

Request for Records Disposition Authority

Records Schedule Number	DAA-0122-2021-0002
Schedule Status	Approved
Agency or Establishment	Federal Trade Commission
Record Group / Scheduling Group	Records of the Federal Trade Commission
Records Schedule applies to	Major Subdivision
Major Subdivision	Bureau of Consumer Protection (BCP)
Minor Subdivision	Division of Consumer Response and Operations (DCRO)
Schedule Subject	Consumer Sentinel Network (CSN)
Internal agency concurrences will be provided	No
Background Information	<p>This records schedule includes the three databases of the Consumer Sentinel Network: Fraud Database, Do Not Call Registry (DNC), and Identity Theft (IDT). This records schedule also covers the retired Spam Database (SpamDB).</p> <p>The Federal Trade Commission's (FTC) Bureau of Consumer Protection (BCP) protects consumers from a variety of fraudulent, deceptive, and unfair practices in the marketplace, including scams, identity theft, telemarketing fraud, internet fraud, and consumer credit issues. To further its consumer protection mission, the FTC brings civil and administrative law enforcement actions to enforce its laws and provides consumer and business education to enable the public to avoid common harms.</p> <p>The BCP Division of Consumer Response and Operations (DCRO) is the agency business owner of the Consumer Response Center (CRC) and the Consumer Sentinel Network (CSN). CSN is a network of databases that contain all reports about consumer fraud and other consumer problems, identity theft, and Do Not Call processes and data. Created in 1997, CSN is used by federal, state, local, and international law enforcement communities for law enforcement purposes. Sentinel allows members to access consumer complaints submitted directly to the FTC, as well as complaints shared by over 40 data contributors, including the Consumer Financial Protection Bureau, the Internal Revenue Service, over 20 State Attorneys General, and all North American Better Business Bureaus. As of October 2020, nearly 3,000 federal, state, local, and international law</p>

enforcement users have access to Sentinel; hundreds of individual members access the system each week.

The CRC is the FTC center that supports the electronic, telephone, and paper-based collection of consumer complaints placed in the Consumer Sentinel Network. The CRC gathers, processes, and updates U.S. and cross-border consumer complaints via telephone-based services and Internet-based complaint forms. Users access a multi-channel bilingual (English and Spanish) contact center to file complaints, report instances of identity theft, receive and print an identity theft report, and request or receive consumer education materials. Consumers may submit complaints to the CRC through surface mail. The CRC currently handles about two million consumer interactions per year. From October 1, 2019 through July 2020, 1.6 million fraud and other complaints and over 680,000 identity theft complaints were received.

Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
9	0	9	0

GAO Approval

Outline of Records Schedule Items for DAA-0122-2021-0002

Sequence Number	
1	The Fraud Database Disposition Authority Number: DAA-0122-2021-0002-0001
2	Do Not Call Registry
2.1	Consumer Registration Disposition Authority Number: DAA-0122-2021-0002-0002
2.2	Consumer Complaints Disposition Authority Number: DAA-0122-2021-0002-0003
2.3	Telemarketer Registrations Disposition Authority Number: DAA-0122-2021-0002-0004
2.4	Spam Database (SpamDB) – Retired in 2019 Disposition Authority Number: DAA-0122-2021-0002-0005
3	Identity Theft Data
3.1	Identity Theft Complaints Disposition Authority Number: DAA-0122-2021-0002-0006
3.2	Identity Theft Accounts Disposition Authority Number: DAA-0122-2021-0002-0007
4	Law Enforcement Registrations
4.1	Agency/corporate law enforcement registrations Disposition Authority Number: DAA-0122-2021-0002-0008
4.2	Individual law enforcement registrations Disposition Authority Number: DAA-0122-2021-0002-0009

