



MARCH/APRIL 2025

TORCH NEWS

Promoting Marketplace Trust In Ohio & Michigan



Torch Award Nominations

BBB's 2025 Torch Award Nominations are open. Nomination Deadline - June 30th

READ ON PAGE 6

A Heart For Business

BBB announces the launch of its brand-new podcast. Get a closer look at the heart of local business!

READ ON PAGE 16

"Shred the Stigma"

Don't Miss BBB's Annual SHRED DAY and Help Support Our Area's Mental Health Resources at the Same Time!

READ ON PAGE 18-19



Our Stephanie took a call from a female consumer, wanting to discuss a scam ... BUT ... she thought she was going to speak to our CEO, Lane Montz, when she called in. She had seen him on the news that morning, discussing hurricane scams and he had said to call BBB for more info. Lane was not in the office at the time, and she was disappointed ... and confused. She thought when she called BBB, she should always receive the “fella on the news”.

We'll have to have Lane start answering all our Public Line calls. There were 772 of them last month (February). He'll appreciate that job!

Our Deborah spoke to a gentleman who called in on BBB Public Lines. He said “someone was messing with his food” at the local grocery store ... AND ... that same person is following him to restaurants as well. He couldn't be more specific. He didn't know who it was ... or how they were accessing his food ... but he felt he should lodge a complaint somehow, against someone. Sometimes BBB is called upon to help individuals talk through unique situations. Should he contact the police, the health department, his doctor, or call 911? There are so many questions. We want to help consumers get to the right place.

A consumer called and wanted to file a complaint against a local university. Can you share with us what is going on? Well, people are “just messing with me”. Can you tell us what people? ... students on campus? ... teachers? Can you tell us HOW they are messing with you?

Answer: “Well they have ESP, they have telepathic powers, and they are going through my phone and deleting my coursework ... and changing all my words in my phone. They are mind readers.”

Yet another unique situation. Unfortunately, we can't file a complaint against unknown mind readers. Is there any other way we can help?

“What are you here for anyway? I'll just file a review.” And then a hang-up.

Our Senior ScamGuard Director, Pam, was doing a presentation at a local assisted living facility when one of the attendees mentioned her own personal method for warding off phone scammers. She said she received a call from an individual trying to sell her a car warranty, because they knew hers had expired. Well ... she no longer drives nor has a car! She told the scammer she no longer drove but if they had a bumper-to-bumper warranty for her walker or cane she might be interested! They promptly hung up!

BY THE NUMBERS

Here are the Top 25 categories of business searches on our BBB.org website for the past 12 months. Check out the **IMPORTANT STATS**, below, to see all the search numbers.

1	Roofing Contractors, Gutters & Chimneys	192798
2	General Contractor & Construction Services	71310
3	Home Improvement & Remodeling	56942
4	Landscape Contractors, Tree & Lawn	48776
5	Auto Repair, Paint & Service	43295
6	Precious Metal Dealers, Gold Buyers & Jewelry	36483
7	Heating & Air Conditioning	32588
8	Concrete Contractors & Paving	30522
9	Home Builders	27611
10	Boutiques & Salons	25914
11	Plumbing & Drain Services	23155
12	New & Used Car Dealers	22242
13	Windows & Doors	20438
14	Painting Contractors	20132
15	Handyman	16620
16	Electricians & Electrical Services	15969
17	Insurance Companies	12822
18	Collection Agencies	11164
19	Excavating Contractors & Equipment	10833
20	Lawyers & Legal Services	9700
21	Restaurants & Equipment	9196
22	Pool Contractors	8063
23	Metal Buildings & Pole Barns	7231
24	Fence Contractors	6375
25	Mason Contractors	5504

IMPORTANT STATS

Consumers come to BBB looking for “better businesses” to connect to ... businesses they can trust.

Jan 1, 2024 – Jan 31, 2025

24 Counties in Our Service Area

Consumer Lines: Phone Calls to Your Local BBB — 9,825 calls

BBB Business Profile Views:
1,246,376 Views

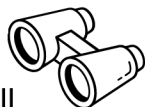
Request a Quotes:
10,162 Customers



MESSAGE FROM THE FOUNDATION



We seem to have lost our leader, Lane Montz, to a well deserved vacation! Enjoy your time away and remember to use sunscreen on all the parts that matter.



While Lane is away the show must go on! Welcome to the March/April Issue of **BBB's Torch News** brought to you by the new girl, yours truly, Lynn Hammerstrom, Director of Programs and Partnerships of the Ethics Foundation Division. This is great a opportunity to share programs we continue to develop and expand on in the Foundation. It's **EXCITING** what we are bringing out to the community!

Youth4Ethics

The world of today's youth and young adults continues to change everyday. Maybe as adults we have come to notice these changes more than we did in our younger days. With today's technology, youth are tempted to compromise their values at a scale never seen before! Social media and other online platforms often times (too often) reward sensationalism, manipulation and dishonesty -- and no one is more vulnerable than our youth. Our **Youth4Ethics** program believes today's students and young adults deserve a different story. Through our workshop we aim to challenge students to develop their own "personal code of conduct" founded on honesty, integrity, and **ETHICS** as life long choices. For more information on how you can support this initiative and important program email lynn@toledobbb.org.

Senior ScamGuard

It's no secret that older adults are frequently targeted for scams. Everyone is at risk with social media, texting, auto-calls and email, however seniors are particularly vulnerable with today's modern technology. Education is the key! When seniors are educated about scams, they become well-equipped to resist AND they become a **VALUABLE** family and community resource to teach others!! For more information or to schedule a presentation for your organization reach out to pamela@toledobbb.org.

Military & Veterans

During a military career, families experience frequent relocations or family separations, isolation from civilian life, and an eventual transition to a changed and unfamiliar world. Our program is to educate and empower this community of heroes to navigate the marketplace and make wise purchasing decisions. For more information about this program or to schedule a presentation reach out to bonnie@toledobbb.org.

Let's take a moment to recognize our dedicated Program Managers



Bonnie Zaruca

Youth4Ethics
Military & Veterans



Pamela Rybka

Senior ScamGuard

All the kudos to these ladies and the hard work they do for the youth, seniors and our military and veterans in the community! In under two short years their outreach in the community has been enormous!

ScamGuard has reach over **2500** individuals with over **130** presentations to seniors, families and caregivers!

Youth4Ethics reached over **160** youth from **21** schools across **7** counties between MI and OH!!!

Over **100** Military & Veteran presentations were held in partnership with organizations also dedicated to supporting our community heroes!

Truth be told, I am truly blessed to have joined this team! Must be the LUCK of the IRISH!



In Other News:

BBB Torch Awards

nomination form is now out on our website at

BBB.org/toledo

Recommend a business for the 2025 Torch Awards

Nomination must be in by June 30, 2025

Follow us on Social Media



FREE WEBINAR

APRIL 16, 2025

BBB and BBB Ethics Foundation are excited to partner with Jobs Ohio & Regional Growth Partners to bring an informative webinar to our Accredited Businesses.

Please join us on April 16, 2025, 8:30-9:30 AM to learn more about the JobsOhio **Small Business Grant** from Chase Eikenbary, Vice President of Project Management, Regional Growth Partnership and her team Bill Burkett, Sr. Project Manager and Jessica Stattler, Sr. Project Manager. **Eligible companies could qualify for up to \$50,000 in grant funds.**

*Ineligible companies include retail, residential, entertainment and other population driven businesses.

For registration info contact lynn@toledobbb.org



UNSETTLED BBB® COMPLAINTS

INCLUDING BBB® GRADE

BBB® accepts – and works to resolve – customer complaints against all businesses within our 24-county area. When a business doesn't respond or the complaint remains open/stalled for too long we must eventually close the matter as such, which affects the business' BBB® rating. If a customer files a complaint against you or your business, call us at (419) 578-6000 for guidance **even if you feel the complaint is unfair or unjustified**. In January & February, we closed unresolved or unanswered complaints against the following businesses, potentially affecting their BBB® rating.

