

Canada BBB  
2015 Statistics  
Sorted by Complaints

| Industry Classification                                     | Inquiries         | Rank by Inquiries | Complaints    | Rank by Complaints | Cmpis Settled | %          | Cmpis Not Settled | %          | Cmpis Unable To Pursue | %         |
|---|-------------------|-------------------|---------------|--------------------|---------------|------------|-------------------|------------|------------------------|-----------|
| <b>Total</b>  | <b>11,260,706</b> |                   | <b>27,427</b> |                    | <b>19,659</b> | <b>72%</b> | <b>7,084</b>      | <b>26%</b> | <b>684</b>             | <b>2%</b> |
| Auto Dealers - New Cars                                     | 143,449           | 12                | 842           | 1                  | 695           | 83%        | 143               | 17%        | 4                      | 0%        |
| Furniture - Retail  | 115,939           | 14                | 838           | 2                  | 642           | 77%        | 184               | 22%        | 12                     | 1%        |
| Movers  | 241,552           | 4                 | 642           | 3                  | 404           | 63%        | 226               | 35%        | 12                     | 2%        |
| Cellular Telephone Service & Supplies                       | 29,202            | 67                | 526           | 4                  | 441           | 84%        | 81                | 15%        | 4                      | 1%        |
| Auto Dealers - Used Cars                                    | 269,167           | 3                 | 524           | 5                  | 400           | 76%        | 117               | 22%        | 7                      | 1%        |
| Collection Agencies   | 159,884           | 11                | 502           | 6                  | 464           | 92%        | 35                | 7%         | 3                      | 1%        |
| Shoes - Retail  | 19,042            | 109               | 501           | 7                  | 94            | 19%        | 406               | 81%        | 1                      | 0%        |
| Department Stores   | 13,661            | 153               | 475           | 8                  | 469           | 99%        | 6                 | 1%         | 0                      | 0%        |
| Roofing Contractors   | 499,117           | 1                 | 425           | 9                  | 270           | 64%        | 142               | 33%        | 13                     | 3%        |
| Water Heaters - Dealers                                     | 40,604            | 46                | 398           | 10                 | 390           | 98%        | 7                 | 2%         | 1                      | 0%        |
| Contractors - General                                       | 286,714           | 2                 | 359           | 11                 | 137           | 38%        | 204               | 57%        | 18                     | 5%        |
| Online Travel Agency  | 28,081            | 71                | 347           | 12                 | 345           | 99%        | 2                 | 1%         | 0                      | 0%        |
| Telephone Communications                                    | 23,948            | 88                | 343           | 13                 | 330           | 96%        | 13                | 4%         | 0                      | 0%        |
| Cell Phone & Tablet Equipment, Supplies & Repair            | 11,438            | 177               | 331           | 14                 | 313           | 95%        | 17                | 5%         | 1                      | 0%        |
| Auto Repair & Service                                       | 193,573           | 7                 | 329           | 15                 | 228           | 69%        | 97                | 29%        | 4                      | 1%        |
| Electronic Equipment & Supplies - Dealers                   | 20,618            | 101               | 324           | 16                 | 286           | 88%        | 38                | 12%        | 0                      | 0%        |
| Plumbers  | 237,051           | 5                 | 273           | 17                 | 214           | 78%        | 53                | 19%        | 6                      | 2%        |
| Energy Service Companies                                    | 79,118            | 22                | 265           | 18                 | 261           | 98%        | 4                 | 2%         | 0                      | 0%        |
| Home Builders   | 165,288           | 10                | 263           | 19                 | 201           | 76%        | 58                | 22%        | 4                      | 2%        |
| Internet Services   | 56,979            | 32                | 262           | 20                 | 232           | 89%        | 29                | 11%        | 1                      | 0%        |
| Parking Facilities  | 11,742            | 168               | 258           | 21                 | 243           | 94%        | 15                | 6%         | 0                      | 0%        |
| Lawn Maintenance  | 71,304            | 27                | 244           | 22                 | 215           | 88%        | 23                | 9%         | 6                      | 2%        |
| Television - Cable, CATV & Satellite                        | 4,957             | 362               | 244           | 23                 | 239           | 98%        | 5                 | 2%         | 0                      | 0%        |
| Travel Agencies & Bureaus                                   | 76,828            | 24                | 240           | 24                 | 210           | 88%        | 30                | 13%        | 0                      | 0%        |
| Electronic Equipment & Supplies - Wholesale & Manufacturers | 8,434             | 234               | 231           | 25                 | 227           | 98%        | 4                 | 2%         | 0                      | 0%        |
| Health Clubs  | 34,700            | 51                | 213           | 26                 | 195           | 92%        | 18                | 8%         | 0                      | 0%        |
| Utility Contractors   | 6,135             | 307               | 209           | 27                 | 198           | 95%        | 11                | 5%         | 0                      | 0%        |
| Burglar Alarm Systems - Dealers, Monitoring & Service       | 58,917            | 31                | 203           | 28                 | 199           | 98%        | 4                 | 2%         | 0                      | 0%        |
| Auto Manufacturers & Distributors                           | 15,425            | 134               | 196           | 29                 | 147           | 75%        | 49                | 25%        | 0                      | 0%        |
| Paving Contractors  | 100,883           | 15                | 195           | 30                 | 111           | 57%        | 77                | 39%        | 7                      | 4%        |
| Heating & Air Conditioning                                  | 172,851           | 8                 | 185           | 31                 | 130           | 70%        | 48                | 26%        | 7                      | 4%        |
| Appliances - Major - Dealers                                | 43,187            | 42                | 184           | 32                 | 155           | 84%        | 23                | 13%        | 6                      | 3%        |
| Security Control Equipment & System Monitors                | 55,437            | 34                | 174           | 33                 | 148           | 85%        | 25                | 14%        | 1                      | 1%        |
| Home Improvements   | 212,208           | 6                 | 165           | 34                 | 79            | 48%        | 78                | 47%        | 8                      | 5%        |
| Landscape Contractors                                       | 165,558           | 9                 | 164           | 35                 | 90            | 55%        | 69                | 42%        | 5                      | 3%        |
| Cosmetic Sales by Internet                                  | 4,571             | 392               | 159           | 36                 | 70            | 44%        | 89                | 56%        | 0                      | 0%        |
| Appliances - Major - Service & Repair                       | 34,539            | 52                | 158           | 37                 | 45            | 28%        | 109               | 69%        | 4                      | 3%        |
| Auto Renting & Leasing                                      | 19,208            | 108               | 156           | 38                 | 86            | 55%        | 70                | 45%        | 0                      | 0%        |
| Computers Hardware, Software & Services                     | 80,005            | 21                | 149           | 39                 | 119           | 80%        | 28                | 19%        | 2                      | 1%        |
| Florists - Retail   | 9,416             | 215               | 132           | 40                 | 117           | 89%        | 13                | 10%        | 2                      | 2%        |
| Windows & Doors - Installation & Service                    | 78,035            | 23                | 132           | 41                 | 94            | 71%        | 35                | 27%        | 3                      | 2%        |
| Airlines  | 4,299             | 409               | 131           | 42                 | 31            | 24%        | 98                | 75%        | 2                      | 2%        |
| Concrete Contractors  | 91,557            | 18                | 128           | 43                 | 69            | 54%        | 52                | 41%        | 7                      | 5%        |
| Windows   | 65,893            | 28                | 121           | 44                 | 87            | 72%        | 24                | 20%        | 10                     | 8%        |
| Internet Shopping   | 31,080            | 58                | 120           | 45                 | 99            | 83%        | 21                | 18%        | 0                      | 0%        |
| Tours - Operators & Promoters                               | 31,876            | 55                | 118           | 46                 | 113           | 96%        | 4                 | 3%         | 1                      | 1%        |
| Financial Services  | 43,596            | 40                | 114           | 47                 | 107           | 94%        | 7                 | 6%         | 0                      | 0%        |
| Hotels  | 7,137             | 268               | 114           | 48                 | 74            | 65%        | 40                | 35%        | 0                      | 0%        |
| Property Management   | 98,432            | 17                | 111           | 49                 | 99            | 89%        | 12                | 11%        | 0                      | 0%        |

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|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Restaurants  | 14,045    | 151               | 108        | 50                 | 62            | 57%  | 44                | 41% | 2                      | 2%  |
| Discount Stores                                      | 11,402    | 178               | 106        | 51                 | 89            | 84%  | 17                | 16% | 0                      | 0%  |
| Dating Service                                       | 13,582    | 155               | 105        | 52                 | 29            | 28%  | 74                | 70% | 2                      | 2%  |
| Insurance Companies                                  | 65,286    | 29                | 104        | 53                 | 95            | 91%  | 9                 | 9%  | 0                      | 0%  |
| Banks  | 23,422    | 91                | 103        | 54                 | 89            | 86%  | 14                | 14% | 0                      | 0%  |
| Beauty Salons  | 49,120    | 36                | 103        | 55                 | 57            | 55%  | 36                | 35% | 10                     | 10% |