Records Schedule Items

Sequence Number	
1	<p>The Fraud Database</p> <p>Disposition Authority Number DAA-0122-2021-0002-0001</p> <p>The fraud data in CSN is based on U.S. and international complaint filings through ReportFraud.ftc.gov, the FTC's online complaint portal; econsumer.gov, the agency's cross-border web complaint form; as well as calls to the FTC Consumer Response Center (CRC). Consumers can call the CRC and file a complaint with a counselor. Data includes consumer complaint data derived from input sources, including unique identifiers, codes, and descriptors categorizing each complaint, as well as privacy-protected data such as name, mailing address, email address, telephone number(s), and if in the military, military service branch, post, status, and pay grade.</p> <p>Final Disposition Temporary</p> <p>Item Status Active</p> <p>Is this item media neutral? No</p> <p>Explanation of limitation The records are in electronic format.</p> <p>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes</p> <p>Do any of the records covered by this item exist as structured electronic data? Yes</p> <p>Disposition Instruction</p> <p>Retention Period Delete entries when 5 years old.</p> <p>Additional Information</p> <p>GAO Approval Not Required</p>
2	<p>Do Not Call Registry</p> <p>The DNC consists of four major functions: consumer registration, consumer complaints, telemarketer registration, and spam database.</p>
2.1	<p>Consumer Registration</p> <p>Disposition Authority Number DAA-0122-2021-0002-0002</p> <p>The consumer registration function allows consumers to register their telephone numbers in the DNC system and to verify whether their phone numbers are on the registry. Data includes telephone numbers of individuals who do not wish to</p>

receive telemarketing calls; information automatically generated by the system, including date and/or time that the telephone number was placed on or removed from the Registry; and other information that the individual may be asked to provide voluntarily (such as e-mail address, if the individual registers through the National Do Not Call Registry Web site).

Final Disposition Temporary

Item Status Active

Is this item media neutral? No

Explanation of limitation Records are in a database.

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes

Do any of the records covered by this item exist as structured electronic data? Yes

Disposition Instruction

Retention Period Delete entries 20 years after request of the individual to whom the telephone number is assigned, or phone number is disconnected and reassigned.

Additional Information

GAO Approval Not Required

Consumer Complaints

Disposition Authority Number DAA-0122-2021-0002-0003

Consumers may file complaints about alleged violations of the Do Not Call rules through Donotcall.gov or via the DNC hotline. Consumer complaint data received through DNC is generally available to CSN members. Data includes the telephone number that made the unwanted call, date and time the call was made, the subject matter of the call, whether the call was reported to be a robocall, and the complainant's city and state.

Final Disposition Temporary

Item Status Active

Is this item media neutral? No

Explanation of limitation The records are in a database.

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes

2.2

2.3	Do any of the records covered by this item exist as structured electronic data?	Yes
	Disposition Instruction	
	Retention Period	Delete entries when 5 years old.
	Additional Information	
	GAO Approval	Not Required
	Telemarketer Registrations	
	Disposition Authority Number	DAA-0122-2021-0002-0004
	Telemarketers subscribe to DNC by creating in DNC a profile that allows the subscription to area codes their telemarketing campaign will call. Data includes organization name, address, employer identification number (EIN) or SSN in the case of a sole proprietorship, organization contact person name, the contact person's telephone number and email address, date and time when user gained access to the DNC, name of the domain and host from which the user gained access to the DNC site, Internet protocol (IP) address of the computer the user was using, and related technical information.	
	Final Disposition	Temporary
	Item Status	Active
2.4	Is this item media neutral?	No
	Explanation of limitation	The records are in a database.
	Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?	Yes
	Do any of the records covered by this item exist as structured electronic data?	Yes
	Disposition Instruction	
	Retention Period	Delete entries 20 years after telemarketer account no longer has any active subscriptions.
	Additional Information	
	GAO Approval	Not Required
	Spam Database (SpamDB) – Retired in 2019	
	Disposition Authority Number	DAA-0122-2021-0002-0005
	The SpamDB provided the public with an email address (spam@uce.gov) to which they could forward email and text messages that they believed to be spam	

(also known as unsolicited commercial email and unsolicited or unwanted text messages). Before the system was retired in 2019, the system received over 30 million submissions a year. The SpamDB permitted authorized CSN users (e.g., law enforcement) to view a static image of the actual email and texts. Data on the retired data set includes copies of unsolicited email and text messages.

Final Disposition	Temporary
Item Status	Active
Is this item media neutral?	No
Explanation of limitation	The records are in a database.
Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?	Yes
Do any of the records covered by this item exist as structured electronic data?	Yes

Disposition Instruction

Retention Period	Delete database on October 1, 2032.
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Additional Information

GAO Approval	Not Required
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Identity Theft Data

IdentityTheft.gov is the federal government's one-stop resource for identity theft victims. The site provides streamlined checklists and sample letters to guide consumers through the recovery process. Consumers can file identity theft complaints by entering data directly into the database via the web link or by calling the Consumer Response Center.