Clear Vision Windows	MI	LENAWEE	B-	Chrysler Toledo North Assembly Plant	OH	LUCAS	A-
Midas Muffler	MI	LENAWEE	B-	Comfort Inn and Suites	OH	LUCAS	D
Anteau's Handyman Services	MI	MONROE	D+	Current Credit Inc.	OH	LUCAS	B-
Bob And Chuck's Auto Shop	MI	MONROE	C	CustomCutt Construction LLC	OH	LUCAS	D+
Cars Now USA LLC	MI	MONROE	F	Green Gone Detox	OH	LUCAS	F
Chart Advisors	MI	MONROE	F	Honda East	OH	LUCAS	D-
Mobil - Monroe Mart	MI	MONROE	D+	Knights of Columbus Banquet Hall	OH	LUCAS	D+
My Store	MI	MONROE	F	KO Matcha	OH	LUCAS	D+
CORA Health Services, Inc.	OH	ALLEN	C-	LED Electric LLC	OH	LUCAS	NR
Kenco Restaurants Inc.	OH	ALLEN	B-	Marshall's Dept Store	OH	LUCAS	D+
Mr. Appliance of West Central Ohio	OH	ALLEN	F	Maumee Valley Property Services LLC	OH	LUCAS	F
Nate's Contracting	OH	ALLEN	C+	Oakwood Community	OH	LUCAS	F
Orthopaedic Institute of Ohio Inc.	OH	ALLEN	B-	On Point Dental	OH	LUCAS	B-
Renovations by Basham	OH	ALLEN	F	Papa John's Pizza	OH	LUCAS	C+
Wally's Fillin Station	OH	ALLEN	B-	Raising Cane's Chicken Fingers	OH	LUCAS	D+
Carrols Corporation	OH	AUGLAIZE	C+	Relax Station	OH	LUCAS	D+
Precision Reflex Inc	OH	AUGLAIZE	C+	Sparkle K's Luxury Auto Spa	OH	LUCAS	F
McDonald's	OH	CRAWFORD	D+	Spicylce	OH	LUCAS	D+
US Interstate And Rail LLC	OH	DELAWARE	D+	Torrid	OH	LUCAS	F
Kalahari Resort	OH	ERIE	B-	Twigz Hockey Shop	OH	LUCAS	D+
Totally Floored Flooring America	OH	ERIE	C+	Universal Tree and Mulch	OH	LUCAS	B+
Fulton County Health Center	OH	FULTON	A-	Upward Painting LLC	OH	LUCAS	C+
Carpet Mart	OH	HANCOCK	F	Value City Furniture - Holland	OH	LUCAS	D+
Findlay Paint & Interiors	OH	HANCOCK	D+	Wolf Lab Engineering	OH	LUCAS	F
U Break I Fix	OH	HANCOCK	F	Superior Foundation Repair & Waterproofing	OH	PAULDING	F
K & K Flooring Pros, LLC	OH	HURON	C+	Spectrum	OH	SANDUSKY	D+
Verizon	OH	HURON	C+	Posterun	OH	SENECA	F
Wakeman Power	OH	HURON	B-	Mobile Auto Werks LLC	OH	WILLIAMS	C
Assurance Wireless	OH	LUCAS	F	Baymont by Wyndham	OH	WOOD	F
Barn Bar	OH	LUCAS	D+	Friendly Village Ohio	OH	WOOD	B-
Belle Tire	OH	LUCAS	NR	Glass City Innovations, LLC	OH	WOOD	C
Canyon Cove Villas And Townhomes	OH	LUCAS	F	UPS Access Point Location	OH	WOOD	F
Central Colorado Anesthesia Associates LLC	OH	LUCAS	F	UPS Mail Innovations	OH	WOOD	D



MEWA Health Plan

Insurance Solutions for Small Businesses

A Multiple Employer Welfare Arrangement, or MEWA, is a self-funded health care option for small employers. MEWAs allow small businesses to join together to purchase health insurance to capitalize on scale, share risk, and offer benefits to their employees outside of the traditional Affordable Care Act (ACA) plan.



Northwest Ohio Business Alliance (NWOBA) and Paramount Health Care partnered to create a self-funded MEWA for businesses.

Who is Eligible?

Qualified employer groups with 1-50 employees, including sole proprietorships, that are in good standing with a participating chamber or the Better Business Bureau are eligible to join the NWOBA MEWA. Employers must be located within Paramount's service area in Ohio to be eligible to apply.

Benefits of a MEWA

- Typically lower rates than the ACA compliant plans
- Multiple plan offerings, including HMO plans and Consumer Driven Health Plans
- Prescription drug benefits including affordability for the member and employer

Member Benefits include:

- **MyParamount** member portal allows members to electronically receive Explanations of Benefits (EOBs), view claims, check on authorizations, and more.
- **ProMedica OnDemand** allows for 24/7/365 virtual visits.
- **Personal Call Center Representative** allows members to request a dedicated representative to speak to every time they call Paramount.
- **Ask Paramount**, a free nurse line available 24/7/365.

For more information please contact your broker, Paramount or the Better Business Bureau.



BBB serving Northwest/West Central Ohio and Southeast Michigan

NOMINATION FORM

23rd ANNUAL TORCH AWARDS

Special In-Person "Prize Patrol" in September 2025

NOMINATE YOUR FAVORITE BUSINESS!!!

2025 NOMINATION DEADLINE – June 30, 2025

Self-Nominations are encouraged!

Date _____

Company Name _____

For-Profit _____ Tax-exempt, Charitable, Non-Profit _____ (Check One)

Address of Company _____

City, State, Zip _____

Telephone Number _____

Company E-mail _____

Owner/President/Manager _____

Nature of Business _____

Why should this company be a nominee? _____

May we inform the above company that you nominated them? Yes _____
No _____

Your Name _____

Telephone _____ E-mail _____

For more information regarding Torch Awards, contact Better Business Bureau
at 419-578-6000 - Fax 419 578-6001 - info@toledobbb.org

Visit bbb.org/toledo to nominate. Click on "2025 Torch Nomination".



**THE SIGN OF A
BETTER
BUSINESS**

Find one at BBB.org

**NEW BBB®
ACCREDITED
BUSINESSES**

JANUARY & FEBRUARY 2025

OHIO

ALLEN

Forever Foundation Repair
Infinity Painting of Ohio LLC
Ohio Pond Builders
Shanahan Improvements

AUGLAIZE

Daddys' Hands Cleaning Service

CRAWFORD

American Shoe Service
Remy Renovations and Timber

DEFIANCE

Brava Adventures
Clemens Mobile Welding, LLC
Independent Diesel Repair
LS Wealth Management, LLC
MAC Companies, LLC
SAC Services LLC

ERIE

Dick's Carry-Out & Liquor
Harbor Smart Homes LLC
Hempur Pedic Mattress Ltd
Lieske Counseling and Consulting LLC
Sandusky Wheel and Tire LLC
TruGrit Heating & Cooling

FULTON

Divine Painting LLC

HANCOCK

Call of the Canyon Cafe and Catering
Clean Slate Facilities LLC
Foundations Done Rite LLC
Industrial Solutions Contracting

HARDIN

Scioto Sign Co., Inc.

HURON

Hudson's Construction & Renovation
Klein Second Shift Automotive Repair
Service Call Garage Doors

LUCAS

Advance Advertising
All Hours Towing & Recovery
Brown Legacy Memorial LLC
CR Seamless Gutters LLC
Definitive Contractors Inc.

Havana and Rye Mobile Cigar Lounge
LTD

Hill Clinic LLC

Joseph Brothers Realty, Inc.

