

### The Consumer Sentinel Network: A Law Enforcement Tool

### GLACY Dakar - March 2014



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US Federal Trade Commission
Office of International Affairs



### The Consumer Sentinel Network

- 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 includes complaints about:
- Identity Theft
- Immigration Services
- Do-Not-Call Registry violations
- Computers, the Internet, and Online Auctions
- Telemarketing Scams
- Advance-fee Loans and Credit Scams
- Sweepstakes, Lotteries, and Prizes
- Business Opportunities and Work-at-Home Schemes
- Health and Weight Loss Products
- Debt Collection, Credit Reports, and Financial Matters



• Consumer Sentinel is based on the premise that sharing information can make law enforcement even more effective. To that end, the Consumer Sentinel Network provides law enforcement members with access to complaints provided directly to the Federal Trade Commission by consumers, military personnel and their families, as well as providing members with access to complaints shared by data contributors, who include:

All Better Business Bureaus
Alaska Attorney General
California Attorney General
Canadian Anti-Fraud Centre
Canadian Competition Bureau
Catalog Choice
Colorado Attorney General
Consumer Financial Protection Bureau
Idaho Attorney General
Identity Theft Assistance Center

Los Angeles County Department of Consumer Affairs Louisiana Attorney General Maine Attorney General

Internet Crime Complaint Center

Lawyers' Committee for Civil Rights

Michigan Attorney General

Indiana Attorney General

Minnesota Department of Public Safety

Mississippi Attorney General

MoneyGram International

Montana Department of Justice

National Consumers League

North Carolina Department of Justice

Ohio Attorney General

Oregon Department of Justice

Privacy Rights Clearinghouse

Privacy Star

Publishers Clearing House

South Carolina Department of

Consumer Affairs

Tennessee Consumer Affairs

Division

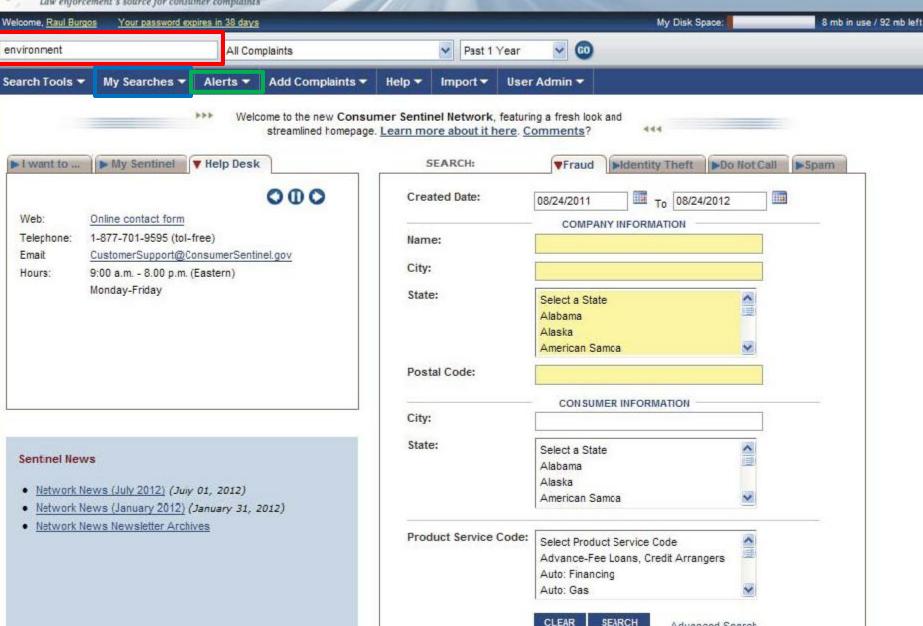
U.S. Postal Inspection Service

Washington Attorney General

Western Union Company

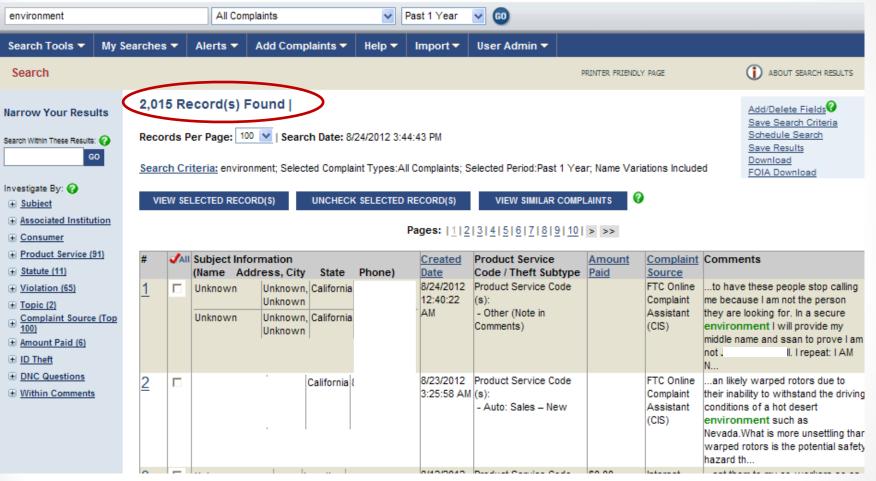
Xerox Corporation

Advanced Search





### Finding a Complaint: Quick Search Feature



## Sample Search Results



#	<b>√</b> AII	Subject Inform (Name Ci			Reference Number				Amount Paid	Comments
1	V	(Name Ci	·	state	12038270		Creditor Debt		\$1,700.00	
2	⊽			,	12901338	•		2/9/2008 8:15:29 AM	\$0.00	
3	<b>V</b>		  	  	19325892	•		6/18/2008 11:53:37 AM		
<u>4</u>	V	-	-		20361827	•		9/22/2008 11:48:03 PM		
<u>5</u>	⊽				20263691			9/13/2008 6:44:17 PM		
<u>6</u>	V	1_		New Jersey	12080617	•		11/10/2007 4:41:16 AM		
<u>7</u>	V		•	Alabama	12085214			11/10/2007 4:59:45 AM		

