



World Consumer Protection Map

Contribution by
United States of America



Page 2: Contact of respondent

Q1 Name of responding member State **United States of America**

Q2 Name of responding authority/agency:

Federal Trade Commission (FTC)

Page 3: Consumer protection legislation

Q7 Does your country's Constitution contain a provision on consumer protection? **No**

Q8 If you do, please provide de following details: **Respondent skipped this question**

Q9 Does your country have have specific law(s) on consumer protection ? **Yes**

Q10 If you do, when was the main specific law first enacted? Date **26/09/1941**

Q11 If your main specific law on consumer protection has been revised, when was the date of its latest revision? Date **22/12/2006**

Q12 Please provide the following details of the current specific law(s):

1- Name of law

Federal Trade Commission Act

1- URL link

<https://www.ftc.gov/enforcement/statutes/federal-trade-commission-act>

Consumer Protection Survey

Q13 Please check all the fields that your consumer protections law(s) cover.

Consumer rights/legitimate needs, ,
Access by consumers to essential goods and services ,
Protection of vulnerable and disadvantaged consumers ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Voluntary codes for businesses ,
Restrictive business practices (competition/antitrust) ,
Electronic commerce,
Promotion of sustainable consumption ,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Tourism,
Data protection and privacy ,
Financial services,
Dispute resolution,
Redress,
Consumer education,
Consumer information

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Q14 From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Respondent skipped this question

Consumer Protection Survey

Q15 Please indicate the URL Link of the relevant law(s) to each field: **Respondent skipped this question**

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Q16 Name of Ministry responsible for consumer protection: **Respondent skipped this question**

Q17 URL link of responsible Ministry for consumer protection: **Respondent skipped this question**

Q18 Year when consumer protection was assumed by the current responsible ministry: **Respondent skipped this question**

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Q19 Do you have a main consumer protection authority/agency? **Yes**

Q20 Name of main consumer protection authority/agency:

Federal Trade Commission (FTC)

Q21 URL of main consumer protection authority/agency:

<https://www.ftc.gov/>

Q22 Year of creation:

1914

Q23 Annual budget: (in USD)

310000000

Q24 Total number of staff:

1100

Q25 Total number of staff directly affected to consumer protection:

600

Consumer Protection Survey

Q26 Do you have a law/decree that governs the main consumer protection authority/agency? **Yes**

Q27 If you do, please provide the following details:

Reference of the law/decree

Federal Trade Commission Act

URL to law/decree

<https://www.ftc.gov/enforcement/statutes/federal-trade-commission-act>

Consumer Protection Survey

Q28 Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

Consumer rights/legitimate needs,
Access by consumers to essential goods and services ,
Protection of vulnerable and disadvantaged consumers ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Voluntary codes for businesses ,
Restrictive business practices(competition/antitrust),
Electronic commerce,
Financial services,
Promotion of sustainable consumption ,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Tourism,
Data protection and privacy ,
Dispute resolution,
Redress,
Consumer education,
Consumer information

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Q29 From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Respondent skipped this question

Consumer Protection Survey

Q30 URL Link of the relevant authority/agency to each field:

Respondent skipped this question

Q31 Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

Consumer rights/legitimate needs, ,
Access by consumers to essential goods and services ,
Protection of vulnerable and disadvantaged consumers ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement) ,
Voluntary codes for businesses ,
Restrictive business practices (competition/antitrust) ,
Electronic commerce,
Financial services,
Promotion of sustainable consumption ,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Tourism,
Data protection and privacy ,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Consumer Protection Survey

Q32 From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields: **Respondent skipped this question**

Q33 URL Link of the relevant authority/agency to each field: **Respondent skipped this question**

Q34 Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

• In the calendar year 2017 alone, the top five FTC redress cases resulted in more than \$6.4 billion in consumer redress judgements. Millions of consumers received redress checks from the FTC. In 2017, the FTC filed 19 administrative actions, 50 federal actions, and 5 civil penalty actions. The FTC obtained 17 administrative orders, 105 orders for redress, disgorgement, and permanent injunction, 20 civil penalty orders, and 5 civil contempt orders.