Joseph's Beverage Center

Kudos Cleaning, LLC

Life Care Health Service LLC

Madasz High Performance Coaching

Mold Medics of Toledo

On The Wall Painting, LLC

Out Bid It Construction

Stork and Sun

SVN / Ascension Commercial Realty

MERCER

Technical Roofing

OTTAWA

Allset Marine Sales and Service
Sinacola, LLC

PUTNAM

First Klass Machining, LLC

SANDUSKY

American Plumbing & Sewer
Big & Little's Carts and Parts
Technique Electric, LLC

SENECA

Foam Worx LLC
Route 67 Design Construction

VAN WERT

Rose Tax and Bookkeeping Services

WILLIAMS

Flooring Installation by Austin
Kayla's Helping Hands Cleaning
Service
Kunesh Construction
Libelle Painting, LLC
LS Wealth Management, LLC
Schwartz Construction and
Restoration

WOOD

Buckeye Premier Cleaning, LLC
Call of the Canyon Cafe and Catering
Cooks Tree Service LLC
Division 1 Roofing
EasyStreet Cafe
Flyer Liquidation
Groundskeeper Outdoor Solutions

Hardy Industrial Services & Excavating,
Infinity from Marvin - Toledo
It's Sew You
Midway Animal Hospital
Panda Technologies, LLC
Platinum AutoSpa & Detailing LLC
Roofline LLC
T.I.G. Fleet Service Inc.
Ziebold Property Services LLC

WYANDOT

Byte Guard IT

MICHIGAN

LENAWEE

Glycon Corporation
Keystone Mobile Home Sales
Michigan Handyman & Remodeling Services
Shinabery Equipment Co

MONROE

Cleaning With Loyalty Inc
EK Designer Gowns
Martin Home Improvement
Oliver Lee Consulting PLLC
Property Styles LLC
SVN / Ascension Commercial Realty
Victoria Day Spa, LLC
Williams Brothers Dundee Dodge Chrysler
Jeep Ram



PARAMOUNT

**Better Business Bureau
Corporate Sponsor**

Here are some key reasons to implement a workplace drug & alcohol program

- **Safety**
 - Reduces the risk of accidents, injuries, and fatalities due to impaired employees.
- **Productivity**
 - Helps maintain a productive and efficient workforce by addressing issues like absenteeism, poor performance, and distractions.
- **Compliance**
 - Ensures adherence to legal and regulatory requirements, particularly in safety-sensitive industries.
- **Employee Well-being**
 - Promotes a healthier work environment and provides support for employees struggling with substance abuse.
- **Reputation**
 - Enhances the company's image by demonstrating a commitment to workplace safety and employee health.
- **Learn More Today**
 - Contact Mike Cicak at mike.cicak@sheakley.com to learn how Sheakley can help you implement your program at no additional cost.

OHIO SAFETY CONGRESS & EXPO

April 16 - 18, 2025

Greater Columbus Convention Center

Visit Sheakley at Booth 313

Our safety professionals will listen and learn about your business and its specific needs, offer cost-effective solutions to increase awareness and decrease accidents, and provide you with the tools you need to make safety a lasting part of your company culture.

Scan the QR code below and register to attend!



ON THE CALENDAR

OSHA's at the Door/ Jobsite

April 4 | 9:00am-10:00am

.....

Department of Transportation Supervisor Drug & Alcohol Compliance - 60/60

April 8 | 1:00pm-3:00pm

.....

What does a Department of Transportation drug & alcohol testing program look like?

April 10 | 10:00am-11:00am

.....

Current Drug Climate in Ohio

April 30 | 9:00am-11:00am

.....

For a complete list of upcoming training sessions, scan here, or visit sheakley.com

*Use Coupon Code BBB20 to receive
20% off your registration fee.*



To learn more about Sheakley's solutions or to request a quote, contact:

Mike Cicak | 800.877.2053 x6203 | mike.cicak@sheakley.com

LEVEL FUNDED HEALTH PLANS

Offered by BBB and powered by FrontPath Health Coalition and Health In Tech.

Level-funded plans offer employers potential cost savings and consistency.

Year after year and survey after survey, small and medium-sized businesses consistently rank the affordability of health insurance as one of their top two challenges. The problem shows no signs of going away—but you already knew that.

For years, the Better Business Bureau® has made the NWOBA's multiple employer welfare arrangement (MEWA) health insurance available to its members (using the Paramount platform). While MEWAs carry some risk and are not for everyone (always check with your broker), the NWOBA MEWA has provided value to BBB members.

But now the BBB has affiliated with FrontPath Health Coalition and Health In Tech to offer another option.

In partnership with Health In Tech, a Level Funded Health Plan program manager, FrontPath offers twelve health insurance plans through the BBB that reach our entire 24-county service area in Ohio and Michigan.*

Level-funded plans offer employers potential cost savings and consistency. Fixed monthly payment amounts cover medical claims, stop-loss insurance, and administrative fees, helping small and mid-sized employers better manage healthcare expenses.

FrontPath is a not-for-profit, member-focused coalition dedicated to providing flexible and cost-effective benefit solutions to health plan sponsors in collaboration with its broad network of providers.

*Available only through licensed brokers.

BBB members with 10-100 on-plan employees can now access the level-funded product created in partnership with Health in Tech, Stone Mountain Risk, and Blackhawk Claims Services.

Have questions about Level Funded Health Plans?

Contact FrontPath Health Coalition

BY PHONE

419-891-5206 ext. 104

BY EMAIL

info@frontpathcoalition.com

BY PHONE

frontpathcoalition.com/contact-us



EMPLOYEE GROUP BENEFITS

Benefit solutions designed specifically for members of the BBB of Northwest Ohio and Southeast Michigan.

For more details, visit bbb.org/toledo

Group Benefits

- **Dental:** Our large network of dentists means your employees have greater choice in who they see.
- **Disability:** Whether you need short-term disability, long-term disability, or both, we've got you covered.
- **Life:** Your employees all have different needs for life insurance, so our flexible products are a nice fit.
- **Vision:** Simple to administer and a great way to round out your benefits package.
- **Supplemental benefits¹:** Enhance your benefits with critical illness², accident, and hospital indemnity insurance.

BBB® ACCREDITED BUSINESS RENEWALS

JANUARY & FEBRUARY 2025

OHIO

ALLEN

A Little TLC
Allied Environmental Services, Inc.
Alltek Plumbing, Heating & Air Conditioning
Alpine Tree Service
Amish Sheds Direct of Lima
Angel for Loved Ones Homecare Inc.
Auto Barn
B. and K. Trucking Inc.
Bella Notta's Pizza
Belton Hearing Center
Best One Tire & Service of Lima
Bindel's Inc.
Bobcat of Lima, Inc.
Bowman Brothers Construction & Supply Co. Inc.
Bowman's Fine Cabinetry LLC
Brown Supply Co.
Buckeye Commercial Body, LLC
Buckeye Roofing & Maintenance LLC
Carpenter Property Inspections LLC
Chiles-Laman Funeral & Cremation Services
Citizens National Bank
D&M Fencing, LLC
Dee's Overhead Door Co. Inc.
Delphos Area Chamber of Commerce
Document Service Company
Doug's Plumbing & Heating LLC
Dyer, Garofalo, Mann & Schultz
E. S. Evans and Company
Ellis Door & Window Inc.
Fair Radio Sales Co. Inc.
Fence Professionals, LLC
H & H Auto Body & Glass LLC
I & M Dynamics LLC
Infectious Diseases Inc.
J R Concrete & Construction
J. M. Hamilton Group, Inc.
Kings Trenching & Excavating LLC
Kleen Sweep
Layman Woodworks LLC
Legacy Property Solutions LLC
Lima Armature Works Inc.
Lima Chevrolet Cadillac
Lima Memorial Health System
Lima Symphony Orchestra
Lima/Allen County Chamber of Commerce
Mackey & Son Construction
Muscle Mart LLC
New Life Scientific, Inc.
News Gazette Printing Co.
Nickel Steel FCU
North Dixie Truck & Trailer, Inc.
Northwest Custom Concrete, Inc.
Northwest Painting & Coating
Northwestern Ohio Security Systems
Ohio State Beauty Academy LLC
Old Barn Restaurant And Grill
Orthodontic Associates of Northwest

Ohio, LLC
Prestige Tax and Business Services
Progressive Tool & Die Co.
Pure Smiles
Quality Electrical & Mechanical, Inc.
Railroad Customs
Rapid Restore Denture Laboratory
Rapp Construction LLC
Roeder Cartage Co. Inc.
S & W Leasing, LLC
Sandy Point Plumbing
Scott Bentz Contracting, LLC
Smith-Boughan Mechanical, Inc.
Snappy's Outdoor Equipment Sales & Service
Spieles Nurseries
Steady Does It Mechanical Services
Steiner & Granger, LLC
Steve Doyle Homes
Stites Grocery
Suburban Motors Used Cars
Tom Ahl Buick GMC
Tom Ahl Chrysler Dodge
TopMark Federal Credit Union
Tracy Appliances Inc.
Trans Vac Inc.
Von's Diamonds & Jewelry
Webb Insurance Agency Inc.
West Central Ohio Veterinary Emergency Service
White Family Of Dealerships

