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

This material has been reproduced in the language and form as it was provided. The views expressed are those of the author and do not necessarily reflect the views of UNCTAD.
Second IGE on Consumer Protection Law and Policy

Implementation of the UNGCP: An FTC FOCUS

Stacy Feuer
Assistant Director for International Consumer Protection
Federal Trade Commission
July 3, 2017
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.
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

TOP 5 REDRESS JUDGMENTS*

<table>
<thead>
<tr>
<th>Company</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volkswagen</td>
<td>$10.03 BILLION</td>
</tr>
<tr>
<td>AMG Services</td>
<td>$1.29 BILLION</td>
</tr>
<tr>
<td>Herbalife</td>
<td>$200 MILLION</td>
</tr>
<tr>
<td>DeVry University</td>
<td>$100 MILLION</td>
</tr>
<tr>
<td>AuraVie</td>
<td>$74.07 MILLION</td>
</tr>
</tbody>
</table>

TOP 5 CIVIL PENALTY CASES*

<table>
<thead>
<tr>
<th>Company</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sprint ASL Program</td>
<td>$2.95 MILLION</td>
</tr>
<tr>
<td>InMobi Pte Ltd.</td>
<td>$950,000</td>
</tr>
<tr>
<td>Fayez Sarofim</td>
<td>$720,000</td>
</tr>
<tr>
<td>Caledonia Investments</td>
<td>$480,000</td>
</tr>
<tr>
<td>Carribean Cruise Line/ Pacific Telecom</td>
<td>$209,000</td>
</tr>
</tbody>
</table>

* Does not include amounts suspended by the court based on inability to pay; any default judgments are included.
<table>
<thead>
<tr>
<th>Case</th>
<th>Redress amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volkswagen</td>
<td>$1-4 billion</td>
</tr>
<tr>
<td>Western Union</td>
<td>$586 million</td>
</tr>
<tr>
<td>Amazon</td>
<td>$70 million</td>
</tr>
</tbody>
</table>

**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
New FTC website helps small businesses

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


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.

Subscribe
Get Business Blog updates by email.

Topics
Advertising and Marketing (471)
Advertising and Marketing Basics (196)
Children (45)
Children’s Privacy (51)
Consumer Privacy (163)
Credit and Finance (271)
Credit and Loans (79)
Credit Reporting (72)
Data Security (188)
Debt (62)
Debt Collection (61)
Endorsements (60)
Environmental Marketing (5)
Gramm-Leach-Bliley Act (4)
Health Claims (128)
Money (114)

Add new comment

Disclosures
How to Make Effective Disclosures in Digital Advertising

Resources - Good Business Practices
Resources - Privacy & Security
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.
The US SAFE WEB Act: Protecting Consumers from Spam, Spyware, and Fraud
A Legislative Recommendation to Congress

The FTC and International Enforcement Cooperation
Principle 85: International Enforcement Networks

International Consumer Protection and Enforcement Network

Protecting Consumers Worldwide

International Mass-Marketing Fraud Working Group

Global Privacy Enforcement Network
Principle 97(e): The FTC and Technical Capacity Building
Thank you!

Stacy Feuer

Assistant Director for International Consumer Protection

Federal Trade Commission
600 Pennsylvania Ave., N.W.
Washington, D.C. 20850

Phone: +1(202) 326-3072
Email: sfeuer@ftc.gov