Q35 Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)? **Yes**

Q36 Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD) **Respondent skipped this question**

Q37 Record highest amount for any sanction/measure imposed: (in USD)

1406000000

Q38 Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

Remedies available to the Federal Trade Commission include preliminary/permanent injunctive relief, consumer redress, disgorgement, asset freezes, final orders, monitoring, and reporting.

For a complete description of sanctions and measures available to the FTC, please see the Office of General Counsel's webpage on the FTC's Investigative and Law Enforcement Authority (<https://www.ftc.gov/about-ftc/what-we-do/enforcement-authority>).

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Q39 Are there any non-governmental consumer organizations/associations in your country? **Yes**

Q40 Do you have a law/decreed that governs consumer organizations/associations? **No**

Consumer Protection Survey

Q41 In case you have a law/decreed that governs consumer organizations, please provide the following details:

Respondent skipped this question

Q42 Do consumer organizations/associations fulfil any of the following functions?

Consultation in policy making,
Legal advice to consumers,
Consumer education,
Consumer information,
Consumer publications,
Enforcement powers,
Legal representation of consumers' individual interests before courts,
Legal representation for consumer collective actions

Q43 Do consumer groups/associations receive public funding?

No

Q44 Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name	Consumer Federation of America
1- Website	https://consumerfed.org/
2- Name	Consumers Union
2- Website	https://consumersunion.org/
3- Name	AARP
3- Website	https://www.aarp.org/

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Q45 Can consumers obtain redress through judicial channels?

Yes

Q46 Is there a specialized judicial mechanism for consumer complaints?

Yes

Consumer Protection Survey

Q47 If there is, please provide the following details

Name	FTC's Consumer Response Center
URL Link	https://www.ftc.gov/faq/consumer-protection/submit-consumer-complaint-ftc

Q48 Do you have collective redress/class actions for consumer complaints? **Yes**

Q49 Who can represent consumer interests in court? **Consumers individually, Lawyers, Consumer protection enforcement authority/agency, Consumer associations**

Q50 What is the highest damages award following a collective redress/class action?

Name of case	Volkswagen Settlements
Year of case	2016-2017
Total amount in USD	1406000000

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Q51 Regarding out-of-court/alternative consumer dispute resolution, are there any of the following? **Mediation/ Conciliation, Arbitration,**

Comments:

Alternative Dispute Resolution (ADR) is widely considered an efficient mechanism for resolving consumer disputes, including cross-border disputes. The FTC views ADR as a collaborative and cost-effective approach to dispute resolution in many consumer matters. See, for example, <https://www.consumer.ftc.gov/articles/0162-alternative-dispute-resolution>. In the United States, state governments, rather than the federal government, typically provide government-sanctioned frameworks for dispute resolution between consumers and businesses. Many states' attorneys general have programs that provide for arbitration or mediation. The exact details vary by state. Although the FTC does not provide ADR directly, the FTC has identified some of the key characteristics of effective ADR mechanisms. An FTC staff report on debt collection describes several attributes of an effective arbitration system. See, <https://www.ftc.gov/sites/default/files/documents/reports/federal-trade-commission-bureau-consumer-protection-staff-report-repairing-broke-system/debtcollectionreport.pdf>.

