



Seattle's Stop Junk Mail Website

GUIDE #5: How to Submit a Complaint for Junk Mail

Some requests can take up to 90 days to process and during that period you may receive more mailings. If you are still receiving mail after 90 days, then you can submit a complaint.

The opt-out system will submit your complaint to the junk/catalog mail company and send you their response. While participation in the junk and catalog mail opt-out system is voluntary, companies may be held responsible for failing to comply with opt-out requests when mandated by federal privacy requirements.

1. Go to www.seattle.gov/stopjunkmail.

2. Click the "Stop Junk Mail" button.



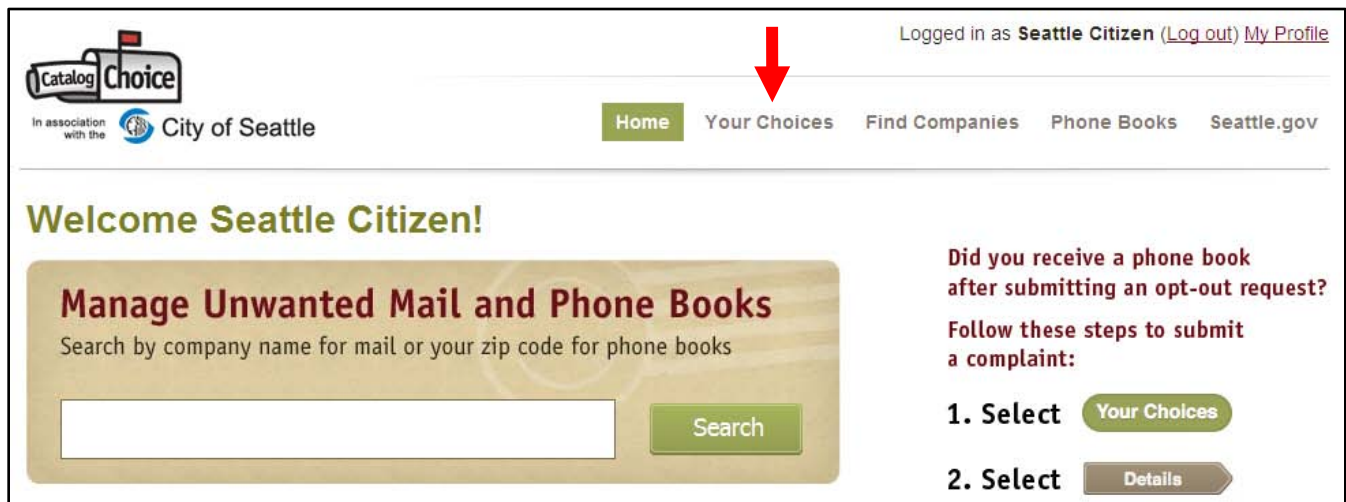
Clicking on the button will take you to a website managed by Catalog Choice, a 501(c)(3) non-profit organization the City of Seattle has hired to manage Seattle's Stop Phone Books and Junk Mail website.

3. Enter your "Email" and "Password." Then click the "Log in" button.

You must already have an account to log in and submit a complaint. If you don't have an account yet, follow the "How to Set Up an Account" instructions.

The screenshot shows the Catalog Choice website interface. At the top, there is a navigation bar with the Catalog Choice logo, the text "In association with the City of Seattle", and a menu with links: "Welcome", "How it Works", "Find Companies", "Phone Books", and "Seattle.gov". Below the navigation bar, there are two main sections: "MANAGE JUNK MAIL" and "MANAGE PHONE BOOKS". The "MANAGE JUNK MAIL" section has a search box labeled "Search by company name" and a "Find Company" button. The "MANAGE PHONE BOOKS" section has a "Find Phone Books" button. At the bottom, there is a banner with the text "Let's go green together." and a logo. To the right of the banner, there is a section titled "Stop it at The Source" with text about recycling phone books. Three red arrows point to the "Email", "Password", and "Log in >" fields in the top right corner of the page.

