



2020 Annual Review

Connecting Consumers & Businesses

Business Profiles Provided to the Public

Accredited Business
"Get-A-Quotes" Sent

8,010



2,932,485

Customer Reviews
Processed

Read & Submit

a Review

7,341

Resolution Through BBB

Complaints Processed



9,333

Scam Tracker Reports
Published

720



Community & Marketplace Engagement

Social Media
Impressions

413,845



Local Media
Impressions

7,494



BBB.org Website
Page Views

5,077,123



Televised

"Celebration of Ethics"

Viewer Estimate 10,000