| Delivery Service                                     | 25,380    | 81                | 101        | 56                 | 76            | 75%  | 24                | 24% | 1                      | 1%  |
| Fitness Centers                                      | 9,485     | 214               | 93         | 57                 | 47            | 51%  | 27                | 29% | 19                     | 20% |
| Auto Parts & Supplies - New                          | 24,895    | 82                | 92         | 58                 | 57            | 62%  | 35                | 38% | 0                      | 0%  |
| Safety Consultants                                   | 9,842     | 207               | 92         | 59                 | 72            | 78%  | 19                | 21% | 1                      | 1%  |
| Internet-Based Telephone Service                     | 14,477    | 147               | 89         | 60                 | 85            | 96%  | 3                 | 3%  | 1                      | 1%  |
| Publishers - Directory & Guide                       | 9,058     | 220               | 89         | 61                 | 54            | 61%  | 33                | 37% | 2                      | 2%  |
| Advance Fee Loan Brokers                             | 20,953    | 98                | 88         | 62                 | 0             | 0%   | 54                | 61% | 34                     | 39% |
| Advertising - Directory & Guide                      | 6,631     | 285               | 83         | 63                 | 66            | 80%  | 17                | 20% | 0                      | 0%  |
| Dry Cleaners   | 17,906    | 113               | 82         | 64                 | 43            | 52%  | 38                | 46% | 1                      | 1%  |
| Online Retailer                                      | 15,245    | 139               | 82         | 65                 | 37            | 45%  | 30                | 37% | 15                     | 18% |
| Moving & Storage Company                             | 40,403    | 47                | 81         | 66                 | 50            | 62%  | 28                | 35% | 3                      | 4%  |
| Recreational Vehicles - Dealers                      | 22,393    | 95                | 81         | 67                 | 68            | 84%  | 11                | 14% | 2                      | 2%  |
| Clothing - Retail                                    | 8,938     | 225               | 80         | 68                 | 59            | 74%  | 18                | 23% | 3                      | 4%  |
| Heating Contractors                                  | 88,121    | 20                | 80         | 69                 | 65            | 81%  | 14                | 18% | 1                      | 1%  |
| Computers - Dealers                                  | 28,961    | 69                | 79         | 70                 | 67            | 85%  | 12                | 15% | 0                      | 0%  |
| Telephone Equipment & Systems Dealers                | 2,915     | 554               | 79         | 71                 | 79            | 100% | 0                 | 0%  | 0                      | 0%  |
| Towing - Automotive                                  | 26,035    | 78                | 79         | 72                 | 53            | 67%  | 25                | 32% | 1                      | 1%  |
| Furnace Sales & Service                              | 30,677    | 59                | 78         | 73                 | 70            | 90%  | 8                 | 10% | 0                      | 0%  |
| Tax Return Preparation                               | 30,434    | 62                | 78         | 74                 | 63            | 81%  | 12                | 15% | 3                      | 4%  |
| Jewelers - Retail                                    | 46,158    | 38                | 76         | 75                 | 58            | 76%  | 10                | 13% | 8                      | 11% |
| Loans  | 37,638    | 49                | 71         | 76                 | 53            | 75%  | 11                | 15% | 7                      | 10% |
| Auto Services  | 41,212    | 44                | 70         | 77                 | 56            | 80%  | 14                | 20% | 0                      | 0%  |
| Telecommunications Equipment - Disability            | 6,460     | 290               | 69         | 78                 | 16            | 23%  | 53                | 77% | 0                      | 0%  |
| Cable TV, Internet & Telephone Installation Service  | 6,214     | 302               | 68         | 79                 | 63            | 93%  | 4                 | 6%  | 1                      | 1%  |
| Windows - Installation & Service                     | 76,768    | 25                | 67         | 80                 | 50            | 75%  | 15                | 22% | 2                      | 3%  |
| Auto Body Repair & Painting                          | 100,271   | 16                | 66         | 81                 | 47            | 71%  | 19                | 29% | 0                      | 0%  |
| Water Filtration & Purification Equipment            | 43,559    | 41                | 66         | 82                 | 55            | 83%  | 8                 | 12% | 3                      | 5%  |
| Home Decor, Accessories & Gifts - Online Retailer    | 6,531     | 288               | 65         | 83                 | 65            | 100% | 0                 | 0%  | 0                      | 0%  |
| Internet Marketing Services                          | 16,903    | 124               | 65         | 84                 | 52            | 80%  | 12                | 18% | 1                      | 2%  |
| Painting Contractors                                 | 90,246    | 19                | 65         | 85                 | 43            | 66%  | 21                | 32% | 1                      | 2%  |
| Property Maintenance                                 | 25,668    | 79                | 65         | 86                 | 23            | 35%  | 42                | 65% | 0                      | 0%  |
| Photographers  | 9,609     | 212               | 64         | 87                 | 14            | 22%  | 47                | 73% | 3                      | 5%  |
| Consumer Finance & Loan Companies                    | 27,628    | 72                | 62         | 88                 | 57            | 92%  | 4                 | 6%  | 1                      | 2%  |
| Electronic Equipment & Suppliers - Service & Repair  | 7,666     | 250               | 62         | 89                 | 34            | 55%  | 27                | 44% | 1                      | 2%  |
| Parking Attendant Service                            | 3,091     | 528               | 62         | 90                 | 61            | 98%  | 1                 | 2%  | 0                      | 0%  |
| Construction & Remodeling Services                   | 75,965    | 26                | 61         | 91                 | 33            | 54%  | 27                | 44% | 1                      | 2%  |
| Tire Dealers   | 31,448    | 57                | 61         | 92                 | 49            | 80%  | 12                | 20% | 0                      | 0%  |
| Pest Control Services                                | 55,873    | 33                | 60         | 93                 | 34            | 57%  | 24                | 40% | 2                      | 3%  |
| Advertising Specialties                              | 7,617     | 253               | 59         | 94                 | 35            | 59%  | 10                | 17% | 14                     | 24% |
| Computers - Service & Repair                         | 24,774    | 84                | 57         | 95                 | 37            | 65%  | 19                | 33% | 1                      | 2%  |
| Toys - Retail  | 4,649     | 387               | 57         | 96                 | 54            | 95%  | 3                 | 5%  | 0                      | 0%  |
| Swimming Pool Contractors, Dealers, Design           | 27,124    | 74                | 56         | 97                 | 35            | 63%  | 19                | 34% | 2                      | 4%  |
| Air conditioning & Heating Contractors - Residential | 30,020    | 64                | 53         | 98                 | 33            | 62%  | 20                | 38% | 0                      | 0%  |
| Newspapers   | 3,490     | 471               | 53         | 99                 | 45            | 85%  | 8                 | 15% | 0                      | 0%  |
| Energy Management & Conservation Consultant          | 5,253     | 347               | 51         | 100                | 51            | 100% | 0                 | 0%  | 0                      | 0%  |
| Gutters & Downspouts                                 | 34,260    | 53                | 51         | 101                | 31            | 61%  | 19                | 37% | 1                      | 2%  |
| Carpet & Rug Cleaners                                | 60,062    | 30                | 50         | 102                | 33            | 66%  | 17                | 34% | 0                      | 0%  |
| Home Electronics                                     | 5,404     | 337               | 50         | 103                | 45            | 90%  | 5                 | 10% | 0                      | 0%  |
| Snow Removal Service                                 | 22,610    | 94                | 50         | 104                | 20            | 40%  | 24                | 48% | 6                      | 12% |

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|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Craft Supplies                                 | 2,059     | 686               | 49         | 105                | 2             | 4%   | 47                | 96% | 0                      | 0%  |
| Fence Contractors                              | 37,393    | 50                | 48         | 106                | 25            | 52%  | 21                | 44% | 2                      | 4%  |
| House Cleaning                                 | 29,841    | 66                | 48         | 107                | 26            | 54%  | 19                | 40% | 3                      | 6%  |
| Legal Document Assistance                      | 4,676     | 384               | 48         | 108                | 44            | 92%  | 4                 | 8%  | 0                      | 0%  |
| Spas & Hot Tubs - Dealers                      | 20,878    | 99                | 48         | 109                | 24            | 50%  | 16                | 33% | 8                      | 17% |
| Bathroom Remodeling                            | 17,589    | 120               | 47         | 110                | 24            | 51%  | 21                | 45% | 2                      | 4%  |
| Coupon Services                                | 7,214     | 262               | 46         | 111                | 21            | 46%  | 17                | 37% | 8                      | 17% |
| Fire & Water Damage Restoration                | 39,704    | 48                | 46         | 112                | 39            | 85%  | 7                 | 15% | 0                      | 0%  |
| Telephone Service - Long Distance              | 10,857    | 184               | 46         | 113                | 35            | 76%  | 11                | 24% | 0                      | 0%  |
| Ticket Sales - Events                          | 17,372    | 121               | 46         | 114                | 44            | 96%  | 2                 | 4%  | 0                      | 0%  |
| Appliances - Small - Wholesale & Manufacturers | 1,914     | 723               | 45         | 115                | 43            | 96%  | 2                 | 4%  | 0                      | 0%  |
| Hair Styling and Services                      | 8,285     | 239               | 45         | 116                | 28            | 62%  | 9                 | 20% | 8                      | 18% |
| Toner Cartridges                               | 4,025     | 431               | 45         | 117                | 1             | 2%   | 1                 | 2%  | 43                     | 96% |
| Day Spas                                       | 13,477    | 156               | 44         | 118                | 14            | 32%  | 20                | 45% | 10                     | 23% |