### Sample Search Results



Record # 1 of 1530 / Consumer Sentinel Network Complaints								
Reference Number:	1	Originator Reference						
		Number:						
Language:		Contact Type:						
Source:	Consumer	DNC?	N					
Comments:	( ( ( (							
Entered By:	DCRASE	Entry Date:	1/10/2008					
Updated By:		Updated Date:						
	PUBLIC USERS - CIS	Product Service Code:	Auto\Other					
Amount Requested:	\$199.00	Amount Paid:	\$199.00					
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet					
Complaint Date:	1/8/2008	Transaction Date:	1/7/2008					
Initial Contact:	Print	Initial Response:						
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation					
Topic:		Fraud Complaint?:						
	Consu	ımer						
Complaining								
Company/Org.: First Name:		Last Name:	-					
Address 1:		Address 2:						
***************************************	Lutherville	State/Prov:	Mandand					
	21093		UNITED STATES					
Home Number:		Work Number:	UNITED STATES					
Fax Number:		Ext:						
Email:			65 - 69					
Lindii.	Email: t Age Range: 65 - 69 Subject							
Subject: 1								
	Address:							
City:		State/Prov:	Massachusetts					
ZIP:			United States					
Email:		URL:						
Area Code:	800	Phone Number:	537					
Ext:								
Representative Name:		Title:						

# How to Use Consumer Sentinel Complaint Information



- Use the information in the complaint record as a starting point for your own investigation.
- Example:

Note a consumer's phone number. Then, call that consumer and ask for their permission to take a sworn declaration to use as evidence in your own case.



An initiative of the <u>International Consumer</u>
<u>Protection and Enforcement Network</u> (ICPEN).











Your site for cross-border consumer complaints.

About Us

**Member Countries** 

Privacy Policy

HOME

REPORT YOUR COMPLAINT

RESOLVE YOUR COMPLAINT

**NEWS & RESOURCES** 

#### **About Us**

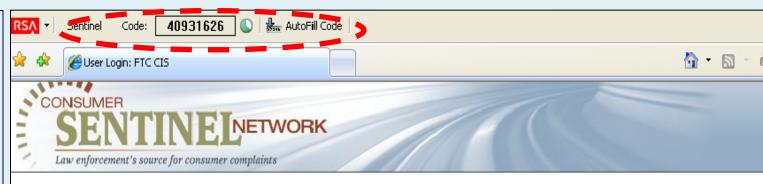
In April of 2001, responding to the challenges of multinational Internet fraud, and working to enhance consumer protection and consumer confidence in e-commerce, 13 countries unveiled econsumer.gov, a joint effort to gather and share cross-border e-commerce complaints. Today, consumer protection agencies in 28 countries participate in this initiative.

The project has two components: a multilingual public website, and a government, password-protected website. The public site allows consumers to lodge cross-border complaints, and to try to resolve their complaints through means other than formal legal action. Using the Consumer Sentinel network (a database of consumer complaint data and other investigative information operated by the U.S. Federal Trade Commission), the incoming complaints are shared with participating consumer protection law enforcers.



