

# FTC Announces \$7.5 Million Settlement Over Cancellation Practices

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The FTC just announced a \$7.5 million settlement with Chegg, alleging the company violated ROSCA by making it unnecessarily difficult for subscribers—mostly students—to cancel their online services. According to the FTC, Chegg’s cancellation process buried links, forced users through confusing flows and “save” attempts, and in some cases still charged consumers after cancellation.

The settlement requires Chegg to maintain a simple cancellation mechanism that is at least as easy as signing up—reaffirming the FTC’s ongoing focus on negative option compliance even after the Click to Cancel Rule was vacated.

Hosted by Simone Roach. Based on a blog post by [Gonzalo Mon](#) and [Beth Chun](#).