



UNITED STATES OF AMERICA
Federal Trade Commission
WASHINGTON, D.C. 20580

**Statement of Chair Lina M. Khan
Arise Virtual Solutions Inc.
Commission File No. 2223046**

July 1, 2024

Arise recruits tens of thousands of “gig” workers to serve as customer service representatives, which include providing a complaint against Arise, the FTC charges that the company misled individuals who signed up on their platform would jobs that paid “up to \$18/hour” doing remote customer service work for major companies. In reality, the pay was nearly always below the levels Arise advertised.

¹ Additionally, Arise required those signing up to pay hundreds of dollars out of pocket for a host of products and services, from equipment and mandatory certification courses to background checks and “platform usage fees.” As the complaint notes, Arise’s earnings claims did not factor in the substantial fees and unpaid time individuals faced when joining and using the Arise platform.

coordinated with federal and state enforcers across its investigations, and this matter exemplifies the value of these partnerships.⁴ Collaborating with DOL can prove especially fruitful in gig economy matters, where firms often market themselves as offering up entrepreneurial opportunities even as they retain significant control over the workers who sign up.⁵

As a result of FTC's order, Arise will be required to turn over \$7 million, which will be used to provide redress to those harmed by the shortfall in promised wages. And to ensure that Arise cannot misuse the proposed FTC judgment to offset DOL's claim to compensation for unpaid training time, Section IV of the proposed order establishes that the FTC judgment does not offset any recovery by DOL to compensate consumers for unpaid training time.

I am grateful to the FTC team, primarily based out of the Midwest Regional Office, for
