



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

Consumer Response Center

September 21, 2012

Michael Carome
1600 20th Street, NW
Washington, DC 20009

RE: FTC Ref. No. 40589018

Dear Michael Carome:

Your correspondence to the Federal Trade Commission, Chairman Jon Leibowitz, Commissioners J. Thomas Rosch, Edith Ramirez, Julie Brill and Maureen Ohlhauser regarding Bed Handles, Inc. was referred to the Consumer Response Center for reply.

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 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 initiatives. Your letter will be added to our files for that purpose. We appreciate you taking the time to write.

Sincerely Yours,

Consumer Response Center