### **User Login**

- Consumer complaints
   entered through
   www.econsumer.gov
   are
   housed within the Consumer
   Sentinel Network database.
- To access econsumer.gov data, visit www.consumersentinel.gov, and enter your user name, password, and individual software security token passcode (circled in red).
- •The software security token (circled in red) is installed on your computer. For assistance with user access contact the Consumer Sentinel help desk at <a href="mailto:CustomerSupport@ConsumerSentinel.gov">CustomerSupport@ConsumerSentinel.gov</a>



#### **User Login**

Please key in your password carefully and remember that it is case sensitive. If you enter an invalid password, the system will redirect you back to this login page to try again. If this happens, please wait for a new RSA Passcode to generate before retrying your login.

If you have any questions about the login process, please phone 1-877-701-9595 for assistance.



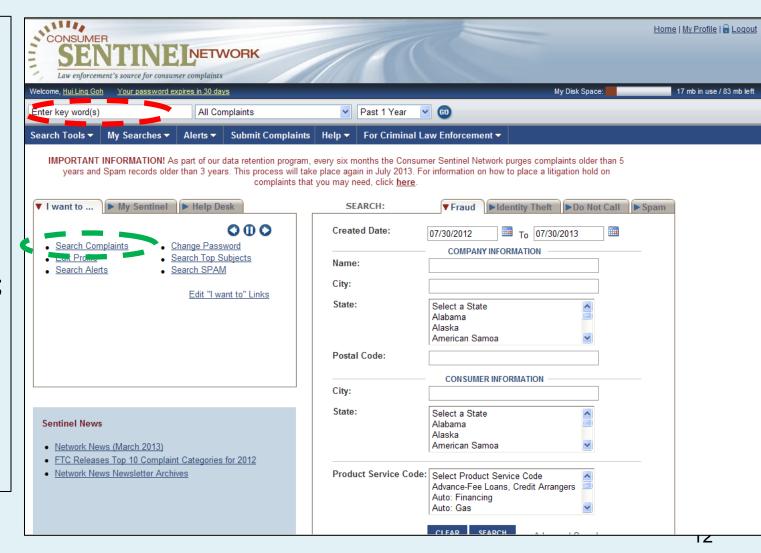
#### NOTICE TO USERS

The use of this system is restricted to authorized users. Unauthorized access, use, or modification of this U.S. Government computer system, or of the data contained herein or in transit to/from this system, constitutes a violation of 18 U.S.C. §1030. This system is monitored to ensure proper performance of applicable security features and procedures. Such monitoring may result in the acquisition, recording and analysis of data being communicated, transmitted, processed or stored in this system by a user. In particular, we monitor the identity of all who access this system, as well as the date and time of their access. In addition, we review all user-submitted complaints and alerts. Unauthorized or improper use of this system may result in administrative disciplinary action, as well as civil and criminal penalties.

By continuing to use this system, you indicate your awareness of and consent to these terms and conditions of use.

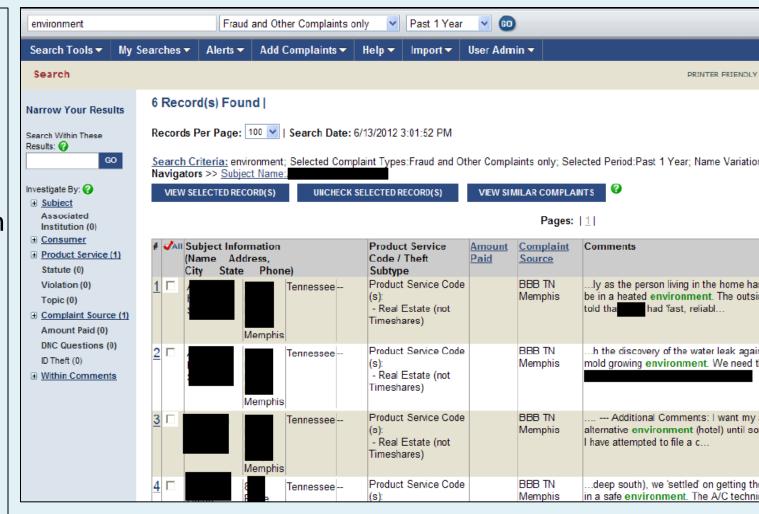
# How to Search for Complaints

- After you log into the Consumer Sentinel Network, you can search for complaints in two ways:
- (1) Quick Search (circled in red); or
- (2) Advanced
  Search (circled in green).