4. Click the “Your Choices” tab on the top navigation bar.

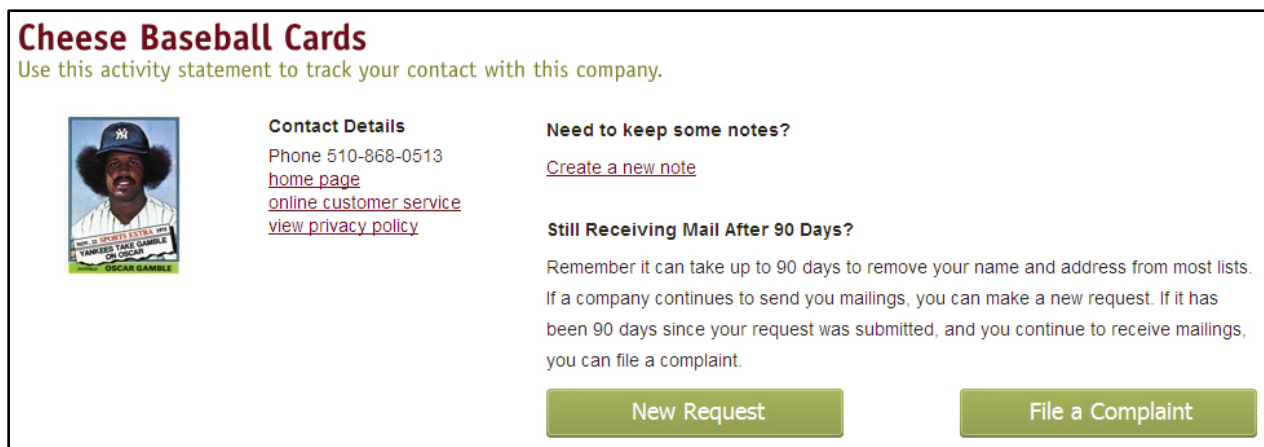


5. The “Your Choices” page will show you all the junk mail requests you submitted. Click the “Details” button for the junk mail that was delivered incorrectly after you opted out.



6. Click the “File a Complaint” button.

Some requests can take up to 90 days to process and during that period you may receive more mailings. The “File a Complaint” button will become active 90 days after you make your request.



7. Fill out the “File a Complaint” form:

- (A) When you file a complaint, Catalog Choice emails the complaint to the junk mail company. Read the draft email text provided by Catalog Choice, and edit it if you want to make changes.

Catalog Choice will NOT share your email address with junk mail companies. All email communication will be routed through Catalog Choice.

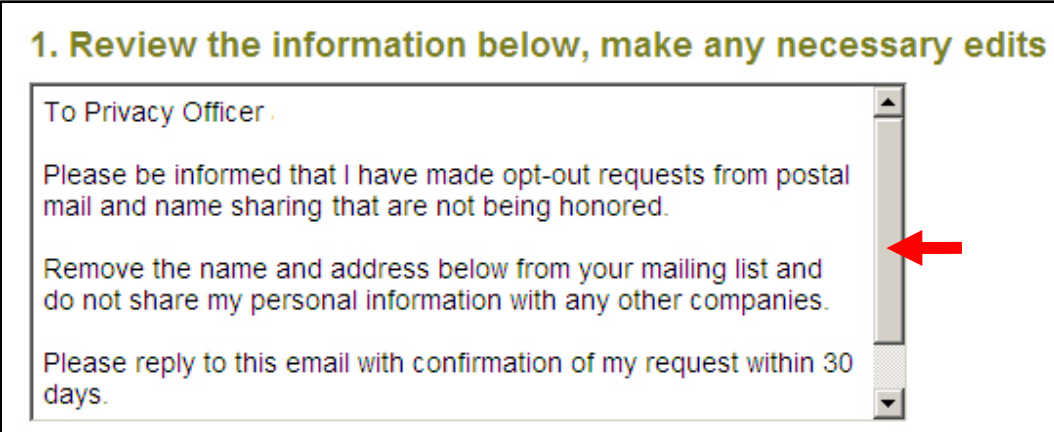
1. Review the information below, make any necessary edits

To Privacy Officer :

Please be informed that I have made opt-out requests from postal mail and name sharing that are not being honored.

