



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

Consumer Response Center

January 14, 2010

Don Baker
3205 Arthur Drive
Reston, LA 71270

RE: FTC Ref. No. 25121351

Dear Don Baker:

Thank you for your recent letter to the Federal Trade Commission ("the Commission"). The Federal Trade Commission acts in the public interest to stop business practices that violate the laws it enforces. Letters from consumers and businesses are very important to the work of the Commission. They are often the first indication of a problem in the marketplace and may provide the initial evidence to begin an investigation. The Commission does not resolve individual complaints. The Commission can, however, act when it sees a pattern of possible violations developing. The decision to open up an investigative action depends on how widespread the practice is, how many consumers are hurt, how much harm is done, and how much evidence we have. We must also determine how much staff time and effort we can put into each case, and we must concentrate on the most urgent problems.

Letters such as yours provide valuable information that may be used to develop or support Commission enforcement activities. Your letter will be added to our files for that purpose. We appreciate your taking the time to write.

Sincerely Yours,

Consumer Response Center