| Mattresses                                     | 11,366    | 180               | 44         | 119                | 27            | 61%  | 15                | 34% | 2                      | 5%  |
| Carpet & Rug Dealers - New                     | 26,966    | 75                | 43         | 120                | 39            | 91%  | 4                 | 9%  | 0                      | 0%  |
| Satellite Equipment & Supplies                 | 3,464     | 476               | 43         | 121                | 40            | 93%  | 1                 | 2%  | 2                      | 5%  |
| Locks & Locksmiths                             | 20,855    | 100               | 42         | 122                | 11            | 26%  | 28                | 67% | 3                      | 7%  |
| Traffic & Parking Consultants                  | 2,712     | 582               | 42         | 123                | 23            | 55%  | 19                | 45% | 0                      | 0%  |
| Kitchen Cabinets & Equipment - Household       | 18,784    | 110               | 41         | 124                | 27            | 66%  | 14                | 34% | 0                      | 0%  |
| Mail Order & Catalog Shopping                  | 6,214     | 302               | 41         | 125                | 37            | 90%  | 4                 | 10% | 0                      | 0%  |
| Cleaning Supplies                              | 2,125     | 674               | 40         | 126                | 39            | 98%  | 1                 | 3%  | 0                      | 0%  |
| Credit Cards & Plans                           | 3,919     | 438               | 40         | 127                | 33            | 83%  | 7                 | 18% | 0                      | 0%  |
| Web Design                                     | 17,610    | 118               | 40         | 128                | 23            | 58%  | 15                | 38% | 2                      | 5%  |
| Credit & Debt Counseling                       | 43,032    | 43                | 38         | 129                | 34            | 89%  | 4                 | 11% | 0                      | 0%  |
| Health & Diet Products - Retail                | 19,911    | 103               | 38         | 130                | 13            | 34%  | 22                | 58% | 3                      | 8%  |
| Pardon Services                                | 10,775    | 187               | 38         | 131                | 30            | 79%  | 8                 | 21% | 0                      | 0%  |
| Solar Energy Equipment & Systems Dealers       | 29,842    | 65                | 38         | 132                | 12            | 32%  | 12                | 32% | 14                     | 37% |
| Advertising Agencies & Counselors              | 6,453     | 291               | 37         | 133                | 29            | 78%  | 8                 | 22% | 0                      | 0%  |
| Auto Warranty Processing Service               | 11,955    | 165               | 37         | 134                | 37            | 100% | 0                 | 0%  | 0                      | 0%  |
| Floor Coverings & Installation                 | 16,737    | 126               | 37         | 135                | 19            | 51%  | 18                | 49% | 0                      | 0%  |
| Garage Doors & Openers                         | 28,503    | 70                | 37         | 136                | 30            | 81%  | 5                 | 14% | 2                      | 5%  |
| Radio Communication Equipment & Systems        | 2,588     | 608               | 37         | 137                | 37            | 100% | 0                 | 0%  | 0                      | 0%  |
| Waste Reduction, Disposal, Recycle Equipment   | 5,980     | 314               | 37         | 138                | 29            | 78%  | 8                 | 22% | 0                      | 0%  |
| Building Materials                             | 26,312    | 77                | 36         | 139                | 27            | 75%  | 9                 | 25% | 0                      | 0%  |
| Computers - Supplies & Parts                   | 10,210    | 198               | 36         | 140                | 29            | 81%  | 7                 | 19% | 0                      | 0%  |
| Exercise & Physical Fitness Programs           | 7,141     | 267               | 36         | 141                | 22            | 61%  | 12                | 33% | 2                      | 6%  |
| Point of Sale Systems                          | 9,908     | 205               | 36         | 142                | 27            | 75%  | 9                 | 25% | 0                      | 0%  |
| Limousine Service                              | 15,271    | 138               | 35         | 143                | 19            | 54%  | 16                | 46% | 0                      | 0%  |
| Marketing Programs & Services                  | 11,657    | 169               | 35         | 144                | 26            | 74%  | 6                 | 17% | 3                      | 9%  |
| Motels   | 3,697     | 455               | 35         | 145                | 20            | 57%  | 15                | 43% | 0                      | 0%  |
| Pharmacies                                     | 19,383    | 106               | 35         | 146                | 30            | 86%  | 5                 | 14% | 0                      | 0%  |
| Sporting Goods - Retail                        | 7,064     | 270               | 35         | 147                | 24            | 69%  | 9                 | 26% | 2                      | 6%  |
| Car Wash & Polish                              | 8,393     | 238               | 34         | 148                | 19            | 56%  | 14                | 41% | 1                      | 3%  |
| Driving Instruction                            | 14,394    | 150               | 34         | 149                | 17            | 50%  | 11                | 32% | 6                      | 18% |
| Financing                                      | 10,863    | 183               | 34         | 150                | 29            | 85%  | 5                 | 15% | 0                      | 0%  |
| Pizza  | 2,831     | 569               | 34         | 151                | 24            | 71%  | 10                | 29% | 0                      | 0%  |
| Telephone & Television Cable Contractors       | 2,000     | 698               | 34         | 152                | 33            | 97%  | 1                 | 3%  | 0                      | 0%  |
| Cleaning Services                              | 23,628    | 89                | 33         | 153                | 21            | 64%  | 12                | 36% | 0                      | 0%  |
| Electricians                                   | 116,731   | 13                | 33         | 154                | 18            | 55%  | 15                | 45% | 0                      | 0%  |
| Tree Service                                   | 48,817    | 37                | 33         | 155                | 24            | 73%  | 9                 | 27% | 0                      | 0%  |
| Cabin, Cottage & Chalet - Rentals              | 4,776     | 374               | 32         | 156                | 25            | 78%  | 5                 | 16% | 2                      | 6%  |
| Internet - Web Hosting                         | 12,134    | 163               | 32         | 157                | 24            | 75%  | 7                 | 22% | 1                      | 3%  |
| Computer Software Publishers & Developers      | 8,912     | 226               | 31         | 158                | 7             | 23%  | 24                | 77% | 0                      | 0%  |
| Floor Materials - Retail                       | 14,905    | 145               | 31         | 159                | 19            | 61%  | 12                | 39% | 0                      | 0%  |

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| Grocers - Retail                                       | 8,416     | 235               | 31         | 160                | 24            | 77%  | 7                 | 23% | 0                      | 0%  |
| Optical Goods - Retail                                 | 9,838     | 208               | 31         | 161                | 23            | 74%  | 7                 | 23% | 1                      | 3%  |
| Taxicabs   | 17,063    | 122               | 31         | 162                | 17            | 55%  | 13                | 42% | 1                      | 3%  |
| Air Duct Cleaning                                      | 10,541    | 192               | 30         | 163                | 17            | 57%  | 9                 | 30% | 4                      | 13% |
| Appliances - Major - Parts & Supplies                  | 24,375    | 86                | 30         | 164                | 21            | 70%  | 9                 | 30% | 0                      | 0%  |
| Appliances - Small - Service & Repair                  | 13,075    | 158               | 30         | 165                | 18            | 60%  | 11                | 37% | 1                      | 3%  |
| Building Contractors                                   | 33,842    | 54                | 30         | 166                | 14            | 47%  | 16                | 53% | 0                      | 0%  |
| Cabinets   | 13,646    | 154               | 30         | 167                | 16            | 53%  | 13                | 43% | 1                      | 3%  |
| Nail Salons  | 14,424    | 149               | 30         | 168                | 19            | 63%  | 9                 | 30% | 2                      | 7%  |
| Vitamins & Food Supplements                            | 5,584     | 328               | 30         | 169                | 5             | 17%  | 24                | 80% | 1                      | 3%  |
| Dentists   | 14,944    | 144               | 29         | 170                | 23            | 79%  | 6                 | 21% | 0                      | 0%  |
| Siding Contractors                                     | 30,466    | 61                | 29         | 171                | 19            | 66%  | 8                 | 28% | 2                      | 7%  |
| Transmissions - Automobile                             | 19,908    | 104               | 29         | 172                | 24            | 83%  | 4                 | 14% | 1                      | 3%  |
| General Merchandise - Retail                           | 14,040    | 152               | 28         | 173                | 22            | 79%  | 5                 | 18% | 1                      | 4%  |
| Clothes - Consignment & Resale                         | 3,196     | 514               | 27         | 174                | 13            | 48%  | 8                 | 30% | 6                      | 22% |
| Driveway Installation, Paving & Repair                 | 4,700     | 379               | 27         | 175                | 10            | 37%  | 15                | 56% | 2                      | 7%  |
| Manufacturers & Producers                              | 16,672    | 128               | 27         | 176                | 16            | 59%  | 9                 | 33% | 2                      | 7%  |
| Mortgage Brokers                                       | 51,628    | 35                | 27         | 177                | 21            | 78%  | 5                 | 19% | 1                      | 4%  |
| Oils - Fuel  | 7,347     | 256               | 27         | 178                | 26            | 96%  | 1                 | 4%  | 0                      | 0%  |
| Weight Control Services                                | 5,375     | 339               | 27         | 179                | 14            | 52%  | 11                | 41% | 2                      | 7%  |
| Fireplaces   | 17,858    | 115               | 26         | 180                | 17            | 65%  | 8                 | 31% | 1                      | 4%  |
| Furniture Designers & Custom Builders                  | 4,844     | 370               | 26         | 181                | 13            | 50%  | 12                | 46% | 1                      | 4%  |
| Furniture Repair & Refinish                            | 6,397     | 293               | 26         | 182                | 20            | 77%  | 3                 | 12% | 3                      | 12% |