Mid Ohio Flooring LLC
Moose Lodge #669
Mosier Industrial Services Corporation
Oakstone Landscape, LLC
Rietschlin Mechanical, LLC
Rob's Quality Automotive
Wilson Insurance Agency

DEFIANCE

Andrews Construction
ANS Steel Buildings, LLC
Arthur Law Firm Co., L.P.A.
Buckeye Roofing & Exteriors LLC
Fraternal Order of Eagles #372
Gary's Auto Repair, LLC
Highland Center Electric
Homier's Monumental
Huntington National Bank
Jim Schmidt Chevrolet-Buick, Inc.
Jim Schmidt Ford, Inc.
Kiessling Construction
Modern Safety Techniques
Nature's Image Taxidermy
OneMain Financial
Redbeard Renovations LLC
Risk Strategies
Seigman's Siding & Window Specialist LLC
The Laurels of Defiance
W Schwartz Construction LLC
Wagner Roofing & Construction Solutions
Yoder Body Shop

ASHLAND

Chimline Masonry LLC

AUGLAIZE

Amish Sheds Direct/USA Buildings Direct
Block Insurance Agency Inc.
Cisco Realty
Diversified Pond Supplies, LLC
G.A. Wintzer & Son Company
Hometown Transportation LLC
Kinninger Production Welding Inc.
NKTELCO, Inc.
Popiel Diesel Performance LLC
Rayburn Financial Advisory Services
Spicer Contracting LLC
S-Tech
Wapakoneta Area Chamber of Commerce

CRAWFORD

Avita Home Health & Hospice
C.B. Electrical Services LLC
Castle Auctions & Appraisals LLC
Clouse & Associates Insurance
Crest Bending Inc.
Gene's Transmission
Golden Hawk Transportation Inc.
J & F Construction & Development Inc.
Kelco Builders, Inc.
Lemaster Towing and Recovery LLC
Link's Country Meats

ERIE

Ace Landscaping LLC
Balconi Monuments Inc.
Blue Chip Machine & Tool, LTD
Brown Supply Co.
Camp Construction, LLC
Castalia Trenching & Ready Mix, LLC
Coles Lawn Service LLC
Cole's Quality Cars, LLC
Cutting Edge Painting & Home Maintenance
Daniel's Basement Waterproofing
Dwelle Excavating & Trucking LLC
Erie County 4-H Camp, Inc.
Erie Tint LLC
Executive Cleaners
Firelands IT Services, LLC
Foster Chevrolet-Cadillac, Inc.
Gajda Custom Services, L.L.C.
Graziano Electric Inc.
Great Lakes Benefits Inc.
Gundlach Sheet Metal Works Inc.
HearingLife
Hermes-Parker Concrete LTD
J & J Door Inc.
Lakeland Import Auto Service
Law Bro's Auto Body, Inc.
Lucky Towing & Recovery
Matrix Automation Inc.
McAllister, Ltd.
Ohio Diesel
Peerless Ovens
Petrick Roofing and Remodel LLC

BBB® ACCREDITED BUSINESS RENEWALS

JANUARY & FEBRUARY 2025

Sandusky Clean Scene
Sandusky Home Interiors Inc.
Sandusky Towing
Strecker Remodeling & Construction
T R Enterprise LLC
The Kreimes Co.
The Kyle E. Grathwol Company LLC
Vassallo Builders LLC
Wilkes Plumbing & Heating

FULTON

419 Gutters
Aquatek Water Conditioning
Busse Combat Knife Co.
Callan Photography and Fundraising
Childress Collision, LLC
D & G Welding, Inc.
F & W Auto Supply, LLC
Fido's Friend LLC
Gleckler Bros Inc.
Haury Concrete, Inc.
Huntington National Bank
K & L Trucking Inc.
KDT Moving Services, LLC
Kern Heating, Cooling, Plumbing LLC
Legacy Spray Foam Insulation LLC
Luce's Chimney & Stove Shop
MCW Certified Welding, Ltd.
Nofzinger Electric Inc.
Northwest Veterinary Hospital, Inc.
P.A.M. Diamond Paintings, LLC
Page Irrigation & Landscaping LLC
Perfection Finishers
Pettisville Meats Inc.
PNC Bank, Northwest
Precision Ag Services, Inc.
Shipman Advertising Company
Soaring Software Solutions, Inc.-TCMax
Sun and Shield Roofing Services LLC
The Brown Bag Market
Tri-County Block & Brick, Inc.
Volkman Kitchen & Bath

HANCOCK

Affordable Waste Solutions LLC
AgCredit, ACA
Amish Sheds Direct/USA Buildings
Direct
Around The Clock, Inc.
A-Team Cleaning
Automotive Repair & Electronic Service
AWC Landscape, Deck & Fence
B. R. Pallet, Inc.
Best Tax and Notary
Bluffton Veterinary Hospital and Pet
Care Center
Boes Brothers, Inc.
Brayton Professional Services, Inc.
Bread Kneads
Brimley Law Firm, LLC.
Brown Automotive Diagnostic & Repair
Charles Beagle Electric, LLC
Chelsie Hosmer Photography
Crushproof Tubing Co.

Cuellar Electric & Generator LLC
Cutters & Clippers LLC
Distinctive Building Elements, LLC
Document Service Company

Elite Construction & Contracting
EverDry Waterproofing of Findlay
Findlay Body Repair
Findlay Chrysler, Dodge, Jeep, Ram

DON'T LET THIS HAPPEN TO YOU!

BBB's Senior ScamGuard Director, Pam, received a text message from a consumer. She had just pumped gas and suddenly realized the "security seal" on the pump was broken. Should she be concerned?

Great question!

A security seal on a gas pump, often a tamper-evident label, shows if the pump or credit card reader area has been opened without authorization, potentially revealing a skimmer.

These seals are designed to deter and detect tampering, and prevent the installation of a credit card skimming device.

If the panel has been opened, the seal will show signs of being damaged, such as a "VOID" marking or shredding, indicating the pump has been tampered with.

While not mandatory, many gas stations choose to use these seals to enhance security and reassure customers. If you spot a broken security seal on a gas pump, immediately inform the gas station attendant or manager and consider reporting it to the local law enforcement.

Criminals use the data stolen to create fake payment cards and make unauthorized purchases from victims' accounts.

Be ALERT - Don't Let It Happen To You!



(generic security label)

BBB® ACCREDITED BUSINESS RENEWALS

JANUARY & FEBRUARY 2025

Findlay Vinyl
Frankart Electric
Gierke Trucking LLC
Green Acres Lawn Care Inc.
House Of Color
JB Spray Foam Insulation
KK & S Services, LLC
L & H Bulk Services, LLC.
Marbee Printing and Graphic Art
Miller Rigging
Moer Plumbing & Heating & Electrical
Noah's Arc Electric
Ohio Automotive Supply Co., Inc.
Ohio Concrete Solutions LLC
Pathology Laboratories, Inc.
Professional Appraisal Services
Projex Roofing and Remodeling
Pukka, Inc.
R & A's Auto Salvage & Repair
Rettig Furniture & Mattress
Riverside Glass Co.
Rowmark LLC
Sausser Steel Company, Inc.
Sherman House
Taylor Hyundai Findlay
Wilbur & Son Standard Water

HARDIN

Beltone Hearing Center
Bontrager Construction LLC
Rahrig Tree Co. Inc.
Rick's Auto Sales, Inc.
Rohrs Farms
Silver Creek Supply, Inc.
The Rogers Agency
Yoder Metal Sales

HENRY

Custom Agri Systems, Inc.
G&J Auto Repair LLC
Gerken Materials Inc.
Huntington National Bank
Kitchen Solvers
PNC Bank, Northwest
Rayburn Financial Group
Vernon Nagel, Inc.
Vince's TV & Appliances LLC

HURON

419 Handyman, LLC
Arsenal Custom Construction LLC
Berkel Family Automotive
Blossom City Fence Co.
Buckeye Excavating & Construction Inc.
Caldwell Roofing
Cannon Custom Construction LLC
Cozy Home Renovation LLC
Don R Sweeting Auctioneer LLC
Don Tester Ford Lincoln, Inc.
Erie Mechanical LTD
Firelands Lawn & Landscape
H & H Plumbing & Heating, LLC
H. J. Schodorf & Associates, INC.
HearingLife

JMK Construction Services, LLC
Mark Schaffer Excavating & Trucking
Martin Off Road, LLC
New State Roofing, LLC
North Coast K-9
Norwalk Concrete Industries, Inc.
R. J. Beck Protective Systems Inc.
RMH Concrete & Foundation Inc.
Sidelines Sports Eatery & Pub
Smith Paving & Excavating Inc.
Sommers Woodcraft Inc.
TeamRay Motorsports, Inc.
Triple H Contracting and Interiors
Watts Home Improvements, LLC
Welfle Inc.
Wilhelm Construction Company
Zeiter Trucking Inc.