### **How to Quick Search**

•For basic key words, e.g. environment •Use "AND" between key words to search for multiple key words in the same entry Use quotation marks to search for a phrase



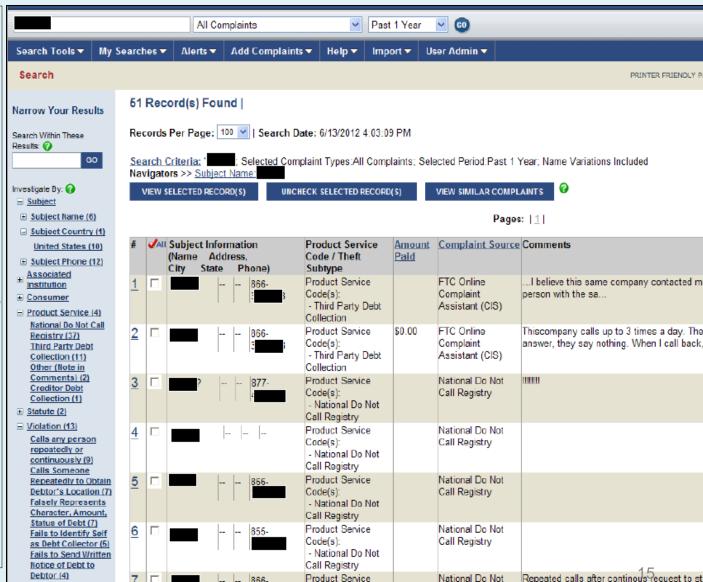
## Sample Search Results List

For confidentiality reasons, some of the content in the sample search results list is redacted.

#	<b></b> ✓AII	Subject Informa		Reference	Product	<u>Created</u>	<u>Amount</u>	Comments
		(Name City	y State)	<u>Number</u>	Service Code	<u>Date</u>	<u>Paid</u>	
1	<b>V</b>			12038270	<ul> <li>Creditor Debt Collection</li> </ul>	11/5/2007 11:12:54 AM	\$1,700.00	
2	>			12901338	■ Internet Access Services	2/9/2008 8:15:29 AM	\$0.00	
<u>3</u>	>		  	19325892	■ Charitable Solicitations	6/18/2008 11:53:37 AM		
4	<b>V</b>	; 		20361827	<ul> <li>National Do Not Call Registry</li> </ul>	9/22/2008 11:48:03 PM		
<u>5</u>	V			20263691		9/13/2008 6:44:17 PM		
<u>6</u>	•		New Jersey	12080617	<ul> <li>National Do Not Call Registry</li> </ul>	11/10/2007 4:41:16 AM		
7	<b>V</b>	-	Alabama	12085214	<ul> <li>National Do Not Call Registry</li> </ul>	11/10/2007 4:59:45 AM		

### **Narrow Your Results**

- When a search results list has many items, you can narrow the results by specific fields
- On the "Search Results" screen, use the key word or "Investigate by" links under the "Narrow Your Results" section at the left side of the screen to search within your results



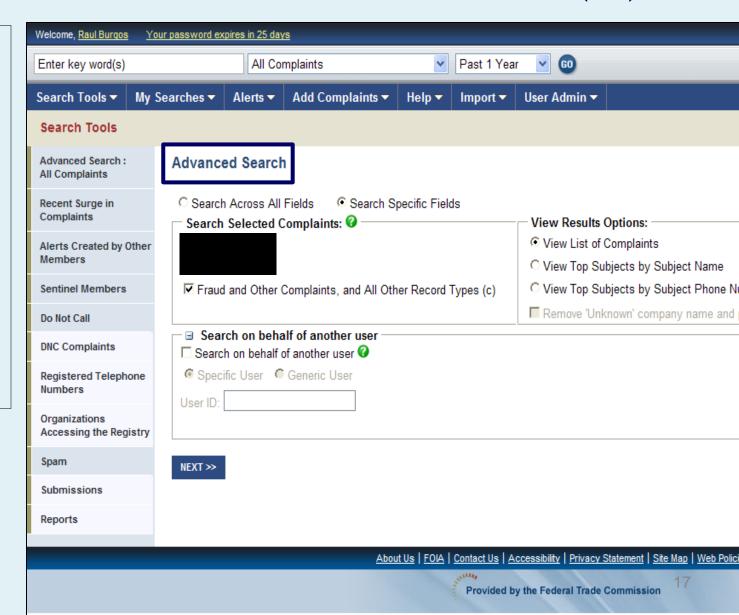
Sample Complaint from Search Results

Information contained in a sample complaint includes details on the consumer and complaint subject.