Identity Theft Complaints

Disposition Authority Number	DAA-0122-2021-0002-0006
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Data includes identity theft category or situation, theft details, consumer contact information, how consumer information was misused, lost or stolen personal information types, what the identity thief used the consumer's information for/how the thief used the consumer's information, data breach types, and other consumer complaint information.

Final Disposition	Temporary
Item Status	Active
Is this item media neutral?	No
Explanation of limitation	The records are in a database.

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3.1

3.2	Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?	Yes
	Do any of the records covered by this item exist as structured electronic data?	Yes
	Disposition Instruction	
	Retention Period	Delete entries when 5 years old.
	Additional Information	
	GAO Approval	Not Required
	Identity Theft Accounts	
	Disposition Authority Number	DAA-0122-2021-0002-0007
	Consumers can create a personal identity theft account. Data includes consumer name, mailing address, telephone number(s), email address, password, and other consumer information. Through their personal accounts, consumers can pull data from the system to generate recovery plans and forms per system-provided templates, download these plans and forms to personal electronic devices, and use this information to notify relevant entities. The system does not save copies of user-generated plans and forms.	
	Final Disposition	Temporary
4	Item Status	Active
	Is this item media neutral?	No
	Explanation of limitation	The records are in a database.
	Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?	Yes
	Do any of the records covered by this item exist as structured electronic data?	Yes
	Disposition Instruction	
	Retention Period	Delete inactive account entries 10 days after inactivity of new account or 30 days after inactivity on an existing account.
	Additional Information	
	GAO Approval	Not Required
	Law Enforcement Registrations	

4.1

Law enforcement entities enter into agency/corporate CSN registration and access agreements with the FTC. The agreements then allow the FTC to give access to CSN to individual law enforcement officials of those entities.

Agency/corporate law enforcement registrations

Disposition Authority Number **DAA-0122-2021-0002-0008**

Records include agreements and data elements associated with agency/law enforcement registrations such as name, mailing address, email address, IP address range, and contact information associated with the organization requester, organization administrator, and the approving authority within the applying organization.

Final Disposition **Temporary**

Item Status **Active**

Is this item media neutral? **No**

Explanation of limitation **The records are in a database.**

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? **Yes**

Do any of the records covered by this item exist as structured electronic data? **Yes**

Disposition Instruction

Retention Period **Delete registrations 80 years after account becomes inactive..**

Additional Information

GAO Approval **Not Required**

4.2

Individual law enforcement registrations

Disposition Authority Number **DAA-0122-2021-0002-0009**

Data includes law enforcer's name, work address, telephone number, email address, and government issued ID or badge.

Final Disposition **Temporary**

Item Status **Active**

Is this item media neutral? **No**

Explanation of limitation **The records are in a database.**

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? **Yes**

	<p>Do any of the records covered by this item exist as structured electronic data?</p> <p>Disposition Instruction</p> <p>Retention Period</p> <p>Additional Information</p> <p>GAO Approval</p>	<p>Yes</p> <p>Close inactive accounts after 180 days of no activity. Delete entries 5 years after account inactivity.</p> <p>Not Required</p>
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Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

Signatory Information

Date	Action	By	Title	Organization
05/14/2021	Certify	Yvonne Wilson	Records Officer	Federal Trade Commission - Federal Trade Commission
09/24/2021	Return for Revision	Galen Wilson	Senior Appraisal Archivist	National Archives and Records Administration - Records Management Services
01/27/2022	Submit For Certification	Yvonne Wilson	Records Officer	Federal Trade Commission - Federal Trade Commission
01/27/2022	Certify	Yvonne Wilson	Records Officer	Federal Trade Commission - Federal Trade Commission
05/09/2022	Submit for Concurrence	Galen Wilson	Senior Appraisal Archivist	National Archives and Records Administration - Records Management Services
05/10/2022	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
05/11/2022	Concur	Laurence Brewer	Chief Records Officer	National Records and Archives Administration - National Records and Archives Administration
05/17/2022	Approve	Debra Wall	Deputy Archivist	National Archives and Records Administration - ND Archives I Office