LUCAS

1 Touch Seamless Gutters LLC
1st Impressions Painting Plus
A&D Consulting Group, LLC
AAA Car Care Plus
Able Concrete & Builders
Able Roofing and Home Improvement
Absolute Residential Services LLC
Accurate Ceiling & Wall LLC
Adler's Automotive LLC
Adohr Corp.
Adore Cleaning Service LLC
Advanced Sewer and Drain Cleaning
After Hours Lawn Maintenance LLC
AJ Archery and AJ Outdoors LLC
Aldrich Landscape, LLC
All American Coach Company, Inc.
Allen F. Wilson Jr. Residential Contractor
Allen Industries Inc. Harmon Sign
Division
Allied Paving Co., Inc.
Ambrosia's Automotive
American Construction
American Custom Industries
Ameriprise Financial Services, LLC
Arista Home Care Solutions
A-Team Auto Wraps & Window Tinting
Auto Connection Brake & Muffler Shops
Auto Plus Insurance, LLC
Automatic Septic & Well Corp.
AW Heating & Cooling
B & L Auto Service, Inc.
Bargain Towing Service LLC
Barkan & Robon Ltd.
Bayshore Auto Care LLC
Bayview Electric
Bellagio Window Fashions, LLC
Berman Building Co., Inc.
Bernhard Insurance Group LLC
Better Care Lawn & Snow Removal, LLC
Big Apple Deli
BIG Marketing Solutions, LLC
Birds Eye Construction Co. LTD
BK Property Services Inc.
Black & White Transportation
BMC Accounting LLC

Bob Miller Interiors
Boles Home Improvement LLC
Brent Paints LLC
Brick House Commons
Broer-Freeman Jewelers
Brothers Glass Block, Inc.
Buckeye Northwest Realty
Buehler Decorative Hardware Div. of Gross
Electric
Byrne Paint Co.
C.D. Building Services LLC.
Cardinal Compliance Consultants, LLC
Careology LLC
Caring for Yours LLC
Center For Solutions In Brief Therapy
Charlie's
Charlie's Dodge, Inc
Chromatism Ltd.
Citizen Tax Service
City Dust Control, Inc.
Clark's Custom Concrete LLC
Cleaning Genie
Clock Contracting & Building Services
Coleman Systems, Inc.
Colonial Courier Service, Inc.
Commercial Flooring Of Toledo, LLC
Community Car Care Ltd.
Comprehensive Data Services, Inc.
Contec, Inc.
Coyle Funeral Home & Cremation Services
Coyle Mechanical Inc.
Craig Sandlin's Fire N Ice Heating N Cooling
D & R Outdoor Power Equipment
Darah Medical Equipment & Supplies LLC
Darkinson Doors
Dave Smith Appliance Services, LLC
David's Home Improvement LLC
Design Waterville
Designetics, Inc.
Dibling Floor Covering, Inc
Digimatics Inc DbA Architectural Arts
Directions Credit Union
Dismat Corporation
Diversified Group, LLC
DMD Environmental Inc.
Done In A Day Detailing, LLC
Drive N Style
DryerVentz - DuctVentz
Duct Cleaning by Dun-Hill
Duffey Concrete Cutting & Drilling Company
Earl Bros. Transmission & Auto Repair
Eastman & Smith Ltd.
Eggleston Meinert & Pavley Funeral Homes
EL Nuevo Vallarta Mexican Restaurant
Elite Care Solutions LLC
Elite Comfort Heating and Cooling, LLC
Encompass Health Rehabilitation Hospital of
Toledo, LLC
Eston's Bakery
Excel Automotive, LLC
Excellent Garage Door Service, LLC
Expeditus Supply Chain Solutions LLC
Expeditus Transport, LLC
Expercon, LLC

BBB® ACCREDITED BUSINESS RENEWALS

JANUARY & FEBRUARY 2025

Exquisite Home Source LLC
F. N. Cuthbert, Inc.
F.J. Westcott Co.
Fifi Chere Grooming Salon Ltd.
Fifth Third Bank (Northwestern Ohio)
Fifth Third Bank of Northern Ohio, N.A.
Fiske Brothers Refining Company
Forever Friends Learning Center, Inc.
Forte Music School, LLC
Fry Heating, Cooling & Plumbing
FWB, Inc.
Generations Tax & Accounting LLC
Glass City Furniture, Inc.
Glass City K9 LLC
Glass Masters 2000 LLC
Gogel Fastener & Industrial Supply Co.
Grande Financial, Inc
Gray Plumbing, LLC
Great Lakes Sound, Inc.
Great Lakes Turbines, Inc.
Great Lakes Vacuum
Greenbelt Auto Parts
Grounds Services, Inc.
Guaranteed Drywall & Plaster LLC
Hale Performance Coatings, Inc
Hall Concrete Walls, Inc.
Handy Mother-Fixer LLC
Harding Property Solutions LLC
Hartman Veterinary Hospital Inc.
Hawaiian Pools
HCC Rare Coins
Holland Movers LLC
Honest Abe's Heating & Air Conditioning
Hugill Irrigation, LLC
Huntington National Bank
Industrial Safety Gear
Informative Financial Services
Inspirations Bath and Kitchen
J & J Fence Company, LLC
J&S Fencing Inc.
Jackman-Laskey Auto Wash
James R Fisher CPA Personal Financial
Specialist, CTC
Jay Shank Excavating, LLC
Jays Flooring and Remodeling LLC
JDRM Engineering, Inc.
JML Services
JMS Property Management LLC
Jokat Properties LLC
Joseph R. Schmidbauer, DDS
Jugs Enterprises Inc.
JW Landscape Services LLC
Kaminsky & Associates, Inc.
Kerber Property Management
Kerekes Lawn & Landscape
Kevin Mantel Home Improvements, LLC
Knapp & Associates LLC
KTC Legacies, LLC
L & S Roofing & Sheet Metal
L.A. Szegedi Contracting LLC
LaPlante Real Estate LLC
Lasalle Cleaners Inc.
LeafFilter Gutter Protection
Lee Williams Meats, Inc.

Lee's Re-Creation Construction
Lehnhardt's Landscaping and Snow
Plowing, LLC
Liberty Tax
Little Sprouts Academy, LLC
Loma Linda's
Luck Landscaping
Ludwig Propane
LYNX Concrete Coatings, LLC
M & L Builders
M & W Silkscreen, LLC
Mack's Autoworld LLC
MadAveGroup
Mail It Corp.
Mallory Pattern Works Inc.
Mancino's Pizza & Grinders
Marck & Associates Inc.
Marrik Dish Co, doing business as Suite
Solutions
Marx Concrete & Construction LLC
Masin Roofing, Inc.
Maumee Bay Kitchen & Bath Center
Maumee Bay Lodge & Conference
Center
Maumee Bay Turf Center
Maumee Chamber of Commerce
McCarthy Builders, Inc.
Meldrum Mechanical Services Inc.
Michael's Cafe & Bakery
Miller Fireworks Inc.
Mobile Bonds LLC
Moore Landscaping and Irrigation LLC
Mud Exteriors LLC
Murphy Construction Inc.
Myers Fireplace & Patio
National Illumination & Sign Corp.
New Era Technology
Next Level DJs
Nicholas Hetzer Law Office
Nourish Early Learning, LLC
NuCentury Textile Services, L.L.C.
Oasis Mediterranean Cuisine, Inc.
Ohio Specialty Manufacturing Co.
One Source Total Property Solutions
OneMain Financial
Open Arms Wellness Center
Outdoor Inspirations Tree Service
Overhead Inc.
Paramount Health Care
Parker Brothers Painting and Design
Pathology Laboratories, Inc.
Perspectives Counseling Services, LLC
Pettaway Financial LLC
Precision Epoxy Flooring L.L.C.
Preferred Transmissions Plus, LLC
Premier Elevator and Lift LLC
Premier Waterproofing & Foundation
Services, LLC
Preston Homes, LLC
Pro Golf Fairways Downtown Toledo
Pro Golf Fairways Toledo
Professional Surface Restoration
Projects Designed & Built Inc.
Pugh Heating Company