Consumer Protection Survey

These elements are “[f]irst, the arbitration forum and the arbitrator cannot be biased or appear to be biased. Second, consumers must receive adequate notice of the arbitration proceeding and be able to participate in it at a reasonable cost. Third, the arbitrator must issue a reasoned decision so that the parties understand the basis for the arbitration award, and parties must have an adequate opportunity to enforce or challenge the award. Finally, the arbitration process and the arbitration itself must be transparent, so that the parties and public can assess the fundamental fairness of arbitration forums and arbitrators.” Report at page 46. The Magnuson-Moss Act provides a redress mechanism for breach of warranty in certain circumstances. The Rule also sets for some of the key aspects of an effective ADR system. These include providing a system that is free of charge to consumers, that decisions be issued within 40 days, that the system follows written procedures, and that the system be audited annually for compliance with the law. In addition to its value in the context of warranty disputes, arbitration has been used successfully for other types of consumer disputes. Arbitration is widely used as an alternative or complement to formal court proceedings. For example, U.S. law has protocols for referrals of court cases to arbitration, often allowing for a streamlined, efficient, and prompt resolution of the dispute. See 28 U.S.C. § 654, establishing the right of a U.S. District Court to refer a civil case to arbitration upon consent of the parties. Arbitration proceedings can be governed by rules established by the American Arbitration Association, which set guidelines for the appointment of the arbitrator – a neutral third party decision maker – as well as timing, procedures, and details of the final award. See, <https://www.adr.org/sites/default/files/Consumer%20Rules.pdf>. One source of “best practices” for dispute resolution is the Organisation for Economic Cooperation and Development’s 2007 Recommendation on consumer redress and dispute resolution. The Recommendation offers a framework for governments and businesses to help both individuals and groups of consumers, and suggests that national consumer protection agencies should have the legal authority to seek redress for consumers. The Recommendation also contains suggested principles for redress in domestic and cross-border disputes, including brick and mortar and online commerce. See <http://www.oecd.org/sti/consumer/oecdrecommendationonconsumerdisputeresolutionandredress.htm>.

Consumer Protection Survey

Q52 If there are any of the above, please provide the following details:

1- Name	Alternative Dispute Resolution - Consumer Information
1- URL Link	https://www.consumer.ftc.gov/articles/0162-alternative-dispute-resolution
2- Name	Consumer Arbitration Rules
2- URL Link	https://www.adr.org/sites/default/files/Consumer%20Rules.pdf
3- Name	Best Practices for Dispute Resolution from the OECD
3- URL Link	http://www.oecd.org/sti/consumer/oecdrecommendationonconsumerdisputeresolutionandredress.htm

Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **Yes**

Q54 If there are, please provide the following details:

1- Name	Enforceable Codes of Conduct
1- URL Link	http://www.ftc.gov/news-events/events-calendar/2012/11/enforceable-codes-conduct-protecting-consumers-across-borders
2- Name	Advertising Self-Regulation Council (ASRC)
2- URL Link	http://www.asrcreviews.org/
3- Name	SAFE WEB Act of 2006
3- URL Link	https://www.ftc.gov/enforcement/statutes/us-safe-web-act

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Q55 Are there any self-regulation initiatives from businesses? **Yes**

Consumer Protection Survey

Q56 Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

1- Name of initiative	Safe Harbor Program for COPPA
1- Scope of application	The Safe Harbor program for COPPA allows self-regulatory organizations to seek FTC approval to oversee a company's compliance with COPPA.
1- URL link	https://www.ftc.gov/safe-harbor-program
2- Name of initiative	Funeral Rule Offenders Program
2- Scope of application	Under the Funeral Rule Offenders Program, violators of the Rule may enter an industry-run training program and pay a fine in lieu of enforcement by the FTC.
2- URL link	https://www.ftc.gov/news-events/press-releases/2014/03/ftc-undercover-inspections-funeral-homes-nine-states-test
3- Name of initiative	Advertising Self-Regulatory Council (ASRC)
3- Scope of application	In the advertising industry, the Advertising Self-Regulatory Council (ASRC) is a key example of a self-regulation success story. Created by the advertising industry, and administered by the BBB to ensure independence, the ASRC sets standards for truth and accuracy in advertising that are enforced by the National Advertising Division (NAD) and appealed to the National Advertising Review Board (NARB). On average, the process issues about 200 decisions each year, using FTC advertising substantiation standards in its work.
3- URL link	http://www.asrcreviews.org/wp-content/uploads/2014/06/2014-Lee-Peeler-Protecting-Consumers-from-False-and-Deceptive-Advertising-of-Weight-Loss-Products-Testimony-to-U.S.-Senate-Committee.pdf
4- Name of initiative	ESRB Ratings System
4- Scope of application	To respond to public concerns about violent content and suitability for children, the motion picture (MPAA), music recording (RIAA), and electronic game (ESA) industries have each implemented a self-regulatory system that rates or labels products. Their systems govern the placement of advertising for (restricted) R-rated movies, (mature) M-rated games and explicit-content labeled recordings, and they require the disclosure of rating and labeling information in advertising and on product packaging.
4- URL link	http://www.esrb.org/ratings/index.aspx