| Moving Services - Labor & Materials                    | 5,308     | 342               | 26         | 183                | 9             | 35%  | 16                | 62% | 1                      | 4%  |
| Tanning Salons   | 3,850     | 440               | 26         | 184                | 12            | 46%  | 7                 | 27% | 7                      | 27% |
| Water Softening & Conditioning Equipment Service & Sup | 9,496     | 213               | 26         | 185                | 23            | 88%  | 3                 | 12% | 0                      | 0%  |
| Auctioneers  | 11,464    | 174               | 25         | 186                | 16            | 64%  | 9                 | 36% | 0                      | 0%  |
| Bridal Shops   | 5,676     | 323               | 25         | 187                | 15            | 60%  | 8                 | 32% | 2                      | 8%  |
| Floors - Hardwood                                      | 9,986     | 203               | 25         | 188                | 12            | 48%  | 12                | 48% | 1                      | 4%  |
| Health & Medical - General                             | 8,512     | 230               | 25         | 189                | 15            | 60%  | 9                 | 36% | 1                      | 4%  |
| Insurance Services                                     | 30,413    | 63                | 25         | 190                | 22            | 88%  | 3                 | 12% | 0                      | 0%  |
| Not Elsewhere Classified                               | 10,421    | 196               | 25         | 191                | 15            | 60%  | 7                 | 28% | 3                      | 12% |
| Travel Clubs   | 4,739     | 375               | 25         | 192                | 23            | 92%  | 2                 | 8%  | 0                      | 0%  |
| Campgrounds & RV Parks                                 | 2,789     | 571               | 24         | 193                | 16            | 67%  | 8                 | 33% | 0                      | 0%  |
| Electric Companies                                     | 3,616     | 461               | 24         | 194                | 22            | 92%  | 2                 | 8%  | 0                      | 0%  |
| Garage Builders  | 8,398     | 237               | 24         | 195                | 10            | 42%  | 12                | 50% | 2                      | 8%  |
| Plumbing Drains & Sewer Cleaning                       | 13,012    | 159               | 24         | 196                | 22            | 92%  | 2                 | 8%  | 0                      | 0%  |
| Service Stations - Gasoline & Oil                      | 7,279     | 259               | 24         | 197                | 12            | 50%  | 12                | 50% | 0                      | 0%  |
| Telecommunication Equipment & Systems Dealers          | 4,143     | 421               | 24         | 198                | 17            | 71%  | 5                 | 21% | 2                      | 8%  |
| Womens Apparel - Retail                                | 6,134     | 308               | 24         | 199                | 19            | 79%  | 4                 | 17% | 1                      | 4%  |
| Child Care Centers                                     | 13,373    | 157               | 23         | 200                | 18            | 78%  | 5                 | 22% | 0                      | 0%  |
| Event Planners   | 4,090     | 424               | 23         | 201                | 14            | 61%  | 8                 | 35% | 1                      | 4%  |
| Foundation Contractors                                 | 24,053    | 87                | 23         | 202                | 13            | 57%  | 10                | 43% | 0                      | 0%  |
| Immigration & Naturalization Consultants               | 24,522    | 85                | 23         | 203                | 14            | 61%  | 9                 | 39% | 0                      | 0%  |
| Incentive Programs                                     | 3,335     | 496               | 23         | 204                | 20            | 87%  | 3                 | 13% | 0                      | 0%  |
| Junk Removal   | 5,036     | 358               | 23         | 205                | 5             | 22%  | 18                | 78% | 0                      | 0%  |
| Payday Loans   | 15,284    | 137               | 23         | 206                | 18            | 78%  | 4                 | 17% | 1                      | 4%  |
| Utility Submetering & Billing                          | 5,437     | 333               | 23         | 207                | 23            | 100% | 0                 | 0%  | 0                      | 0%  |
| Wholesalers & Distributors                             | 11,654    | 170               | 23         | 208                | 19            | 83%  | 4                 | 17% | 0                      | 0%  |
| All-Terrain Vehicles - ATVs                            | 4,949     | 363               | 22         | 209                | 12            | 55%  | 10                | 45% | 0                      | 0%  |
| Freight Forwarding                                     | 7,665     | 251               | 22         | 210                | 12            | 55%  | 10                | 45% | 0                      | 0%  |
| Furniture Cleaning                                     | 1,383     | 878               | 22         | 211                | 21            | 95%  | 1                 | 5%  | 0                      | 0%  |
| Hardware - Retail                                      | 5,409     | 336               | 22         | 212                | 15            | 68%  | 7                 | 32% | 0                      | 0%  |
| Heat Pumps   | 8,497     | 231               | 22         | 213                | 13            | 59%  | 7                 | 32% | 2                      | 9%  |
| Kitchen & Bath - Design & Remodeling                   | 31,808    | 56                | 22         | 214                | 11            | 50%  | 10                | 45% | 1                      | 5%  |

| Industry Classification                             | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable To Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Motorcycles - Dealers                               | 9,022     | 222               | 22         | 215                | 14            | 64%  | 7                 | 32% | 1                      | 5%  |
| Parking Area Maintenance & Marking                  | 3,080     | 530               | 22         | 216                | 6             | 27%  | 16                | 73% | 0                      | 0%  |
| Waterproofing Contractors                           | 19,567    | 105               | 22         | 217                | 16            | 73%  | 6                 | 27% | 0                      | 0%  |
| Air conditioning & Heating Contractors - Commercial | 16,702    | 127               | 21         | 218                | 14            | 67%  | 7                 | 33% | 0                      | 0%  |
| Beauty Supplies & Equipment                         | 7,925     | 245               | 21         | 219                | 11            | 52%  | 7                 | 33% | 3                      | 14% |
| Camps   | 3,569     | 463               | 21         | 220                | 2             | 10%  | 19                | 90% | 0                      | 0%  |
| Commercial Products Manufacturers                   | 1,676     | 782               | 21         | 221                | 16            | 76%  | 5                 | 24% | 0                      | 0%  |
| Countertops   | 16,781    | 125               | 21         | 222                | 16            | 76%  | 5                 | 24% | 0                      | 0%  |
| Credit Reporting Agencies                           | 6,920     | 273               | 21         | 223                | 15            | 71%  | 5                 | 24% | 1                      | 5%  |
| Doors   | 11,293    | 181               | 21         | 224                | 15            | 71%  | 6                 | 29% | 0                      | 0%  |
| Excavating Contractors                              | 40,793    | 45                | 21         | 225                | 7             | 33%  | 14                | 67% | 0                      | 0%  |
| Patio, Porch & Deck Enclosures                      | 15,563    | 132               | 21         | 226                | 13            | 62%  | 7                 | 33% | 1                      | 5%  |
| Stone Setting                                       | 7,099     | 269               | 21         | 227                | 14            | 67%  | 7                 | 33% | 0                      | 0%  |
| Auto Repair - Windshield, Glass Shops               | 15,315    | 136               | 20         | 228                | 13            | 65%  | 6                 | 30% | 1                      | 5%  |
| Boat Dealers  | 6,872     | 276               | 20         | 229                | 14            | 70%  | 6                 | 30% | 0                      | 0%  |
| Computers - Sys Designers & Consult                 | 6,483     | 289               | 20         | 230                | 19            | 95%  | 1                 | 5%  | 0                      | 0%  |
| Duct Cleaning                                       | 29,029    | 68                | 20         | 231                | 15            | 75%  | 5                 | 25% | 0                      | 0%  |
| Extended Warranty Contract Service Companies        | 3,634     | 460               | 20         | 232                | 19            | 95%  | 1                 | 5%  | 0                      | 0%  |
| Furniture Manufacturers                             | 7,061     | 271               | 20         | 233                | 16            | 80%  | 4                 | 20% | 0                      | 0%  |
| Gas - Propane                                       | 5,437     | 333               | 20         | 234                | 20            | 100% | 0                 | 0%  | 0                      | 0%  |
| Granite   | 16,228    | 131               | 20         | 235                | 17            | 85%  | 3                 | 15% | 0                      | 0%  |
| Information Bureaus                                 | 5,569     | 329               | 20         | 236                | 14            | 70%  | 6                 | 30% | 0                      | 0%  |
| Painters - Commercial or Residential                | 7,143     | 266               | 20         | 237                | 12            | 60%  | 8                 | 40% | 0                      | 0%  |
| Photographers - Wedding                             | 2,685     | 587               | 20         | 238                | 6             | 30%  | 14                | 70% | 0                      | 0%  |
| Real Estate Developers                              | 21,366    | 97                | 20         | 239                | 15            | 75%  | 5                 | 25% | 0                      | 0%  |
| Skin Care   | 8,897     | 227               | 20         | 240                | 17            | 85%  | 2                 | 10% | 1                      | 5%  |
| Air Purifying & Cleaning Systems & Equipment        | 11,502    | 173               | 19         | 241                | 10            | 53%  | 6                 | 32% | 3                      | 16% |
| Auto Detailing                                      | 15,390    | 135               | 19         | 242                | 12            | 63%  | 7                 | 37% | 0                      | 0%  |
| Auto Transporters & Drive-Away Companies            | 4,478     | 396               | 19         | 243                | 7             | 37%  | 12                | 63% | 0                      | 0%  |
| Internet Access Provider                            | 5,901     | 318               | 19         | 244                | 16            | 84%  | 3                 | 16% | 0                      | 0%  |
| Martial Arts  | 4,320     | 407               | 19         | 245                | 11            | 58%  | 8                 | 42% | 0                      | 0%  |
| Printers  | 7,220     | 261               | 19         | 246                | 12            | 63%  | 6                 | 32% | 1                      | 5%  |
| Retail Stores                                       | 4,228     | 416               | 19         | 247                | 14            | 74%  | 5                 | 26% | 0                      | 0%  |