R & D Custom Machine & Tool, Inc.
R & M Recycling, Inc.
R.S.V.P., Inc.
Rainbow Irrigation
Randy Hauser Custom Painting
RBM Environmental & Construction Inc.
Reality Construction L.L.C.
Reeb Funeral Home
Right at Home Sylvania & Toledo
Risk Strategies
Rock Roofing LLC
Roger K. Zimmerman, Attorney at Law
Romanoff Industries, Inc.
Rooter Pro Sewer & Drain Cleaning
Rose Pest Solutions
Roth Automotive
S & E Designs, LLC
Scheer, Green and Burke, Co. L.P.A.
Scottish Attire LLC
Scramblers
Seaway Pattern Mfg., Inc.
Shaw-Wyse Inc.
Shepherd Mechanical, LLC
Sidelines III
Sidelines Maumee
Sidelines Sylvania
Sidelines Wings N Things Inc
Signature Bank, NA
Slater & Zurz LLP
Small Box Music
SMR HomePros
SONIA Organics Products LLC
Sparks Concrete Construction and Sons
Stanley Steemer International
Sterling Consultants, Inc.
Steve's Tree Services
StraitLine Fence
Strause Refrigeration, Inc.
Sylvania Auto Restyling
Sylvania Graphics Inc.
Sylvania Smile Design
T & M Heating & Air Conditioning, LLC
The Andersons, Inc.
The Coal and Woodburner Shoppe
The Davey Tree Expert Company
The Toledo Blade
TJ Metzgers, Inc
TLC Transit, LLC
Toddler Tech Childcare Center
Toledo Auto Care
Toledo Basement Repair
Toledo Edison
Toledo Elevator & Machine Co.
Toledo Food Market
Toledo Periodontics, Inc.
Toledo Sign Company
Toledo Tent & Party Rentals
Toledo Walleye Hockey Club
Toledo Water Conditioning
Tom Cater Auto Sales
Tom's Fine Finishes
Towers Armory LLC
TPM Realty
Transfer Me To DVD

BBB® ACCREDITED BUSINESS RENEWALS

JANUARY & FEBRUARY 2025

Trelleborg Toledo, Inc.
Tri-Level Financial LLC
Tri-State Windows, Siding & Roofing
Tucker, Kissling & Associates, Inc.
Turner & Turner Family Dentistry Inc.
Two Blondes with Junk in the Trunk
Estate Sales, LLC
Ultra Heating & Cooling, Inc.
Underground Systems Corp.
USA Buildings Direct
Vacation Daze LLC
Vance Property Management, LLC
Vas Family Insurance LLC
Ventura, Inc.
Veteran Roofing Services LLC
Village Veterinary Hospital
Virtual PC's
Walter Funeral Home
Waterville Sheet Metal Co., Inc.
West Equipment Co., Inc.
Wildwood Surgical Center
Williams Heating and Cooling LLC
Window World
WorkSpring
WTOL-TV Channel 11
WTVG 13 ABC
Yark Automotive Group
Young & Ulrich Engineering, Inc.

MERCER

Celina Mercer Co. Chamber of
Commerce
Chickasaw Machine & Tool Inc.
CW Service
Fortkamp Foam
Haulette Manufacturing Inc.
Healthy Lawns Inc.
Mercer Landmark Inc.
New Visions Medical Equipment, Inc.
Riesen Plumbing & Heating Inc.
Roessner Energy Products Inc.
S & K Products

OTTAWA

Bassett's Hardware & City Market
Bassett's Market Port Clinton
Bench's Greenhouse & Nursery
Brian's Home Services LLC
C. Nelson Manufacturing Co.
Catawba Clean Scene, Inc.
Catawba Interiors Inc.
Catawba Island Club Corp.
Coastal Yacht Detailing, LLC
Don Parsons
East Harbor Builders Supply
Emerson Painting and Remodeling LLC
Huntington National Bank
Mann Technologies Inc.
Miller Boat Line, Inc.
Port Clinton Area Chamber of
Commerce
Port Clinton Candy Company
R & R Construction Co
Starcher's Village PRO Hardware

Styancho Services, LLC
Veterans Home Maintenance LLC
Wisler Landscaping, LLC

PAULDING

Affordable Septic, Sewer and
Excavating, LLC

PUTNAM

3-M Contractors Inc.
Action Exterminating
BJ Auto Sales and Service Ltd.
Burkholder Painting & Power Washing
Chip's Grindin', LLC
Eickholt Elite Construction LLC
Geise Transmission Inc.
Gerding Contracting LLC
Glandorf Insurance Inc.
Greve Tree Service
Hair Unlimited of Ottawa LLC
Kalida Market LLC
Kreinbrink Industrial Maintenance
Lamar Outdoor
Liberty Storage Ohio
Liebrecht Manufacturing LLC
O-G Truck & Auto LLC
Ottawa Veterinary Clinic
Precise Marketing International Inc.
Siefker Real Estate & Auction Co.
Steck's Painting LLC
Troy Rampe Construction Inc.
Vorst Paving, Inc.
Ward Construction Co.

SANDUSKY

BAS Broadcasting
Bassett's Market Bellevue
Benchmark Prints
Berger Landscaping & Construction
Brzeczek Bros Construction LLC
Burns Iron & Metal Co., Inc.
C.L. Deemer Roofing & Sheet Metal Co.
Commercial Glazing Systems Inc.
Crown Battery Mfg. Co., Inc.
Dauch Construction, Inc.
David P. Miller Building and Remodeling
Contractor, LLC
E & J Construction
Eye Centers of Northwest Ohio, LLC
Fremont Cutting Dies, Inc.
Fremont Fence & Guard Rail Co.
Gearheads Repair Solutions, LLC
Huntington National Bank
J.H. Builders, L.L.C.
Jake's Auto Service Inc.
Kent's Transmissions
MAKENA Construction, LLC
Michael Construction
Minor Kustoms LLC
Miss Abbie's Pet Treats LLC
Nickel Paint & Supply Co.
NMC Excavating, Inc.
OneMain Financial
Pathology Laboratories, Inc.

PNC Bank
Rae's Pet Salon, LLC
Roots Meat Market LLC DBA Roots Poultry
S & S Builders & Excavating, LLC
Sweeney Warehouse, LLC
TME Services LLC
Veh & Son Furniture Inc.
Walters Boiler Works, Inc.
Wonderly Horvath Hanes Funeral Home &
Crematory

SENECA

Allen Excavating Inc.
B & M Machine and Fabrication LLC
Bassett's Market Tiffin
Bishop's Plumbing & Heating of Tiffin, Inc.
Brown's Wiring LLC
Buchman Heating, Inc.
C.A.R.S.
Courtesy Auto Repair Plus, LLC
CSI Insurance LLC
D & K Mechanical, LLC
Deluxe Cleaning Plus, LLC
Drain and Gain Tiling LLC
Fostoria Bushings & Insulators Corporation
Pathology Laboratories, Inc.
Price Manufacturing LLC
Reds Carry-Out Pizza
Roppe Corporation
RR&D Master Automotive Care LLC
Theis Construction Co., LLC
Tiffin Pool Center

SHELBY

Tom & Jerry's, Inc.

VAN WERT

Agrauxine By Lesaffre
Alliance Automation, LLC
Arn's Repair LLC
Buckeye Builds LLC
County Line Auto Wrecking & Sales LLC
Dellinger Bros., LLC
Leland Smith Insurance Services, Inc.
Reliable Plumbing & Heating Inc.
Van Wert Fire Equipment Co.

WILLIAMS

4 Star Plumbing, Heating & Air
Artesian of Pioneer Inc.
Bryan Area Chamber of Commerce
Bryan Auto Plaza, Inc.
Buehrer Power Equipment Inc.
C. E. Electronics Inc.
Conversion Technologies International
CrossCountry Mortgage, Inc.
Elgin Service Center - Pioneer, LLC
Fackler Enterprises, LLC
Handyman Hardware & The Pool Place
Huntington National Bank
Integrity Bookkeeping, LLC
Jacoby's Ole Smokehouse Meats
Kevin McDougall Construction LLC.
Krill Funeral Service, Inc.
Moore Industries Inc
Sammons Services LTD

BBB® ACCREDITED BUSINESS RENEWALS

JANUARY & FEBRUARY 2025

Thiel Construction Co., Inc.
Universal Industrial Products Co. Inc.

