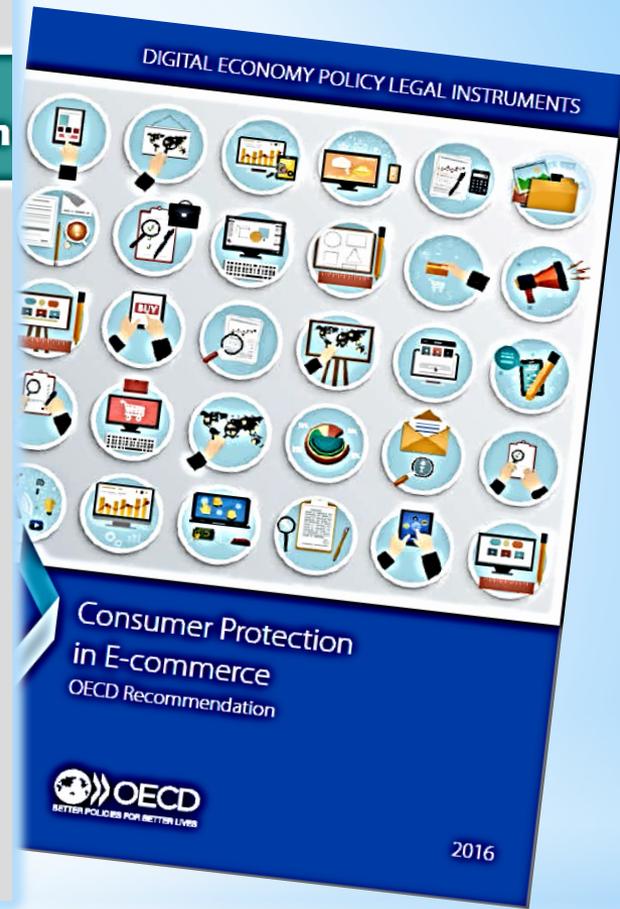
Implementation of the UNGCP: An FTC FOCUS

The views expressed in this presentation are my own and do not necessarily reflect the views of the Commission or any Commissioner.

Stacy Feuer

*Assistant Director for
International Consumer Protection
Federal Trade Commission*

July 3, 2017



OECD Instruments & UN Guidelines

- * V. UN Guidelines
 - * A. National Polices

- * 15. Member States should work towards ensuring that consumer protection enforcement agencies have the necessary human and financial resources to promote effective compliance and to obtain or facilitate redress for consumers in appropriate cases.

Principle 15: Redress



2016 HIGHLIGHTS



MONETARY RELIEF

**TOTAL AMOUNT
OF REDRESS &
DISGORGEMENT***

\$11.98 billion

**TOTAL AMOUNT
OF CIVIL
PENALTIES***

\$5.61 million

5,390,282
consumers received
\$160 MILLION
in redress directly from the FTC



* Does not include amounts suspended by the court based on inability to pay; any default judgments are included.

TOP 5 REDRESS JUDGMENTS*

Volkswagen	\$10.03 BILLION
AMG Services	\$1.29 BILLION
Herbalife	\$200 MILLION
DeVry University	\$100 MILLION
AuraVie	\$74.07 MILLION

TOP 5 CIVIL PENALTY CASES*

Sprint ASL Program	\$2.95 MILLION
InMobi Pte Ltd.	\$950,000
Fayez Sarofim	\$720,000
Caledonia Investments	\$480,000
Caribbean Cruise Line/ Pacific Telecom Communication Group	\$209,000

Case	Redress amount
 Volkswagen	\$1-4 billion
 <i>moving money for better</i> Western Union	\$586 million
 Amazon	\$70 million

DISH NETWORK HISTORIC DO NOT CALL PENALTY
 For making millions of phone calls that violated FTC's Do Not Call rule...

