



**Consumer
Affairs**

Ms. Maureen K. Ohlhausen
Acting Chair, Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Lorelei Salas
Commissioner

April 23, 2018

Steven M. Ettannani
Senior Advisor, Policy and
Public Affairs

Dear Chairperson Ohlhausen:

42 Broadway
8th Floor
New York, NY 10004

It has come to our attention that unscrupulous individuals impersonating September 11th Victim Compensation Fund ("VCF") professionals are contacting responders, survivors and their families with the goal of improperly attaining and using their personally identifiable information. These reports are emblematic of the disturbing lengths to which individuals will go to exploit vulnerabilities and defraud the public. It goes without saying that our September 11th heroes deserve more, and it is deeply distressing that those that have endured so much for our country may face additional adversity.

Dial 311
(212-NEW-YORK)

Now more than ever, instances of identity theft, and the tactics used by criminals, are deserving of the full investigatory attention and resources of the federal government to help mitigate consumer risks. In your capacity as Acting Chair of the FTC, I am asking that you immediately launch a formal investigation to bring any individuals associated with this scam to justice.

nyc.gov/consumers

As the largest municipal consumer protection agency in the country, the New York City Department of Consumer Affairs ("DCA") does not take instances of consumer fraud lightly. As such, I have issued a "scam alert" to our consumer and press contact lists and disseminated tips individuals may take to ensure they are protected from these calls including:

- Avoiding giving personal information over the phone;
- Noting details about the call; and
- Ending the call immediately.

I have directed consumers and interested parties to call the FTC hotline and the VCF Helpline directly.

I have no doubt you share our concern about the particularly egregious nature of this scam, and I look forward to your timely response to my concerns.

Sincerely,

Lorelei Salas
Commissioner