WOOD

4 Guys & A Roof
419 Landscape LLC
Absolute Quality Roofing, LLC.
Abundant Life of Perrysburg, Inc.
Alternative Home Repair, LLC
AQUA DOC Lake & Pond Management
B & B Box Company Inc.
Bishop Properties LLC
Blue Pacific Grill
Board Savvy, LLC
Brian O'Connor - Solutions Electrical
Bryar Woodworking & Custom
Carpentry, LLC
Built To Last Renovations, LLC
Capital Tire, Inc.
Carty Rentals
Centaur Tool & Die Inc.
City of Bowling Green Municipal Utilities
Condos And Trees
Countyline Co-Op, Inc.
Cousino Restoration & Environmental
Curavo Carpet Care LLC
CWS Environmental
Design Entertainment, LLC
Devine Brow & Lash Studio
Eggleston Meinert & Pavley Funeral
Homes
Emch Heating & Air Conditioning
Enviro Tire Recycling
Eye Centers Of Northwest Ohio, LLC
Fifth Third Bank of Northern Ohio, N.A.
FrontPath Health Coalition
Fruth & Company, PLL
Gabe Balazs Media LLC
Glassline Corporation
Hernandez Remodeling, LLC
Huntington National Bank
Huss Equipment Corporation
IMCO Carbide Tool Inc.
Integrity Automatic Door, LLC
InteliCon
J&K Liquidations - Grand Rapids, Ohio
Jane's Cakes & Confections
Kerber Real Estate
Kohne Camera & The Print Refinery
Lakeside Interior Contractors, Inc.
Leaf Home Safety Solutions
Lucky Liquidations LLC
Lucky Truck & Auto Repair LLC
Lundquest Concrete Inc.
Managed Care Systems Group, LLC
Mark's Mobile Home Service & Supply
Matt Dauer Jr. Lawn & Landscape LLC
Measel Heating & Cooling LLC.
Midwest Church Construction
Mister Freeze
Money Concepts Wealth Management &
Financial Planning
Morlock Asphalt Limited
Mouch Insurance Associates, Inc.

Nazareth Hall
North American Science Association
North Star Engineered Products
Northwestern Ohio Tractor Pullers
Assoc. Inc.
NWO Beverage Inc.
Pathology Laboratories, Inc.
Pleasant View Building Service & Supply
Co., Inc.
Principle Business Enterprises, Inc.
Pro Golf Fairways Rossford
R.E.D. Auto Repair
Radocy, Inc.
Restoration Mechanical, LTD
Risk Strategies
Rosenboom Machine & Tool Inc
Rudolph/Libbe, Inc.
Saiga Solutions, LLC
Secure Pak Incorporated
Shamrock Village Condominium
Skotynsky Financial Group, LLC
Snook's Dream Cars, LLC
Spring Meadows Realty, LLC
SRM Construction LLC
Stacy's Place, LLC
Sunrise Park & Banquet Center
System Packaging
T.E. Price, Inc
Tarpstop, LLC
The Affordable Handyman
The Maids Home Services
The Mailbox Doc LLC
The Manor at Perrysburg
Thompson & Thompson Construction
Tuffy Auto Repair of Perrysburg
Ultra Care Physical Therapy
Victors Home Solutions
Welch Publishing Co.
Williams Industrial Service, Inc.
Wood County District Public Library
Woofgang Dog Daycare, LLC

WYANDOT

Bill Sowers Tree Service & Landscape
Burson-Bakies Insurance Agency, Inc
Carmar Gardens, Inc.
Diamond Roll-Up Door, Inc.
Loose Family Furniture and Flooring
Norbert Frey Roofing, LLC
S & P Alliance
Thompson Bros. Masonry LLC

MICHIGAN

HILLSDALE

Apex Painting L.L.C.
Belson Asphalt Paving Inc.
Coldwell Banker Denny Groves &
Associates
JM Electrical Services
RE/MAX Preferred Realty
Wilcox Concrete, L.L.C.

LENAWEE

A. J. Brady Underground Excavating
Bill's Service, Inc.
Carpet on Wheels, Inc.
Easton Enterprises 'eBots'
Endo Cannabis Centers
HearingLife
Huntington National Bank
Intelligent Quilting, Inc
Lasershot Farm Drainage
McRobert Construction, Inc.
Provincial House of Adrian
Quality Cleaning
Quality Painting Solutions LLC
R & M Recycling, Inc.
Tecumseh Coins, LLC

MONROE

4 Point Tree Service LLC
AAA O'Shannons Building Restoration
Accurate Carpet Cleaning
Aerie Construction LLC
Affordable Construction Co.
All Crane & Tree Services, LLC
Amish Sheds Direct/USA Buildings Direct
Bedford Lawn & Snow, Inc.
Buckwood Builders, LLC
Clean It Up! Property Services
Countryside Excavating Services, LLC.
Dynamic Pipe Solutions LLC
Erie Motorsports
Garst LP Gas, Inc.
Glass City Staging and Design, LLC
Huntington National Bank
Imperial Construction
Larry Rorke Excavating & Basement
Waterproofing
Leski Wittman Insurance Agency
Liedel Power Cleaning & Painting
Mark Neumann, DO/MSN Healthcare, P.C.
MTS Burgess LLC
MTS Seating
Pinnacle Technology Group Inc.
R & M Recycling, Inc.
Rawlings Heating & Cooling
Salenbien Welding Service Inc.
Sidelines Italian Grille, LLC
Sidelines Sports Eatery & Pub
Smokehouse 734, LLC
Strokes of Perfection Painting and Design
Sunset Security, LLC
Vantage Service and Repair, Inc
Warren's Lawn Maintenance
Wayne Pavlika Builders Inc.

SAGINAW

Morse Moving & Storage, Inc.

WASHTENAW

B & R Custom Carpentry
Cash 4 Motorcycles - Sell Your Motorcycle
On Par Media Solutions
R & M Recycling, Inc.

WAYNE

Global Green Service Group



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A Heart For Business is a locally produced podcast from the Better Business Bureau of Northwest Ohio. Each episode will focus on a local business along with including information on the latest BBB alerts about telephone and e-mail scams. Take a deep dive into your local small business proprietors ... the real engine behind the local economy. **Hosts: Lane Montz President/CEO of BBB of Northwest/West Central Ohio and Southeast Michigan and WSPD's Fred LeFebvre.**

Who Is TUNING IN to BBB?

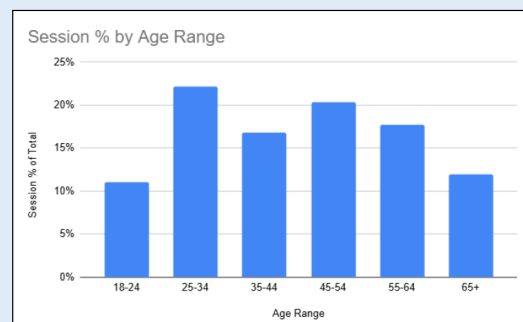
Your local BBB may be new to the
Podcast world, but we are well known online!

Baby Boomers (age 61 and up): **29.6%**

Gen X (age 45-60): **37.2%**

Gen Y/Millennials (age 29-44): **22.2%**

Gen Z (age 13-28): **11%**



Local Profile Views: 1,246,376 National Page Views: 29,225,220

BBB.org website overview for 2024.



MAKING YOUR BUSINESS STAND OUT - INEXPENSIVELY!

BY DICK EPPSTEIN, FORMER BBB PRESIDENT

In 1979, Grace and I had just moved back from Canton, Ohio and we had a small place in the Carriage Hills apartments on Nantucket in West Toledo. Our budget was tight, but when we went to buy groceries, our small son, Andrew, insisted that we go to Churchill's Market at the corner of Central and Cheltenham. It was a good grocery store but out of our way. Why did he insist? Because every child brought in with parents immediately was handed a free cookie from the bakery staff. It was a small gesture, but Grace and I were regular customers because of that free cookie. It allowed Churchill's to stand out from the competition.