| Schools - Academic - Colleges & Universities        | 9,891     | 206               | 19         | 248                | 12            | 63%  | 7                 | 37% | 0                      | 0%  |
| Tattoos   | 7,644     | 252               | 19         | 249                | 13            | 68%  | 6                 | 32% | 0                      | 0%  |
| Toys - Wholesale & Manufacturers                    | 886       | 1,112             | 19         | 250                | 6             | 32%  | 13                | 68% | 0                      | 0%  |
| Auto Dealers - Online                               | 6,782     | 280               | 18         | 251                | 6             | 33%  | 12                | 67% | 0                      | 0%  |
| Auto Services - Oil & Lube                          | 1,959     | 709               | 18         | 252                | 11            | 61%  | 7                 | 39% | 0                      | 0%  |
| Bank Equipment & Supplies                           | 2,062     | 684               | 18         | 253                | 17            | 94%  | 1                 | 6%  | 0                      | 0%  |
| Bedding   | 3,199     | 513               | 18         | 254                | 17            | 94%  | 1                 | 6%  | 0                      | 0%  |
| Contractors - Flooring                              | 10,113    | 200               | 18         | 255                | 10            | 56%  | 8                 | 44% | 0                      | 0%  |
| Floor Laying, Refinishing & Resurfacing             | 16,254    | 130               | 18         | 256                | 10            | 56%  | 8                 | 44% | 0                      | 0%  |
| Florists - Wholesale                                | 1,313     | 903               | 18         | 257                | 1             | 6%   | 17                | 94% | 0                      | 0%  |
| Home Inspection Service                             | 30,473    | 60                | 18         | 258                | 15            | 83%  | 3                 | 17% | 0                      | 0%  |
| Identification Card Service                         | 1,188     | 950               | 18         | 259                | 14            | 78%  | 4                 | 22% | 0                      | 0%  |
| Legal Forms   | 23,394    | 92                | 18         | 260                | 18            | 100% | 0                 | 0%  | 0                      | 0%  |
| Lighting Fixtures - Retail                          | 4,382     | 404               | 18         | 261                | 11            | 61%  | 6                 | 33% | 1                      | 6%  |
| Office Supplies                                     | 5,273     | 344               | 18         | 262                | 17            | 94%  | 1                 | 6%  | 0                      | 0%  |
| Online Publications                                 | 1,621     | 800               | 18         | 263                | 18            | 100% | 0                 | 0%  | 0                      | 0%  |
| Services - General                                  | 1,740     | 765               | 18         | 264                | 17            | 94%  | 1                 | 6%  | 0                      | 0%  |
| Storage Units - Household & Commercial              | 9,091     | 219               | 18         | 265                | 10            | 56%  | 8                 | 44% | 0                      | 0%  |
| Upholsterers  | 10,453    | 194               | 18         | 266                | 7             | 39%  | 11                | 61% | 0                      | 0%  |
| Wedding Supplies & Services                         | 3,716     | 453               | 18         | 267                | 9             | 50%  | 4                 | 22% | 5                      | 28% |
| Accountants   | 20,370    | 102               | 17         | 268                | 12            | 71%  | 5                 | 29% | 0                      | 0%  |
| Accounting Services                                 | 10,695    | 190               | 17         | 269                | 13            | 76%  | 4                 | 24% | 0                      | 0%  |

| Industry Classification                              | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable To Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Asphalt  | 11,504    | 172               | 17         | 270                | 6             | 35%  | 9                 | 53% | 2                      | 12% |
| Carpenters   | 11,937    | 166               | 17         | 271                | 6             | 35%  | 11                | 65% | 0                      | 0%  |
| Educational Consultants                              | 2,433     | 626               | 17         | 272                | 17            | 100% | 0                 | 0%  | 0                      | 0%  |
| Electric Equipment & Supplies - Wholesale            | 2,727     | 579               | 17         | 273                | 16            | 94%  | 1                 | 6%  | 0                      | 0%  |
| Exercise Equipment & Machines - Sales                | 4,418     | 401               | 17         | 274                | 7             | 41%  | 10                | 59% | 0                      | 0%  |
| Internet Gaming                                      | 896       | 1,109             | 17         | 275                | 13            | 76%  | 4                 | 24% | 0                      | 0%  |
| Marketing Consultants                                | 10,358    | 197               | 17         | 276                | 10            | 59%  | 4                 | 24% | 3                      | 18% |
| Optometrists   | 4,398     | 403               | 17         | 277                | 13            | 76%  | 4                 | 24% | 0                      | 0%  |
| Publishers - Book                                    | 10,497    | 193               | 17         | 278                | 9             | 53%  | 8                 | 47% | 0                      | 0%  |
| Security Systems Consultants                         | 6,245     | 301               | 17         | 279                | 11            | 65%  | 6                 | 35% | 0                      | 0%  |
| Attorneys & Lawyers                                  | 44,313    | 39                | 16         | 280                | 12            | 75%  | 4                 | 25% | 0                      | 0%  |
| Electronics - Educational Kits                       | 1,822     | 741               | 16         | 281                | 6             | 38%  | 5                 | 31% | 5                      | 31% |
| Landscape Designers                                  | 10,104    | 201               | 16         | 282                | 5             | 31%  | 11                | 69% | 0                      | 0%  |
| Mason Contractors                                    | 23,118    | 93                | 16         | 283                | 6             | 38%  | 9                 | 56% | 1                      | 6%  |
| Mufflers & Exhaust Systems                           | 4,870     | 367               | 16         | 284                | 13            | 81%  | 3                 | 19% | 0                      | 0%  |
| Pet Health Plans                                     | 2,307     | 648               | 16         | 285                | 14            | 88%  | 2                 | 13% | 0                      | 0%  |
| Rubbish & Garbage Removal                            | 6,647     | 284               | 16         | 286                | 10            | 63%  | 5                 | 31% | 1                      | 6%  |
| Tutoring   | 7,694     | 248               | 16         | 287                | 15            | 94%  | 1                 | 6%  | 0                      | 0%  |
| Vacation Rentals                                     | 3,482     | 474               | 16         | 288                | 9             | 56%  | 7                 | 44% | 0                      | 0%  |
| Yoga Instruction                                     | 1,921     | 719               | 16         | 289                | 8             | 50%  | 7                 | 44% | 1                      | 6%  |
| Basement - Contractors                               | 6,299     | 298               | 15         | 290                | 8             | 53%  | 7                 | 47% | 0                      | 0%  |
| Credit Card Processing Service                       | 5,263     | 346               | 15         | 291                | 13            | 87%  | 2                 | 13% | 0                      | 0%  |
| Hardwood Floor Contractors                           | 6,631     | 285               | 15         | 292                | 8             | 53%  | 7                 | 47% | 0                      | 0%  |
| Kitchen Remodeling                                   | 6,175     | 305               | 15         | 293                | 9             | 60%  | 6                 | 40% | 0                      | 0%  |
| Manufacturers Agents & Representatives               | 1,932     | 715               | 15         | 294                | 12            | 80%  | 3                 | 20% | 0                      | 0%  |
| Pipe Line, Oil & Gas Wholesaler & Distributors       | 2,613     | 602               | 15         | 295                | 15            | 100% | 0                 | 0%  | 0                      | 0%  |
| Real Estate  | 22,204    | 96                | 15         | 296                | 11            | 73%  | 4                 | 27% | 0                      | 0%  |
| Scholarships & Financial Aid                         | 7,931     | 244               | 15         | 297                | 13            | 87%  | 2                 | 13% | 0                      | 0%  |
| Signs  | 7,771     | 246               | 15         | 298                | 8             | 53%  | 7                 | 47% | 0                      | 0%  |
| Spas & Hot Tubs - Service & Repair                   | 6,756     | 281               | 15         | 299                | 8             | 53%  | 5                 | 33% | 2                      | 13% |
| Travel & Moving Services                             | 1,986     | 702               | 15         | 300                | 6             | 40%  | 9                 | 60% | 0                      | 0%  |
| Window Cleaning                                      | 19,228    | 107               | 15         | 301                | 10            | 67%  | 5                 | 33% | 0                      | 0%  |
| Work-At-Home Companies                               | 15,473    | 133               | 15         | 302                | 3             | 20%  | 6                 | 40% | 6                      | 40% |
| Bakers - Retail                                      | 2,978     | 546               | 14         | 303                | 9             | 64%  | 5                 | 36% | 0                      | 0%  |
| Digital Media  | 2,136     | 673               | 14         | 304                | 8             | 57%  | 6                 | 43% | 0                      | 0%  |
| Dog Breeders   | 12,654    | 160               | 14         | 305                | 7             | 50%  | 6                 | 43% | 1                      | 7%  |
| Interior Decorators & Designers                      | 9,415     | 216               | 14         | 306                | 6             | 43%  | 8                 | 57% | 0                      | 0%  |
| Kitchen Accessories                                  | 6,028     | 313               | 14         | 307                | 8             | 57%  | 3                 | 21% | 3                      | 21% |
| Modeling & Talent Agencies                           | 18,650    | 111               | 14         | 308                | 10            | 71%  | 2                 | 14% | 2                      | 14% |
| Photo Imaging Service                                | 977       | 1,059             | 14         | 309                | 2             | 14%  | 11                | 79% | 1                      | 7%  |
| Photographers - Portrait                             | 4,697     | 380               | 14         | 310                | 8             | 57%  | 5                 | 36% | 1                      | 7%  |