Consumer Protection Survey

Q57 Are there any co-regulation initiatives between businesses and public entities?

Yes

Consumer Protection Survey

Q58 Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

1- Name of initiative	Consumer Sentinel
1- Scope of application	The FTC's Consumer Sentinel is the unique investigative cyber tool that provides members of the Consumer Sentinel Network with access to millions of consumer complaints. Consumer Sentinel is based on the premise that sharing information can make law enforcement even more effective. Consumer Sentinel is free and available to any federal, state or local law enforcement agency.
1- URL link	https://www.ftc.gov/enforcement/consumer-sentinel-network
2- Name of initiative	National Advertising Division (NAD)
2- Scope of application	The National Advertising Division (NAD) refers advertising claims to the FTC. The NAD is the investigative unit of the advertising industry's system of self-regulation, which is administered by the Council of Better Business Bureaus.
2- URL link	https://bbbprograms.org/programs/nad/
3- Name of initiative	APEC privacy system
3- Scope of application	The APEC privacy system is a self-regulatory initiative to enhance the protection of consumer data that moves between the United States and other APEC members through a voluntary but enforceable code of conduct implemented by participating businesses. In addition to the United States, the 21 APEC members include Australia, Brunei, Canada, Chile, China, Hong Kong, Indonesia, Japan, Korea, Malaysia, Mexico, New Zealand, Papua New Guinea, Peru, the Philippines, Russia, Singapore, Taiwan, Thailand, and Vietnam.
3- URL link	http://www.cbprs.org/
4- Name of initiative	EU-U.S. and Swiss-U.S. Privacy Shield Framework
4- Scope of application	The EU-U.S. and Swiss-U.S. Privacy Shield Frameworks were designed by the U.S. Department of Commerce and the European Commission and Swiss Administration to provide companies on both sides of the Atlantic with a mechanism to comply with data protection requirements when transferring personal data from the European Union and Switzerland to the United States in support of transatlantic commerce.
4- URL link	https://www.privacyshield.gov/welcome

Consumer Protection Survey

Q59 Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

- Fair and equitable treatment** ,
- Responsible commercial behaviour** ,
- Disclosure of information and transparency** ,
- Education and awareness-raising** ,
- Protection of privacy** ,
- Consumer complaints and disputes**

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Q60 What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

	Bilateral	Multilateral/Regional
Formal (treaties)	10+	4
Informal (memoranda of understanding)	10+	4

Consumer Protection Survey

Q61 Please provide name and URL link of formal bilateral agreements (treaties):

Several U.S. Free Trade Agreements have consumer protection provisions (some under competition chapters), including those from Australia (<https://ustr.gov/trade-agreements/free-trade-agreements/australian-fta>), South Korea (<https://ustr.gov/trade-agreements/free-trade-agreements/korus-fta>) and Chile (<https://ustr.gov/trade-agreements/free-trade-agreements/chile-fta>).

Other agreements and arrangements focus on consumer protection more explicitly.