The marketplace today is very different from the 1970's but every business still looks for ways to stand out from its competitors. Here are some of the obvious – and inexpensive – ways to make that happen:

First, Positive customer reviews. Everyone reads your customer reviews on the internet. *Everyone!* When Grace and I look for a restaurant, car repair shop, handyman service, or furniture store, we pull up the **BBB Customer Reviews** on your company's BBB rating. She also looks at other web sources (Google, Yelp, etc.) and reads their reviews as well. Good reviews are *absolutely critical* to modern companies. If you serve the public, you need to take your reviews seriously. If positive, thank them and reinforce your commitment to good service. If they are negative, don't just disregard the criticism. Investigate if your company dropped the ball and try to make it right. Consumers understand that mistakes happen, but they really appreciate companies that fess up and resolve disputes. Incidentally, Grace and I posted positive reviews for the company that built our deck, installed our windows and siding, painted our home, did our roofing, and did our move. (They were all BBB Accredited companies, of course.)

“**COULD A COOKIE
REALLY MAKE A
DIFFERENCE?**”

Next, BBB Opportunities. Want to stand out? Over a million consumers check company BBB ratings every year. You can put the **logo** in your advertising. Plus, you can advertise in the **BBB Torch Newsletter** which goes to thousands of companies and their employees. And the BBB has a dynamite **co-op billboard** marketing program that would really allow you to stand out – and you better believe people read billboards!

Put videos on your web site. People love for experts to show them how to fix a leak, replace a car battery, frost a cake – almost anything. Producing a few short videos can be very inexpensive, and they give your company credibility. “You’re the experts!” You will be amazed how popular they will become!

Finally, Community Sponsorships. My now-retired friend Jeff Jaffe was a steadfast patron of the arts. You would always see “*Harold Jaffe Jewelers*” as a benefactor of theater and symphony productions. Your company can do the same, underwriting local community events. You can support college and high school teams. (Don't forget my Scott Bulldogs!) The schools will praise you to the skies at their football and basketball games if you help them with uniforms, equipment and programs. It costs little but really will make your business stand out in your community.

With social media so powerful today, **good customer service** will always stand out. **In your own way, find a method to give every customer a cookie!**

BBB and NAMI Partners for “Shred the Stigma” Event

NAMI Greater Toledo provides essential services for individuals and families affected by mental health conditions. As a local affiliate of the National Alliance on Mental Illness, we offer free educational programs, support groups, and advocacy initiatives to foster understanding and recovery.

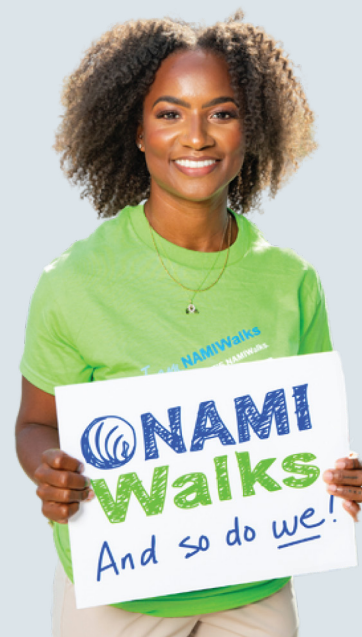
Participants find comfort and connection through peer-led support groups, classes, and art support workshops, sharing strategies for navigating mental health challenges.

Support our mission at the **2025 NAMIWalks Greater Toledo** on May 17, 2025, at Middlegrounds Metropark! Form a team and join us to raise awareness and funds for NAMI Greater Toledo’s services. 100% of the money raised stays local, directly supporting programs and resources in our community. Register at www.namiwalks.org/greatertoledo.

We are grateful to the Better Business Bureau of Northwest Ohio & Southeast Michigan, a Gold Sponsor of NAMIWalks Greater Toledo. Their support enhances our reach and services, demonstrating their commitment to mental health awareness.

NAMI Greater Toledo is also part of the NAMI StigmaFree Company initiative, helping organizations create supportive, mental health-friendly workplaces. This program provides resources to reduce stigma and promote employee well-being.

Together, with partners like the BBB and our supporters, NAMI Greater Toledo works toward a future where everyone affected by mental illness feels supported and empowered. Join us to walk for mental health and build a stigma-free world!



Join us in Shredding the Stigma! (see next page)

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Reach over 5,800 regional businesses by advertising in the *Torch News*. Published six times a year, it's the perfect way to get your message in front of engaged, trusted companies and their employees. Choose from a variety of ad sizes and options to fit your budget, with discounts available for multi-issue commitments. Let your fellow BBB members know all about you - because **BBB Accredited Businesses** are the most interesting companies in the room. Reserve your spot today by calling Lane Montz at 419-467-3819!

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BBB "SHRED THE STIGMA"

Help us support our area's mental health resources. BBB will donate \$5 to our local NAMI chapter (National Alliance on Mental Illness) for every car that brings shred, up to \$2,500.

Saturday, May 3, 2025
9:00am - 1:00pm

Located in the Westgate parking lot on Central Avenue in Toledo

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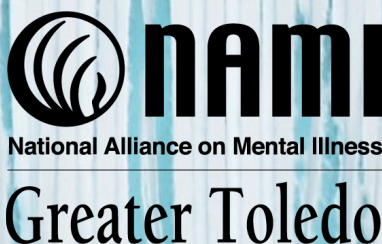
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Contact BBB at **419-578-6000** or **info@toledobbb.org** for more information!

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This newsletter reports on vital issues of public importance to the business community in our area. Because a free flow of information helps assist BBB® in its function of improving the economic system through informed decision-making, we encourage anyone with follow-up information on any of its content to let us know immediately.

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LEGALLY SPEAKING...

Legally Speaking is an information column to educate readers in a general sense about legal topics relevant to doing business in Ohio and Michigan. It is not legal advice. Always contact a qualified legal professional for legal advice about a particular circumstance, case, or issue.

MICHIGAN'S NEW WAGE & HOUR LAW UPDATE

This Issue, **Legally Speaking** shows our three Michigan counties (Monroe, Lenawee, and Hillsdale) some love by updating members about recent and important changes in Michigan's wage and hour laws.

Navigating Michigan's Minimum Wage and Paid Sick Leave Changes

Big changes are coming for Michigan businesses as new laws affecting minimum wage and paid sick leave take effect. These changes, designed to improve worker protections, also present challenges for business owners who must adapt their payroll and human resources policies to remain compliant.

Minimum Wage Increases

On February 19, 2025, Michigan's minimum wage will increase to \$12.48 per hour. The rate will continue to rise annually until it reaches \$15 per hour by 2027. Tipped employees will also see significant changes, with their base wage increasing to 80% of the standard minimum wage in 2025 and moving to full parity by 2027.

For small businesses, these changes may lead to increased labor costs.

Employers should evaluate their payroll budgets, adjust pricing strategies if necessary, and explore automation or other efficiencies to offset rising expenses. Additionally, businesses employing tipped workers must prepare for payroll adjustments that will significantly impact industries such as restaurants and hospitality.

Paid Sick Leave Updates

The state's new Earned Sick Time Act brings expanded leave rights for employees, adjusting benefits based on business size. Businesses with 10 or more employees must now provide up to 72 hours of paid sick leave annually, while those with fewer than 10 employees must offer up to 40 hours of paid sick leave, plus 32 hours of unpaid leave. Employees can accrue one hour of sick leave per 30 hours worked, with the option to roll over unused time into the next year.

This expansion means that businesses must update their HR policies to ensure compliance, revise employee handbooks, and establish clear tracking systems for sick leave accrual and usage. Employers

should also prepare for potential increases in absenteeism and adjust scheduling practices accordingly.

What Businesses Should Do Next

To stay compliant with these changes, businesses should:

- Review and update payroll systems to reflect wage increases.
- Communicate policy changes to employees in advance.
- Implement systems to track earned sick leave and prevent scheduling conflicts.
- Consult legal or HR professionals to ensure compliance with new labor laws.

Adjusting to these changes may be challenging, but proactive planning will help businesses minimize disruptions and remain compliant with Michigan law. For additional guidance, employers can visit the Michigan Department of Labor and Economic Opportunity's website or consult a labor law specialist.

Lane Montz, President/CEO
Better Business Bureau and
Better Business Bureau Ethics Foundation, Inc.