| Transportation Services                              | 11,388    | 179               | 14         | 311                | 12            | 86%  | 2                 | 14% | 0                      | 0%  |
| Vacuum Cleaners - Service & Repair                   | 10,733    | 189               | 14         | 312                | 11            | 79%  | 3                 | 21% | 0                      | 0%  |
| Veterinarians  | 6,890     | 274               | 14         | 313                | 10            | 71%  | 4                 | 29% | 0                      | 0%  |
| Appliances - Small - Supplies & Parts                | 15,214    | 140               | 13         | 314                | 12            | 92%  | 0                 | 0%  | 1                      | 8%  |
| Auto Accessories                                     | 3,521     | 467               | 13         | 315                | 9             | 69%  | 3                 | 23% | 1                      | 8%  |
| Couriers   | 3,668     | 458               | 13         | 316                | 6             | 46%  | 7                 | 54% | 0                      | 0%  |
| Credit Services                                      | 6,328     | 296               | 13         | 317                | 12            | 92%  | 1                 | 8%  | 0                      | 0%  |
| Employment Agencies                                  | 17,881    | 114               | 13         | 318                | 12            | 92%  | 1                 | 8%  | 0                      | 0%  |
| Fence - Sales, Service & Contractors                 | 5,558     | 331               | 13         | 319                | 5             | 38%  | 7                 | 54% | 1                      | 8%  |
| Gas - Propane - Equipment & Supplies                 | 2,967     | 550               | 13         | 320                | 11            | 85%  | 2                 | 15% | 0                      | 0%  |
| Heating Equipment & Systems Cleaning & Repair        | 16,927    | 123               | 13         | 321                | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Lumber - Retail                                      | 2,985     | 545               | 13         | 322                | 4             | 31%  | 9                 | 69% | 0                      | 0%  |
| Marble & Granite Installation, Stonework Fabrication | 9,805     | 209               | 13         | 323                | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Massage Therapists                                   | 6,851     | 277               | 13         | 324                | 10            | 77%  | 2                 | 15% | 1                      | 8%  |

| Industry Classification                                | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable To Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Non Profit Organizations - General Membership          | 2,387     | 636               | 13         | 325                | 11            | 85%  | 2                 | 15% | 0                      | 0%  |
| Opticians  | 4,674     | 386               | 13         | 326                | 7             | 54%  | 6                 | 46% | 0                      | 0%  |
| Resorts  | 3,942     | 435               | 13         | 327                | 10            | 77%  | 3                 | 23% | 0                      | 0%  |
| Stoves - Wood, Coal                                    | 2,967     | 550               | 13         | 328                | 12            | 92%  | 1                 | 8%  | 0                      | 0%  |
| Wigs & Hairpieces                                      | 2,648     | 594               | 13         | 329                | 1             | 8%   | 12                | 92% | 0                      | 0%  |
| Associations   | 7,249     | 260               | 12         | 330                | 7             | 58%  | 4                 | 33% | 1                      | 8%  |
| Auto Repair - Maintenance                              | 1,918     | 722               | 12         | 331                | 9             | 75%  | 3                 | 25% | 0                      | 0%  |
| Auto Service - Rust proofing Shops                     | 6,176     | 304               | 12         | 332                | 12            | 100% | 0                 | 0%  | 0                      | 0%  |
| Bathtubs & Sinks - Repair & Refinish                   | 10,962    | 182               | 12         | 333                | 7             | 58%  | 5                 | 42% | 0                      | 0%  |
| Blinds   | 8,087     | 242               | 12         | 334                | 9             | 75%  | 3                 | 25% | 0                      | 0%  |
| Booths - Toll, Parking                                 | 134       | 2,260             | 12         | 335                | 12            | 100% | 0                 | 0%  | 0                      | 0%  |
| Caterers   | 7,353     | 255               | 12         | 336                | 6             | 50%  | 6                 | 50% | 0                      | 0%  |
| Deck Builder   | 4,675     | 385               | 12         | 337                | 3             | 25%  | 9                 | 75% | 0                      | 0%  |
| Display Designers & Producers                          | 1,657     | 790               | 12         | 338                | 9             | 75%  | 1                 | 8%  | 2                      | 17% |
| Garage Door Repair                                     | 4,926     | 364               | 12         | 339                | 7             | 58%  | 5                 | 42% | 0                      | 0%  |
| Heating Equipment                                      | 6,873     | 275               | 12         | 340                | 10            | 83%  | 2                 | 17% | 0                      | 0%  |
| Insurance - Auto                                       | 4,010     | 432               | 12         | 341                | 12            | 100% | 0                 | 0%  | 0                      | 0%  |
| Legal Information Services                             | 3,430     | 483               | 12         | 342                | 10            | 83%  | 2                 | 17% | 0                      | 0%  |
| Lubricating Service - Automotive                       | 6,376     | 295               | 12         | 343                | 4             | 33%  | 8                 | 67% | 0                      | 0%  |
| Medical Equipment & Supplies                           | 4,678     | 383               | 12         | 344                | 8             | 67%  | 4                 | 33% | 0                      | 0%  |
| Mobile Telephone Equipment & Supplies                  | 2,183     | 665               | 12         | 345                | 5             | 42%  | 6                 | 50% | 1                      | 8%  |
| Mobile Telephone Service                               | 1,543     | 828               | 12         | 346                | 8             | 67%  | 4                 | 33% | 0                      | 0%  |
| Photographers - Commercial                             | 4,648     | 389               | 12         | 347                | 3             | 25%  | 9                 | 75% | 0                      | 0%  |
| Recreational Vehicles - Rent & Lease                   | 1,782     | 751               | 12         | 348                | 1             | 8%   | 11                | 92% | 0                      | 0%  |
| Roofing Materials                                      | 4,679     | 382               | 12         | 349                | 10            | 83%  | 2                 | 17% | 0                      | 0%  |
| Search Engine Optimization Services                    | 7,460     | 254               | 12         | 350                | 10            | 83%  | 2                 | 17% | 0                      | 0%  |
| Vacation Time Share                                    | 6,724     | 282               | 12         | 351                | 11            | 92%  | 1                 | 8%  | 0                      | 0%  |
| Video Games - Wholesale & Manufacturers                | 735       | 1,205             | 12         | 352                | 7             | 58%  | 5                 | 42% | 0                      | 0%  |
| Business Services - General                            | 4,792     | 371               | 11         | 353                | 6             | 55%  | 5                 | 45% | 0                      | 0%  |
| Contact Lenses   | 3,744     | 452               | 11         | 354                | 6             | 55%  | 5                 | 45% | 0                      | 0%  |
| Contractor - Insulation                                | 26,504    | 76                | 11         | 355                | 7             | 64%  | 4                 | 36% | 0                      | 0%  |
| Games & Supplies                                       | 2,500     | 616               | 11         | 356                | 7             | 64%  | 4                 | 36% | 0                      | 0%  |
| Handyman Services                                      | 17,830    | 116               | 11         | 357                | 7             | 64%  | 4                 | 36% | 0                      | 0%  |
| Musical Instruments - Dealers                          | 4,986     | 360               | 11         | 358                | 7             | 64%  | 3                 | 27% | 1                      | 9%  |
| Pet Boarding & Kennels                                 | 17,601    | 119               | 11         | 359                | 9             | 82%  | 2                 | 18% | 0                      | 0%  |
| Plumbing - Renovation & Repair                         | 4,298     | 410               | 11         | 360                | 7             | 64%  | 4                 | 36% | 0                      | 0%  |
| Real Estate Rental Service                             | 8,674     | 229               | 11         | 361                | 9             | 82%  | 2                 | 18% | 0                      | 0%  |
| Refrigeration Equipment - Commercial - Sales & Service | 5,802     | 321               | 11         | 362                | 4             | 36%  | 7                 | 64% | 0                      | 0%  |
| Technical Manual Preparation                           | 1,553     | 822               | 11         | 363                | 8             | 73%  | 3                 | 27% | 0                      | 0%  |
| Timeshare Companies                                    | 2,893     | 555               | 11         | 364                | 8             | 73%  | 3                 | 27% | 0                      | 0%  |
| Upholstery Fabrics - Retail                            | 1,023     | 1,031             | 11         | 365                | 3             | 27%  | 8                 | 73% | 0                      | 0%  |
| Vacuum Cleaners - Household - Dealers                  | 11,868    | 167               | 11         | 366                | 10            | 91%  | 1                 | 9%  | 0                      | 0%  |
| Vehicle Transport Services                             | 2,164     | 670               | 11         | 367                | 2             | 18%  | 9                 | 82% | 0                      | 0%  |
| Video Games - Dealers                                  | 3,118     | 527               | 11         | 368                | 7             | 64%  | 3                 | 27% | 1                      | 9%  |
| Watches - Service & Repair                             | 2,978     | 546               | 11         | 369                | 6             | 55%  | 5                 | 45% | 0                      | 0%  |
| Water Companies - Bottled, Bulk                        | 4,297     | 411               | 11         | 370                | 11            | 100% | 0                 | 0%  | 0                      | 0%  |
| Air Conditioning Contractors & Systems                 | 12,354    | 161               | 10         | 371                | 5             | 50%  | 4                 | 40% | 1                      | 10% |
| Appliances - Used                                      | 2,417     | 628               | 10         | 372                | 6             | 60%  | 4                 | 40% | 0                      | 0%  |
| Art Goods  | 759       | 1,188             | 10         | 373                | 1             | 10%  | 9                 | 90% | 0                      | 0%  |