...Dish ordered to pay **\$280 million total**



largest civil penalty ever for Do Not Call violation



\$168M to federal government
 \$112M to CA, IL, NC and OH

Source: Federal Trade Commission

Additional Monetary Relief 2017

Principle 11: Good Business Practices

- * a. Fair and equitable treatment
- * b. Commercial behavior
- * c. Disclosure and transparency
- * d. Education and awareness-raising
- * e. Protection of privacy
- * f. Consumer complaints and disputes



Home » Tips & Advice » Business Center » Business Blog » New FTC website helps small businesses

New FTC website helps small businesses

By: Tom Pahl, Acting Director, Bureau of Consumer Protection | May 9, 2017 11:24AM

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TAGS: Appliances | Automobiles | Clothing and Textiles |

Franchises, Business Opportunities, and Investments | Human Resources | Jewelry | Non-Profits |

Bureau of Consumer Protection | Consumer Protection | Privacy and Security | Data Security

When scammers and hackers attack small businesses, it hurts not only the businesses' reputations and bottom line, but also the integrity of the marketplace. Today, FTC Acting Chairman Maureen Ohlhausen announced a new FTC website, FTC.gov/SmallBusiness, to help business owners avoid scams, protect their computers and networks, and keep their customers' and employees' data safe. If you own a business you'll want to check it out.

At FTC.gov/SmallBusiness you'll find:

- **Tips** on how to avoid scams that target businesses
- **Advice** to help you protect your customers' and employees' sensitive data
- **Videos** that show what you can do to secure your business's networks

You can also find the FTC's newest article [Small Business Computer Security Basics](#), which has tips to help companies protect their files and devices, train employees to think twice before sharing account information, and keep their wireless network protected. The article also tells you what to do if a hacker gets into your computers or networks.

So go to FTC.gov/SmallBusiness, bookmark it, and visit it often. And subscribe to the FTC's Business Blog to stay connected.

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Topics

Advertising and Marketing (471)

Advertising and Marketing Basics (196)

Children (45)

Children's Privacy (51)

Consumer Privacy (163)

Credit and Finance (221)

Credit and Loans (79)

Credit Reporting (72)

Data Security (188)

Debt (62)

Debt Collection (61)

Endorsements (60)

Environmental Marketing (51)

Gramm-Leach-Bliley Act (1)

Health Claims (128)

Marketing (72)

