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

3rd SESSION  
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Tuesday, 10 July 2018  
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**Agenda Item 3d. Dispute resolution and Redress**

Presentation by  
Federal Trade Commission  
United States of America

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# **Government Redress, FTC Cases & Cross-Border Enforcement Cooperation**

3<sup>rd</sup> Intergovernmental Group of Experts on  
Consumer Protection Law and Policy

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U.S. Federal Trade Commission

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# The **Power** of Redress

- Government redress can significantly contribute to fostering **consumer trust** and building more **competitive markets**.
- The FTC continues to utilize its resources effectively on behalf of American consumers. When possible, the agency collects money to return to harmed consumers.
- During FY 2017 alone, the FTC returned over **\$543 million** in redress to consumers.

# The Biggest FTC Redress Judgments

## 2015

### TOP 5 REDRESS JUDGMENTS\*

Cephalon	<b>\$1.2 BILLION</b>
Russell T. Dalbey	<b>\$330.1 MILLION</b>
Lifelock	<b>\$100 MILLION</b>
Hispanic Global Way	<b>\$50.3 MILLION</b>
Green Tree Servicing	<b>\$48 MILLION</b>

## 2016

### TOP 5 REDRESS JUDGMENTS\*

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

## 2017



### TOP 5 REDRESS JUDGMENTS\*

Volkswagen 3.0L	\$4.03 billion
Western Union Company	\$586 million
I Works, Inc.	\$280.91 million
Laptop & Desktop Repair, LLC	\$42.43 million
National Urological Group, Inc.	\$40.12 million

**3,104,235**

consumers received

**\$269 MILLION**

in redress directly from the FTC



**TOTAL AMOUNT OF REDRESS & DISGORGEMENT\***

\$5.29 billion

**TOTAL AMOUNT OF CIVIL PENALTIES\***

\$176.04 million

# How to Obtain or **Facilitate** **Redress** and Cross-Border Enforcement Cooperation

- How to Coordinate Internationally?
  - Update legal frameworks and confidentiality provisions
  - Coordinate Enforcement and Investigations
  - Develop International Partnerships
  - Expand Training
  - Maintain Communication

## UN Guidelines on Consumer Protection

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.

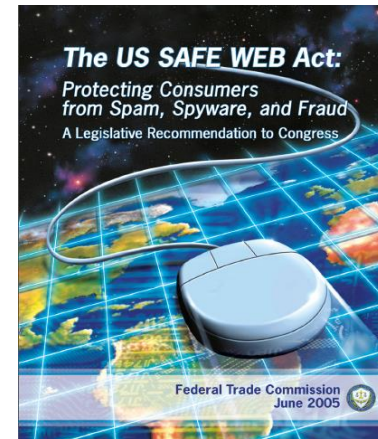
# FTC Mechanisms for Cross-Border Enforcement Cooperation



Informal information sharing and assistance

Complaint sharing

Formal investigative assistance and information sharing



These comments are mine and don't reflect the official position of the FTC.

# THANKS!



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