| Auto Driving School                                    | 3,565     | 464               | 10         | 374                | 3             | 30%  | 7                 | 70% | 0                      | 0%  |
| Auto Lube & Oil - Mobile                               | 2,307     | 648               | 10         | 375                | 7             | 70%  | 3                 | 30% | 0                      | 0%  |
| Banquet Facilities                                     | 3,220     | 509               | 10         | 376                | 4             | 40%  | 6                 | 60% | 0                      | 0%  |
| Bed & Breakfast  | 2,654     | 593               | 10         | 377                | 9             | 90%  | 1                 | 10% | 0                      | 0%  |
| Bicycle - Dealers                                      | 2,419     | 627               | 10         | 378                | 7             | 70%  | 3                 | 30% | 0                      | 0%  |
| Bookkeeping Service                                    | 10,188    | 199               | 10         | 379                | 4             | 40%  | 6                 | 60% | 0                      | 0%  |

| Industry Classification                           | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | %    | CmpIs Not Settled | %   | CmpIs Unable To Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Coin Dealers, Supplies                            | 3,827     | 443               | 10         | 380                | 9             | 90%  | 1                 | 10% | 0                      | 0%  |
| Collectibles                                      | 1,962     | 708               | 10         | 381                | 10            | 100% | 0                 | 0%  | 0                      | 0%  |
| Contractors - Solar Energy                        | 3,373     | 487               | 10         | 382                | 5             | 50%  | 2                 | 20% | 3                      | 30% |
| Dancing Instruction                               | 1,864     | 735               | 10         | 383                | 8             | 80%  | 2                 | 20% | 0                      | 0%  |
| Electricians - Residential                        | 16,658    | 129               | 10         | 384                | 3             | 30%  | 7                 | 70% | 0                      | 0%  |
| Eyeglass Suppliers                                | 1,428     | 861               | 10         | 385                | 6             | 60%  | 4                 | 40% | 0                      | 0%  |
| Fashion Accessories                               | 2,472     | 618               | 10         | 386                | 5             | 50%  | 4                 | 40% | 1                      | 10% |
| Garden Centers                                    | 2,592     | 606               | 10         | 387                | 7             | 70%  | 3                 | 30% | 0                      | 0%  |
| Image & Graphics Printing                         | 2,759     | 573               | 10         | 388                | 7             | 70%  | 1                 | 10% | 2                      | 20% |
| Laser Cosmetic Services                           | 4,326     | 406               | 10         | 389                | 7             | 70%  | 2                 | 20% | 1                      | 10% |
| Natural Gas Companies                             | 2,875     | 558               | 10         | 390                | 10            | 100% | 0                 | 0%  | 0                      | 0%  |
| Night Clubs                                       | 1,252     | 928               | 10         | 391                | 6             | 60%  | 3                 | 30% | 1                      | 10% |
| Photographic Equipment & Supplies - Retail        | 3,493     | 470               | 10         | 392                | 5             | 50%  | 5                 | 50% | 0                      | 0%  |
| Psychics  | 2,093     | 679               | 10         | 393                | 7             | 70%  | 3                 | 30% | 0                      | 0%  |
| Sheepskin Specialties                             | 542       | 1,383             | 10         | 394                | 10            | 100% | 0                 | 0%  | 0                      | 0%  |
| Sports & Recreation                               | 741       | 1,199             | 10         | 395                | 6             | 60%  | 4                 | 40% | 0                      | 0%  |
| Sportswear - Retail                               | 3,998     | 433               | 10         | 396                | 4             | 40%  | 6                 | 60% | 0                      | 0%  |
| Stone Setting - Interlocking Pavers               | 2,065     | 683               | 10         | 397                | 3             | 30%  | 6                 | 60% | 1                      | 10% |
| Swimming Pools & Hot Tubs                         | 3,068     | 532               | 10         | 398                | 6             | 60%  | 3                 | 30% | 1                      | 10% |
| Tailors   | 2,636     | 596               | 10         | 399                | 8             | 80%  | 2                 | 20% | 0                      | 0%  |
| Tile - Ceramic - Contractors & Dealers            | 9,053     | 221               | 10         | 400                | 7             | 70%  | 3                 | 30% | 0                      | 0%  |
| Truck Repair & Service                            | 8,221     | 241               | 10         | 401                | 8             | 80%  | 2                 | 20% | 0                      | 0%  |
| Airport Transportation                            | 700       | 1,235             | 9          | 402                | 5             | 56%  | 4                 | 44% | 0                      | 0%  |
| Appliances - Major - Rent & Lease                 | 3,303     | 501               | 9          | 403                | 6             | 67%  | 3                 | 33% | 0                      | 0%  |
| Appliances - Small - Dealers                      | 2,974     | 548               | 9          | 404                | 6             | 67%  | 3                 | 33% | 0                      | 0%  |
| Auto Auctions                                     | 3,159     | 520               | 9          | 405                | 8             | 89%  | 1                 | 11% | 0                      | 0%  |
| Beds - Retail                                     | 3,700     | 454               | 9          | 406                | 6             | 67%  | 1                 | 11% | 2                      | 22% |
| Brake Service                                     | 5,107     | 355               | 9          | 407                | 6             | 67%  | 3                 | 33% | 0                      | 0%  |
| Buildings - Pre - Cut, Prefab & Modular - Dealers | 5,006     | 359               | 9          | 408                | 7             | 78%  | 1                 | 11% | 1                      | 11% |
| Business Consultants                              | 11,548    | 171               | 9          | 409                | 7             | 78%  | 2                 | 22% | 0                      | 0%  |
| Computers - Wholesale & Manufacturers             | 899       | 1,108             | 9          | 410                | 6             | 67%  | 3                 | 33% | 0                      | 0%  |
| Credit Unions                                     | 10,069    | 202               | 9          | 411                | 8             | 89%  | 1                 | 11% | 0                      | 0%  |
| Dating Service - Online                           | 1,255     | 925               | 9          | 412                | 8             | 89%  | 1                 | 11% | 0                      | 0%  |
| Electric Equipment - Service & Repair             | 4,399     | 402               | 9          | 413                | 4             | 44%  | 3                 | 33% | 2                      | 22% |
| Fireplace Equipment - Wholesale & Manufacturers   | 633       | 1,285             | 9          | 414                | 7             | 78%  | 2                 | 22% | 0                      | 0%  |
| Hair Removing Equipment & Supplies                | 690       | 1,243             | 9          | 415                | 9             | 100% | 0                 | 0%  | 0                      | 0%  |
| Landscaping Equipment & Supplies                  | 3,443     | 481               | 9          | 416                | 4             | 44%  | 5                 | 56% | 0                      | 0%  |
| Maids & Butlers Service                           | 3,941     | 436               | 9          | 417                | 6             | 67%  | 2                 | 22% | 1                      | 11% |
| Mobile Apps                                       | 1,090     | 996               | 9          | 418                | 8             | 89%  | 1                 | 11% | 0                      | 0%  |
| Pet Grooming                                      | 10,444    | 195               | 9          | 419                | 6             | 67%  | 3                 | 33% | 0                      | 0%  |
| Process Servers                                   | 1,671     | 784               | 9          | 420                | 4             | 44%  | 5                 | 56% | 0                      | 0%  |
| Real Estate Agents                                | 6,837     | 278               | 9          | 421                | 4             | 44%  | 5                 | 56% | 0                      | 0%  |
| Tax Software                                      | 630       | 1,291             | 9          | 422                | 9             | 100% | 0                 | 0%  | 0                      | 0%  |
| Auto Race Cars                                    | 439       | 1,507             | 8          | 423                | 0             | 0%   | 3                 | 38% | 5                      | 63% |
| Boat Repair                                       | 2,658     | 592               | 8          | 424                | 4             | 50%  | 4                 | 50% | 0                      | 0%  |
| Books - Used & Rare                               | 987       | 1,055             | 8          | 425                | 7             | 88%  | 1                 | 13% | 0                      | 0%  |
| Bus Lines   | 1,568     | 818               | 8          | 426                | 6             | 75%  | 2                 | 25% | 0                      | 0%  |
| Buying Clubs & Group Purchasing Service           | 3,776     | 449               | 8          | 427                | 8             | 100% | 0                 | 0%  | 0                      | 0%  |
| Chimney Builders & Repair                         | 10,822    | 185               | 8          | 428                | 8             | 100% | 0                 | 0%  | 0                      | 0%  |
| e-cigarettes                                      | 1,515     | 837               | 8          | 429                | 4             | 50%  | 4                 | 50% | 0                      | 0%  |
| Fireplace Equipment - Retail                      | 2,559     | 612               | 8          | 430                | 5             | 63%  | 3                 | 38% | 0                      | 0%  |
| Health & Wellness                                 | 2,859     | 561               | 8          | 431                | 6             | 75%  | 2                 | 25% | 0                      | 0%  |
| Hobby & Model Construction Supplies - Retail      | 2,361     | 638               | 8          | 432                | 5             | 63%  | 2                 | 25% | 1                      | 13% |
| Insurance - Life                                  | 15,083    | 142               | 8          | 433                | 6             | 75%  | 2                 | 25% | 0                      | 0%  |
| Janitor Service                                   | 25,560    | 80                | 8          | 434                | 5             | 63%  | 3                 | 38% | 0                      | 0%  |

| Industry Classification                                       | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Landscape Maintenance   | 9,383     | 217               | 8          | 435                | 2             | 25%  | 6                 | 75%  | 0                      | 0%  |