Reference Number:	nsumer Sentinel Network Complaints	Originator Reference				
		Number:				
Language:	English	Contact Type:				
Source:	Consumer	DNC?	N			
Comments:	( ( ( ( ( (					
Entered By:	DCRASE	Entry Date:	1/10/2008			
Updated By:		Updated Date:				
•	PUBLIC USERS - CIS	Product Service Code:				
Amount Requested:	\$199.00	Amount Paid:	\$199.00			
	MasterCard Credit Card	Agency Contact:				
Complaint Date:	1/8/2008	Transaction Date:	1/7/2008			
Initial Contact:	Print	Initial Response:				
Statute/Rule:	FTC Act Sec 5 (BCP)		Deception/Misrepresentation			
Topic:		Fraud Complaint?:				
		Consumer				
Complaining Company/Org.:						
First Name:		Last Name:				
Address 1:		Address 2:				
	Lutherville	State/Prov:				
	21093		UNITED STATES			
Home Number:		Work Number:				
Fax Number:		Ext:				
Email:	k	Age Range:	65 - 69			
		Subject				
Subject:						
Address:						
City:			Massachusetts			
ZIP:			United States			
Email:		URL:				
Area Code:	800	Phone Number:	537			
Ext:						
epresentative Name:	7	Title:				

# How to Advanced Search (1)

Consumer Sentinel also has an advanced search function, where you can search by a variety of fields.



Advanced Search (2)

The My Disk Space: Welcome, Raul Burgos Your password expires in 25 days Past 1 Year Enter key word(s) All Complaints advanced Add Complaints ▼ Search Tools ▼ My Searches ▼ Alerts ▼ Import ▼ User Admin ▼ Search Tools ABOUT ADVANCED SEARCH search Advanced Search: Collapse All Fields 0 | ± **Advanced Search** All Complaints function C Search Across All Fields Search Specific Fields Recent Surge in Complaints Search Selected Complaints: @ View Results Options: allows you View List of Complaints Identity Theft (i) Alerts Created by Other Members View Top Subjects by Subject Name Do Not Call (d) to search View Top Subjects by Subject Phone Number Sentinel Members Fraud and Other Complaints, and All Other Record Types (c) Remove 'Unknown' company name and phone results? Do Not Call Search on behalf of another user by specific **DNC Complaints** ■ Search on behalf of another user Registered Telephone complaint Numbers User ID: Organizations Accessing the Registry data e.g. Spam MODIFY Submissions company □ Created Date cid The Consumer Sentinel Network deletes complaints after 5 years. Keep this in mind when selecting the Begin and End dates for your searches. Reports End: 6/13/2012 Begin: 6/13/2011 name, View Calendar View Calendar Subject address, ✓ Primary Company / Suspect / Telemarketer Company 

☐ Associated Company / Institution country, Company Name: cid Address 1: ci Address 2:ci etc. City: ci ZIP:ci Country: ci Select Country

# Advanced Search (3)

The advanced search function also allows you to search by amount paid, payment method, other key words etc.

— <b>□ Complaint Data</b> □ Internet Related?	
Transaction Begin:	View Calendar     End:         View Calendar
Amount Requested:ci	to
Amount Paid:ci	to 🕝
Payment Method: c	Select Payment Method American Express Cash Advance American Express Credit Card Bank Account Debit
Initial Contact: c	Please Select Contact Type A Fax I Initial Response: c Answer cold call Fax In Person
Comments: cid	Within 10 Words €  Maintain Word Order  Within a Sentence

# Advanced Search (4)

The advanced search function also allows you to search by

consumer location

— <b>□</b> Consumer —		
First Name: cid		Middle Name: ci
Last Name: cid		]
Complaining Company Name: ci		
Address 1: cid		Address 2:cid
City: cid		ZIP: cid
Country: cid	Select Country UNITED STATES AFGHANISTAN ALBANIA	
State: cid	Select a State Alabama Alaska American Samoa	
Phone Country Code: c		
Phone Area Code: cid		<b>0</b>
Phone Number: cid		0
Email: ci		
Member of armed force	ces or dependent?: ci Select One 💌	
Soldier Status: ci	Select Active Duty Service Member Dependent Child/Other - DoD Civilian Dependent Child/Other - Service Member	Military Branch:  Ci U.S. Army U.S. Navy U.S. Air Force
Soldier Station: ci	AK-FORT RICHARDSON AK-FORT WAINWRIGHT AK-GALENA AIRPORT GALENA 99741 65 455319 163 139 279.3 Activ AK-HAARP RESEARCH STATION	Soldier Pay Grade: ci DoD Civilian E1-E3 E4 20