



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

Kate Conger
TechCrunch
410 Townsend St., Suite 100
San Francisco, CA 94107

JAN 10 2017

Re: FOIA-2017-00207
Uber

Dear Ms. Conger:

This is a first partial response to your Freedom of Information Act request dated December 13, 2016, and amended on January 11, 2017 concerning records maintained by the Commission at the present, all:

1. Consumer complaints against Uber and its services;
2. Communications related to Uber or Kaiser in the possession, custody, or control of the Commission, the Office of the Commissioner, the Office of Policy Planning, and the Division of Anticompetitive Practices;
3. Records related to investigations of Uber or Kaiser.

In accordance with the FOIA and agency policy, we have searched our records as of December 13, 2016, the date we received your request in our mailbox.

We have located approximately 717 responsive complaints. I am granting partial access to, and am enclosing copies of, the accessible records. Nine complaints, and portions of other complaints, are subject to a whole or in part exemption under FOIA's disclosure requirements, as explained below.

We are withholding nine complaints under FOIA Exemption 5, 5 U.S.C. § 552(b)(5), because they are exempt from disclosure by another statute, specifically, Section 21(d) of the FTC Act provides that the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if the information is otherwise lawfully obtained from that source. 15 U.S.C. § 57b-2(f).

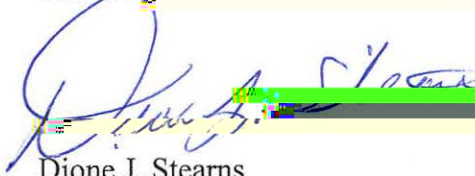
Enclosed are 708 responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am giving access to consumers' names and addresses, and any other identifying information, from the complaints, because this information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public interest in seeing personal identifying information. See *Shulkin v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request for information under the Freedom of Information Act, you may appeal to the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580, within 60 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

You also may seek dispute resolution services from the FTC. For a public hearing, contact Richard Gola via telephone at 202-326-3333 or via email at rgola@ftc.gov. For a written decision, contact the Office of Government Information Services via email at ogis@ftc.gov. For more information, contact the Office of Government Information Administration, 8601 Adelphi Road, Arlington, VA 22203.

Jonathan H.

Sincerely,



Dione J. Stearns
Assistant General Counsel

Enclosed: 1 spreadsheet.