Remove the name and address below from your mailing list and do not share my personal information with any other companies.

Please reply to this email with confirmation of my request within 30 days.

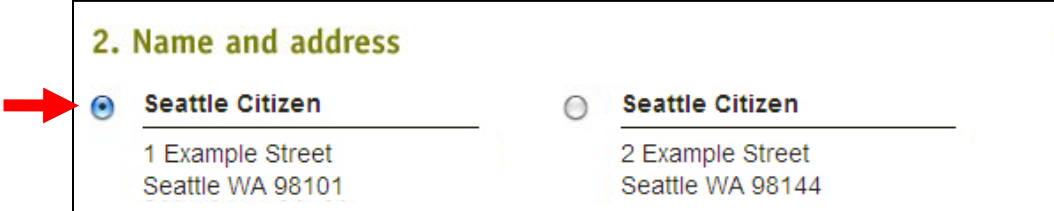


- (B) Select the address where you received the junk mail incorrectly.

2. Name and address

☒ **Seattle Citizen**
1 Example Street
Seattle WA 98101

☐ **Seattle Citizen**
2 Example Street
Seattle WA 98144



- (C) Enter the “Account or Customer Number” and the “Key or Source Code” from a piece of mail you recently received from the company. If you can’t find the numbers, then skip this step.

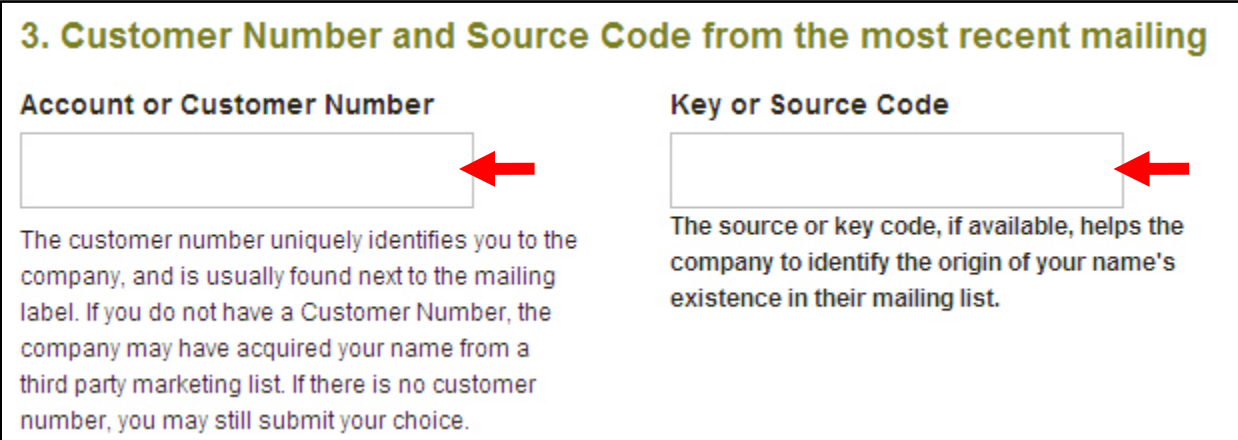
3. Customer Number and Source Code from the most recent mailing

Account or Customer Number

The customer number uniquely identifies you to the company, and is usually found next to the mailing label. If you do not have a Customer Number, the company may have acquired your name from a third party marketing list. If there is no customer number, you may still submit your choice.

Key or Source Code

The source or key code, if available, helps the company to identify the origin of your name's existence in their mailing list.



- (D) Select the Month and Year from the drop-down menus for the date you last received a piece of mail from the company.

4. When did you last receive ?

↑ ↑

- (E) Click the box to authorize Catalog Choice to submit your complaint to the FTC. Then click the “File a Complaint” button.

5. FTC Authorization

☒ I authorize Catalog Choice to submit my complaint to the FTC Consumer Sentinel Network if it is not resolved in 30 days.