

FTC Language Access Plan

The Federal Trade Commission (FTC) is an independent agency with a mission to protect the public from deceptive or unfair business practices and from unfair methods of competition through law enforcement, advocacy, research, and education. The agency is committed to serving and protecting people in *every* community and is pleased to offer its Language Access Plan.¹ The FTC strives to provide meaningful access² to its programs, services, and resources to all communities, including people with limited English proficiency (LEP).³

The FTC's Every Community Initiative is the agency's coordinated effort to further the mission of the agency and ensure the FTC reaches and serves the needs of all consumers in the marketplace, including LEP persons. Through this and other initiatives, the FTC has worked for more than two decades to expand its outreach efforts and bring enforcement actions to better serve people whose primary language⁴ is not English.⁵ While all FTC consumer education resources and consumer reporting systems have been available in English and Spanish for many years, agency staff has more recently worked strategically to provide consumer protection information in various widely-spoken languages. The FTC has made significant investments in providing resources for immigrants and refugees in a range of languages. Each of these efforts has been accompanied by a communications campaign, so that organizations in each of those linguistic communities know how to find and use the resources. FTC staff has also engaged with ethnic and community media, which has resulted in hundreds of articles in multiple languages about consumer protection issues and how to report those issues to the agency. In addition, the

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- Since many people better understand information on paper than online, certain resources including [How To Avoid a Scam](#), [Scams and Your Small Business](#), and [How to Spot, Avoid, and Report Identity Theft in Your Language](#)—are available in print. These are free to order in Simplified Chinese, Korean, and Vietnamese, along with English and Spanish, at ftc.gov/bulkorder.
- Many popular free FTC resources are available to order in English and Spanish through the FTC's [Bulk Order](#) website. Please visit the website periodically to order updated multi-lingual resources.
- All resources posted to FTC websites comply with Section 508 of the Rehabilitation Act of 1973 to ensure electronic and information technology is accessible to people with disabilities, including LEP persons who may also be persons with a disability.

Enhancements to the FTC's Consumer Reporting System

- Through enhancements to the FTC's Call Center, the agency expanded its capability to collect consumer reports of fraud, scams, bad business practices, and identity theft, all through interpreters in the consumers' preferred language. Consumers can share their story in their own language and get information on what steps to take next.
- Consumers can report fraud, scams, or bad business practices and get help in their preferred language by calling 877-382-4357 and pressing 3 for a list of languages. Phone lines are open 9 am – 5 pm ET.
- For consumers who prefer to report fraud online, the FTC offers a dedicated website in English and Spanish. Go to ReportFraud.ftc.gov to report in English, or ReporteFraude.ftc.gov to report in Spanish.
- To report identity theft and learn what to do next in their preferred language, consumers can call 877-382-3366 and press 3 for the list of languages. Phone lines are open 9 am – 5 pm ET.
- For consumers who prefer to report identity theft online and get immediate access to their report as well as a free, personalized recovery plan, the FTC offers a dedicated website in English and Spanish. Consumers can report in English at IdentityTheft.ftc.gov or in Spanish at IdentFraude.ftc.gov.

- To assist law enforcement, reports received online in multiple languages are now available in