



BBB[®] at a GLANCE

An ethical marketplace where buyers and sellers can trust each other.

2023 ANNUAL STATISTICS FOR METRO WASHINGTON DC AND EASTERN PA

Start With Trust.™



14,381,532
TOTAL NUMBER OF
INQUIRIES & WEBSITE VISITORS

MORE THAN
7,409
GET A
QUOTES

FROM CONSUMERS INTERESTED
IN SERVICES WERE SENT TO
BBB ACCREDITED BUSINESSES

7,726 TRUSTED ACCREDITED BUSINESSES

195
INVESTIGATIONS
INTO BUSINESS
PRACTICES

5.8 MILLION
BUSINESS PROFILES
VIEWED

76,435
COMPLAINTS
PROCESSED

64,991 CUSTOMER REVIEWS SUBMITTED

MORE THAN **400,000** ACCREDITED BUSINESSES
IN THE UNITED STATES.

BBB's #1 Inquired about Industry:
Home Contractors/Service/Repair

BBB's #1 Complained
about Industry:
TV/Cable/Satellite/
Internet Services