.com Disclosures

How to Make Effective Disclosures in Digital Advertising

Federal Trade Commission | March 2013



FOR BUSINESS

Business Center

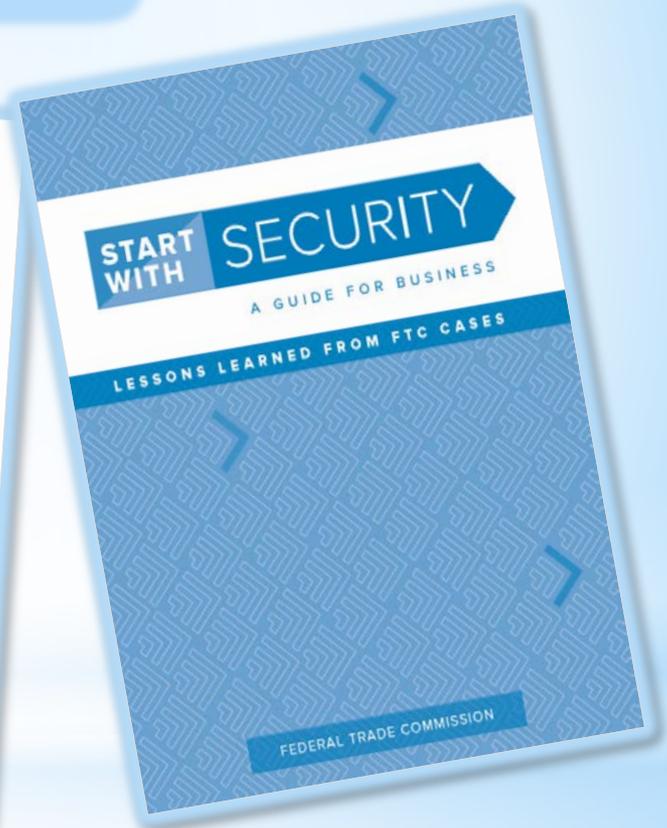
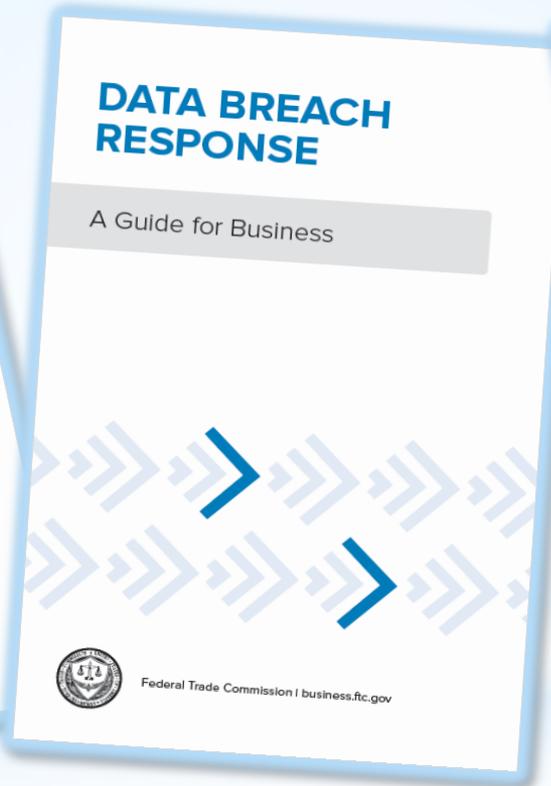
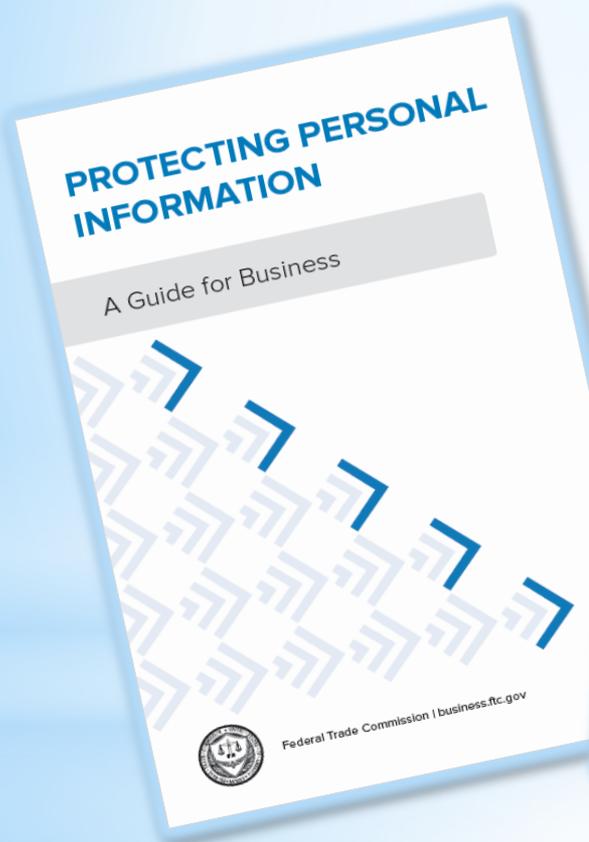
Your link to consumer protection law.

Advertising and Marketing | Selected Industries

Credit & Finance | Legal Resources

Privacy & Security | Business Blog

Resources - Good Business Practices



Resources - Privacy & Security

Cross-border cooperation

Enforcement Principles 82-90

Principle 82

Member States should improve their ability to cooperate in combating fraudulent and deceptive cross-border commercial practices, as that serves an important public interest

Principle 88

Member States should provide their consumer protection enforcement authorities with the authority to investigate, pursue, obtain and, where appropriate, share relevant information and evidence, particularly on matters relating to cross-border fraudulent and deceptive commercial practices affecting consumers

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Energy & Resources Marketing Law Property Report

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Two men charged in multimillion-dollar Toronto-based pyramid scheme

JANET MCFARLAND
The Globe and Mail
Published Wednesday, Dec. 09, 2015 11:36AM EST
Last updated Wednesday, Dec. 09, 2015 5:54PM EST

Comments closed

Toronto police have charged two men with operating one of the largest pyramid schemes in Canadian history, [alleging they raised \\$93-million \(U.S.\) from investors worldwide through a sham business purporting to sell banner ads for websites.](#)

Christopher George Smith, 45, of Toronto and Rajiv Dixit, 45, of Vancouver have been charged with fraud, possession of the proceeds of crime and laundering the proceeds of crime, all laid under the Criminal Code.

They are also charged with operating a pyramid scheme and making false representations under Canada's Competition Act. The two men made an initial appearance in a Toronto court on Wednesday after arrest earlier in the morning.