Australia:

Agreement on the Mutual Enforcement Assistance in Consumer Protection Matters (July 2000) - <https://www.ftc.gov/node/122769>

Agreement Concerning Consumer Sentinel Network Confidentiality (July 2000) - <https://www.ftc.gov/node/122770>

Canada:

U.S. - Canada Cooperation Agreement (August 1995) - https://www.ftc.gov/sites/default/files/attachments/international-antitrust-and-consumer-protection-cooperation-agreements/agree_canada.pdf

1996 Memorandum on Cross-Border Telemarketing Fraud (1996) - https://www.ftc.gov/sites/default/files/attachments/international-competition-consumer-protection-cooperation-agreements/canada_-_1996_agreement.pdf

FTC-Canadian Radio-Television and Telecommunications Commission Agreement on Commercial Email and Telemarketing (2016) - https://www.ftc.gov/system/files/documents/cooperation_agreements/032416crtcmou2.pdf

FTC-Royal Canadian Mounted Police MOU on Consumer Fraud Enforcement (2017) - <https://www.ftc.gov/policy/cooperation-agreements/ftc-royal-canadian-mounted-police-memorandum-understanding-consumer>

Toronto Strategic Partnership (2009) - https://www.ftc.gov/sites/default/files/attachments/international-competition-consumer-protection-cooperation-agreements/toronto_strategic_partnership_mou_2009_version.pdf

Alberta Partnership (2004) - https://www.ftc.gov/sites/default/files/attachments/international-competition-consumer-protection-cooperation-agreements/alberta_mou.pdf

Vancouver Strategic Alliance (2007) - https://www.ftc.gov/sites/default/files/attachments/international-competition-consumer-protection-cooperation-agreements/vancouver_strategic_alliance_mou_2007_version.pdf

Atlantic Partnership (2005) - http://edit.ftc.gov/sites/default/files/attachments/international-competition-consumer-protection-cooperation-agreements/atlantic_partnership_mou_english_text_final.pdf

For a complete list of formal bilateral agreements, please see the FTC's International Cooperation Agreements webpage - <https://www.ftc.gov/policy/international/international-cooperation-agreements>

Q62 Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Consumer Protection Survey

Australia:

Memorandum of Understanding on Mutual Matters Enforcement Assistance in Commercial Email (July 2004) - <https://www.ftc.gov/sites/default/files/attachments/international-antitrust-and-consumer-protection-cooperation-agreements/040630spammoutext.pdf>

China:

Memorandum of Understanding (June 2007) - <https://www.ftc.gov/sites/default/files/attachments/international-antitrust-and-consumer-protection-cooperation-agreements/070612chinamou.pdf>

Costa Rica:

Memorandum of Understanding (March 2006) - <https://www.ftc.gov/sites/default/files/attachments/international-antitrust-and-consumer-protection-cooperation-agreements/mouenglish.pdf>

Ireland:

Memorandum Of Understanding On Mutual Enforcement Assistance In Consumer Protection Matters (October 2003) - <https://www.ftc.gov/sites/default/files/attachments/international-antitrust-and-consumer-protection-cooperation-agreements/irelandmemounderstand.pdf>

Memorandum of Understanding on Mutual Assistance in the Enforcement of Laws Protecting Personal Information in the Private Sector (June 2013) - <https://www.ftc.gov/sites/default/files/attachments/international-antitrust-and-consumer-protection-cooperation-agreements/130627usirelandmouprivacyprotection.pdf>

Mexico:

U.S.-Mexico Cooperation Agreement (January 2005) - <https://www.ftc.gov/sites/default/files/attachments/international-antitrust-and-consumer-protection-cooperation-agreements/050127memounderstanding.pdf>

Netherlands:

Memorandum of Understanding On Mutual Assistance In the Enforcement of Laws Protecting Personal Information In the Private Sector (March 2015) - https://www.ftc.gov/system/files/documents/cooperation_agreements/150309ftcdutchcb-1.pdf

Nigeria:

Memorandum of Understanding (August 2013) - https://www.ftc.gov/system/files/attachments/international-competition-consumer-protection-cooperation-agreements/mou_between_usftc_and_fr_of_nigeria_cpc.pdf

Spain:

Memorandum of Understanding On Mutual Enforcement Assistance In Commercial Email Matters (February 2005) - <https://www.ftc.gov/sites/default/files/attachments/international-antitrust-and-consumer-protection-cooperation-agreements/050224memounderstanding.pdf>

United Kingdom:

Memorandum Of Understanding On Mutual Enforcement Assistance In Consumer Protection Matters (October 2000) - <https://www.ftc.gov/sites/default/files/attachments/international-antitrust-and-consumer-protection-cooperation-agreements/ukmemo.pdf>

Memorandum of Understanding on Mutual Enforcement Matters Assistance in Commercial Email (July 2004) - <https://www.ftc.gov/sites/default/files/attachments/international-antitrust-and-consumer-protection-cooperation-agreements/040630spammoutext.pdf>

Memorandum of Understanding on Mutual Assistance In the Enforcement of Laws Protecting Personal Information In the Private Sector (March 2014) - <https://www.ftc.gov/system/files/attachments/international-competition-consumer-protection-cooperation-agreements/140306ftc-uk-mou.pdf>

For a complete list of informal bilateral agreements, please see the FTC's International Cooperation Agreements webpage - <https://www.ftc.gov/policy/international/international-cooperation-agreements>

Consumer Protection Survey

Q63 Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

econsumer.gov Agreement - <https://www.ftc.gov/policy/cooperation-agreements/memorandum-understanding-econsumergov-pilot-project>

Sentinel Agreement - <https://www.ftc.gov/enforcement/consumer-sentinel-network>

APEC Cooperation Agreement for Cross-Border Privacy Enforcement (February 2010) -
<https://www.ftc.gov/sites/default/files/attachments/international-antitrust-and-consumer-protection-cooperation-agreements/1002apecprivacyenforce.pdf>

International Unlawful Telecommunications and Spam Enforcement Cooperation Agreement (London Action Plan/UCENet) (May 2016) -
<https://www.ftc.gov/policy/cooperation-agreements/international-unlawful-telecommunications-spam-enforcement-cooperation>

For a complete list of formal multilateral/regional agreements, please see the FTC's International Cooperation Agreements webpage -
<https://www.ftc.gov/policy/international/international-cooperation-agreements>

Q64 Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

Memorandum on the Establishment and Operation of ICPEN (2016) (revised) -
https://www.ftc.gov/system/files/attachments/international-competition-consumer-protection-cooperation-agreements/icpen_mou_2016.pdf

For a complete list of all memoranda of understanding, please see the FTC's International Cooperation Agreements webpage -
<https://www.ftc.gov/policy/international/international-cooperation-agreements>

Consumer Protection Survey

Q65 Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Judicial cooperation,
Policy making,
Enforcement,
Consumer rights/legitimate needs,
Access by consumers to essential goods and services ,
Protection of vulnerable and disadvantaged consumers ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Voluntary codes for businesses ,
Restrictive business practices(competition/antitrust),
Electronic commerce,
Financial services,
Promotion of sustainable consumption ,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Tourism,
Data protection and privacy ,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Consumer Protection Survey

Q66 Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Investigate,
Pursue,
Obtain ,
redress
Share information and
evidence

Q67 Do you have any experience in cross-border cooperation on enforcement?

Yes

Q68 If you do, please provide a short description

The FTC continues to conduct enforcement actions against cross-border fraud and to develop policies in the international arena. Using the tools provided by the U.S. SAFE WEB Act and other mechanisms for cross-border cooperation, including technology-based systems, the FTC will continue to create and sustain international partnerships and networks to pursue matters involving foreign defendants, evidence, and assets, and develop new initiatives with foreign counterparts on consumer fraud. The FTC will continue to explore new ways of using complaint data, including information from econsumer.gov, to target its international efforts and to promote reciprocal enforcement by its foreign partners.