Toronto police Detective Sergeant Ian Nichol, who heads the mass-marketing section of the Toronto Financial Crimes Unit, said the men are accused of raising funds from thousands of people around the world for years before finally shutting down their "Banners Bro" website in August, 2014.

The US SAFE WEB Act:

Protecting Consumers from Spam, Spyware, and Fraud

A Legislative Recommendation to Congress

Federal Trade Commission June 2005

EUROPE NEWS

Spanish Police Arrest 84 in Probe of Nigerian Scam

Police Say \$15.5 Million Could Have Been Laundered

On Tuesday, Spain announced that it had arrested 84 people in connection with a local "Nigerian prince" internet scam. The criminal ring had laundered \$15.5 million dollars, primarily from Canadian, German and American victims.

By DAVID ROMÁN
July 29, 2014 4:49 a.m. ET

COMMENTS

SAFE WEB Assistance in Practice

ASHLEY MADISON
Life is short. Have an affair!
Do Not Worry...
Our FBI's arrested arrested

The ASHLEY MADISON case was a successful partnership between:

3 countries,

13 states,
+ DC

37

The FTC and International Enforcement Cooperation

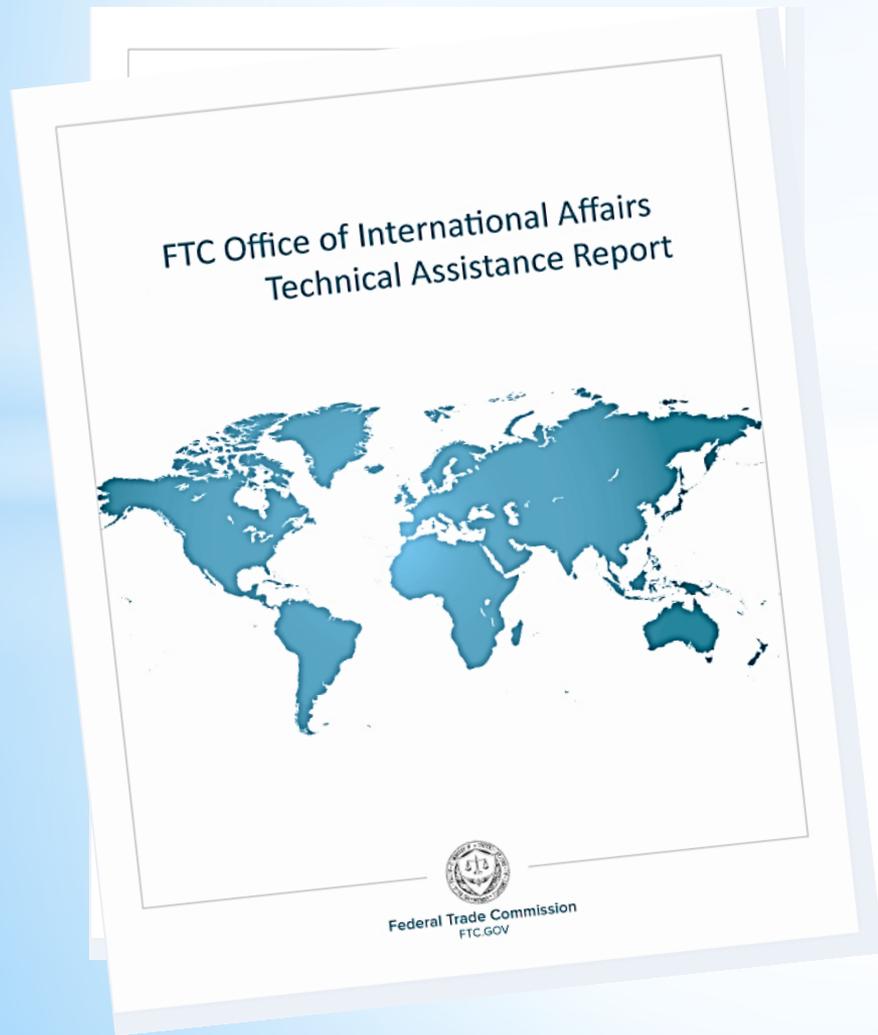
Principle 85: International Enforcement Networks



International Mass-Marketing Fraud Working Group



Principle 97(e): The FTC and Technical Capacity Building



Thank you!

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