Through its International Fellows Program, the FTC participates in staff exchanges with other competition, consumer protection, and privacy agencies for terms of three to six months. International Fellows participate in investigations, enforcement actions, and other projects with FTC attorneys, investigators, and economists.

The FTC also participates in cross-border consumer protection fora such as the Organization for Economic Co-operation and Development (OECD), the International Consumer Protection and Enforcement Network (ICPEN) , the London Action Plan, the Asia-Pacific Economic Cooperation (APEC) Forum, and the African Consumer Protection Dialogue Conference, among others. Privacy enforcement and policy also has an international dimension. The FTC enforces the U.S.-EU Safe Harbor Framework. The FTC also participates in several privacy networks, such as the Global Privacy Enforcement Network (GPEN), the International Conference of Data Protection and Privacy Commissioners (ICDPPC), the Asia Pacific Privacy Authorities (APPA) Forum, and the APEC Cross Border Privacy Enforcement Arrangement (CPEA). For policy work on e-commerce and emerging technologies, the FTC participates in the Committee on Consumer Policy of the OECD, the Working Party on Security and Privacy in the Digital Economy (SPDE), the APEC Electronic Commerce Steering Group and its Data Privacy Subgroup, and the APEC Telecommunication and Information Working Group.

The FTC also supports econsumer.gov, a project sponsored by the International Consumer Protection and Enforcement Network (ICPEN) and consumer agencies in more than 35 countries. Consumers can use econsumer.gov to report cross-border complaints. Enforcement agencies can use those complaints to investigate fraud.

Q69 Do you engage in technical cooperation or capacity building activities on consumer protection?

	Bilaterally	Through an international organization/network
As a recipient	Yes	Yes
As a donor	Yes	Yes

Consumer Protection Survey

Q70 If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

1- Name of programme/project	FTC's Technical Assistance Program
1- Name of cooperating partner(s)	Since 2007, the FTC has provided technical assistance on consumer and privacy issues to agencies in more than 100 countries around the world.
1- Starting date of programme/project	2007
1- Scope of programme/project (list areas of work)	The FTC's technical assistance program is one of the agency's flagship international initiatives. The FTC's goal is to help foreign agencies implement laws and policies that protect both U.S. and foreign consumers. By promoting consumer trust in the marketplace, these programs can help to support sustained economic development and competitive market economies. Since 2007, the FTC has provided technical assistance on consumer and privacy issues to agencies in more than 100 countries around the world. What We Offer: With the support of an agency that has protected American consumers for a full century, the FTC's skilled staff provides counterparts with practical input on enforcement, legal frameworks, and emerging consumer issues based on our experience . We also help to strengthen institutional frameworks, analyze consumer complaint and market data, and develop consumer education materials and technology expertise. We leverage resources by working with key stakeholders, including United States government sister agencies such as the Federal Communications Commission and the Consumer Product Safety Commission Our technical assistance missions use a variety of formats, including workshops with case studies, expert consultations and planning sessions, assessments, comments on draft laws, and resident advisors. Through the FTC International Fellows Program, the agency has hosted numerous foreign delegations and more than 100 resident international fellows and interns working on competition, consumer protection, and privacy, from more than 35 countries, pursuant to special authorization in our legislation.

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Q71 Does your authority/agency carry out information and education initiatives? **Yes**

Consumer Protection Survey

Q72 Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Health, nutrition, prevention of food-borne diseases and food adulteration,
Product hazard,
Product labelling,
Legislation, dispute resolution,
Weight and measures, prices and quality,
Environmental protection,
Electronic commerce,
Financial services,
Efficient use of materials, energy, water,
Sustainable consumption

Q73 Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Yes

Q74 If your authority/agency does, please provide the following details:

1- Name of initiative

FTC Events Calendar

1- Scope of initiative

For a list of all FTC education and information initiatives, please see the FTC's Events Calendar.

1- URL link

<https://www.ftc.gov/news-events/events-calendar/all>

1- Impact (short description)

The FTC offers initiatives throughout the year to educate and inform consumers about consumer protection, business, privacy, and e-commerce.

Q75 Do consumer organizations/associations provide education and information initiatives?

Yes

Consumer Protection Survey

Q76 If consumer organizations/associations do, please provide the following details:

1- Name of consumer organization/association	Consumers Union
1- URL link of initiative	https://consumersunion.org/
2- Name of consumer organization/association	Consumer Federation of America (CFA)
2- URL link of initiative	https://consumerfed.org/
3- Name of consumer organization/association	Alliance for Consumer Education
3- URL link of initiative	http://www.consumerred.org/

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Q77 Does your authority/agency conduct research and analysis on consumer protection issues? **Yes**

Consumer Protection Survey

Q78 If your authority/agency does, please provide the following details:

1- Main area of work

The FTC's Bureau of Consumer Protection (BCP) conducts research on unfair, deceptive, and fraudulent business practices by collecting complaints and conducting investigations.

1- URL link to online library or publication(s)

<https://www.ftc.gov/about-ftc/bureaus-offices/bureau-consumer-protection>

2- Main area of work

The FTC's Bureau of Economics (BE) helps the FTC evaluate the economic impact of its actions by providing economic analysis for competition and consumer protection investigations and rulemakings, and analyzing the economic impact of government regulations on businesses and consumers.

2- URL link to online library or publication(s)

<https://www.ftc.gov/about-ftc/bureaus-offices/bureau-economics>

3- Main area of work

Within the Federal Trade Commission, the Office of Technology Research and Investigation (OTech) is located at the intersection of consumer protection and new technologies. As a trusted source for research and information on technology's impact on consumers, the Office conducts independent studies, evaluates new marketing practices, and provides guidance to consumers, businesses and policy makers. It also assists the FTC's consumer protection investigators and attorneys by providing technical expertise, investigative assistance, and training. The Office is housed in the Bureau of Consumer Protection and its work supports all facets of the FTC's consumer protection mission, including issues related to privacy, data security, connected cars, smart homes, algorithmic transparency, emerging payment methods, fraud, big data, and the Internet of Things.

3- URL link to online library or publication(s)

<https://www.ftc.gov/about-ftc/bureaus-offices/bureau-consumer-protection/office-technology-research-investigation>

Q79 Do other organizations/associations conduct research and analysis on consumer protection?

Yes

Consumer Protection Survey

Q80 If other organizations/associations do, please provide the following details:

1- Main area of work

Consumer Financial Protection Bureau: Supervises and enforces markets for consumer financial products and services such as applying for mortgages and credit cards.

1- URL link to online library or publication(s)

<https://www.consumerfinance.gov/>

2- Main area of work

Consumer Product Safety Commission: Protects the public from unreasonable risks of serious injury or death from consumer products under the agency's jurisdiction.

2- URL link to online library or publication(s)

<https://www.cpsc.gov/>

3- Main area of work

Department of Justice: Enforces the law and defends the interests of the U.S., including protecting against foreign and domestic criminal threats.

3- URL link to online library or publication(s)

<https://www.justice.gov/>

4- Main area of work

Federal Communications Commission: Regulates interstate and international communications by radio, television, wire, satellite, and cable as well as enforcing certain consumer protection laws in the communications sector.

4- URL link to online library or publication(s)

<https://www.fcc.gov/>

5- Main area of work

Federal Deposit Insurance Corporation: Maintains stability and public confidence in the banking system by issuing deposits in banks and savings associations and ensuring they operate in a safe manner and comply with fair lending and consumer protection laws.

5- URL link to online library or publication(s)

<https://www.fdic.gov/>