| Mechanical Contractors  | 14,439    | 148               | 8          | 436                | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Modular Homes   | 4,155     | 420               | 8          | 437                | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Music & Messaging Services                                    | 835       | 1,142             | 8          | 438                | 7             | 88%  | 1                 | 13%  | 0                      | 0%  |
| Office Supplies - Sale by Telemarketing                       | 1,779     | 752               | 8          | 439                | 8             | 100% | 0                 | 0%   | 0                      | 0%  |
| Paving Materials  | 879       | 1,116             | 8          | 440                | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Promotional Products  | 1,753     | 758               | 8          | 441                | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Real Estate Consultants                                       | 4,077     | 428               | 8          | 442                | 7             | 88%  | 1                 | 13%  | 0                      | 0%  |
| Schools - Business & Vocational                               | 15,077    | 143               | 8          | 443                | 7             | 88%  | 1                 | 13%  | 0                      | 0%  |
| Soccer Clubs  | 640       | 1,279             | 8          | 444                | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Solar Energy Equipment & Systems Manufacturing & Distribution | 1,064     | 1,002             | 8          | 445                | 1             | 13%  | 7                 | 88%  | 0                      | 0%  |
| Taxes - Consultants & Representatives                         | 8,451     | 232               | 8          | 446                | 5             | 63%  | 3                 | 38%  | 0                      | 0%  |
| Truck Dealers   | 4,649     | 387               | 8          | 447                | 7             | 88%  | 1                 | 13%  | 0                      | 0%  |
| Water Treatment Equipment,Service & Supplies                  | 8,437     | 233               | 8          | 448                | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Window Coverings  | 3,352     | 490               | 8          | 449                | 7             | 88%  | 1                 | 13%  | 0                      | 0%  |
| Woodworking   | 5,612     | 326               | 8          | 450                | 5             | 63%  | 1                 | 13%  | 2                      | 25% |
| Adult & Continuing Education                                  | 1,551     | 823               | 7          | 451                | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Amusement Parks & Places                                      | 1,162     | 963               | 7          | 452                | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Art Galleries, Dealers & Consultants                          | 2,312     | 646               | 7          | 453                | 2             | 29%  | 5                 | 71%  | 0                      | 0%  |
| Attorneys Referral Service                                    | 381       | 1,601             | 7          | 454                | 0             | 0%   | 7                 | 100% | 0                      | 0%  |
| Auto & Truck Brokers  | 4,352     | 405               | 7          | 455                | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Auto Customizing  | 2,403     | 630               | 7          | 456                | 2             | 29%  | 4                 | 57%  | 1                      | 14% |
| Auto Parts & Supplies - Wholesale & Manufacturers             | 2,634     | 597               | 7          | 457                | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Auto Service - Window Tinting                                 | 3,347     | 494               | 7          | 458                | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Auto Service Contract Companies                               | 1,659     | 787               | 7          | 459                | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Awnings & Canopies  | 4,863     | 368               | 7          | 460                | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Better Business Bureaus                                       | 40        | 2,964             | 7          | 461                | 6             | 86%  | 0                 | 0%   | 1                      | 14% |
| Braille Supplies  | 434       | 1,512             | 7          | 462                | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Computer Consultant   | 3,237     | 506               | 7          | 463                | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Condominiums  | 4,456     | 398               | 7          | 464                | 1             | 14%  | 6                 | 86%  | 0                      | 0%  |
| Contractor - Remodel & Repair                                 | 5,089     | 356               | 7          | 465                | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Copy & Duplicating Service                                    | 2,974     | 548               | 7          | 466                | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Coupon Book Promotions  | 1,775     | 753               | 7          | 467                | 0             | 0%   | 7                 | 100% | 0                      | 0%  |
| Credit Card - Merchant Services                               | 5,290     | 343               | 7          | 468                | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Cruises   | 2,232     | 657               | 7          | 469                | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Door-to-Door Freezer Food Sales                               | 1,165     | 961               | 7          | 470                | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Draperies & Curtains - Retail & Custom                        | 4,787     | 373               | 7          | 471                | 2             | 29%  | 4                 | 57%  | 1                      | 14% |
| Engines - Supplies, Equipment & Parts                         | 1,704     | 775               | 7          | 472                | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Fabric Shops  | 1,393     | 873               | 7          | 473                | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Food Plans  | 7,163     | 265               | 7          | 474                | 7             | 100% | 0                 | 0%   | 0                      | 0%  |
| Fulfillment Services  | 1,125     | 984               | 7          | 475                | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Furniture - Wholesale   | 3,486     | 472               | 7          | 476                | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Glass - Plate and Window                                      | 17,795    | 117               | 7          | 477                | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Insurance - Health  | 3,162     | 518               | 7          | 478                | 7             | 100% | 0                 | 0%   | 0                      | 0%  |
| Internet Selling Services                                     | 2,616     | 601               | 7          | 479                | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Jewelry Designers   | 2,462     | 621               | 7          | 480                | 2             | 29%  | 4                 | 57%  | 1                      | 14% |
| Luggage - Retail  | 1,988     | 701               | 7          | 481                | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Mens Clothing & Furnishings - Wholesale & Manufacturers       | 1,057     | 1,006             | 7          | 482                | 2             | 29%  | 5                 | 71%  | 0                      | 0%  |
| Monuments   | 3,452     | 478               | 7          | 483                | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Motorcycles - Supplies & Parts                                | 2,865     | 560               | 7          | 484                | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Nanny Service   | 3,159     | 520               | 7          | 485                | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Online Social Media/Networking                                | 1,398     | 870               | 7          | 486                | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Pawnbrokers   | 4,643     | 390               | 7          | 487                | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Payment Processing Service                                    | 5,598     | 327               | 7          | 488                | 7             | 100% | 0                 | 0%   | 0                      | 0%  |

| Industry Classification                              | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable To Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Pet Shops  | 7,996     | 243               | 7          | 489                | 4             | 57%  | 3                 | 43% | 0                      | 0%  |
| Remodeling Services                                  | 946       | 1,079             | 7          | 490                | 2             | 29%  | 4                 | 57% | 1                      | 14% |
| Schools - General Interest                           | 5,666     | 324               | 7          | 491                | 5             | 71%  | 2                 | 29% | 0                      | 0%  |
| Shutters   | 2,336     | 641               | 7          | 492                | 7             | 100% | 0                 | 0%  | 0                      | 0%  |
| Snowmobiles  | 1,279     | 916               | 7          | 493                | 6             | 86%  | 0                 | 0%  | 1                      | 14% |
| Stucco & Exterior Coating Contractors                | 15,189    | 141               | 7          | 494                | 4             | 57%  | 3                 | 43% | 0                      | 0%  |
| Swimming Pool Equipment & Supplies                   | 3,020     | 537               | 7          | 495                | 5             | 71%  | 1                 | 14% | 1                      | 14% |
| Swimming Pool Service & Repair                       | 5,363     | 340               | 7          | 496                | 3             | 43%  | 3                 | 43% | 1                      | 14% |
| Training - Video Instruction Tapes                   | 2,092     | 680               | 7          | 497                | 1             | 14%  | 6                 | 86% | 0                      | 0%  |
| Transportation Consultants                           | 1,122     | 987               | 7          | 498                | 4             | 57%  | 3                 | 43% | 0                      | 0%  |
| Uniforms   | 1,254     | 926               | 7          | 499                | 5             | 71%  | 2                 | 29% | 0                      | 0%  |
| Vacuum Cleaners - Wholesale & Manufacturers          | 297       | 1,760             | 7          | 500                | 7             | 100% | 0                 | 0%  | 0                      | 0%  |
| Window Shades  | 957       | 1,073             | 7          | 501                | 2             | 29%  | 1                 | 14% | 4                      | 57% |
| Adjusters  | 3,820     | 445               | 6          | 502                | 6             | 100% | 0                 | 0%  | 0                      | 0%  |
| Airport Parking Reservations                         | 762       | 1,185             | 6          | 503                | 4             | 67%  | 2                 | 33% | 0                      | 0%  |
| Alterations - Clothing                               | 2,838     | 567               | 6          | 504                | 2             | 33%  | 4                 | 67% | 0                      | 0%  |
| Apartments   | 6,417     | 292               | 6          | 505                | 3             | 50%  | 2                 | 33% | 1                      | 17% |
| Automobile Dealers - Imported Cars                   | 1,074     | 999               | 6          | 506                | 5             | 83%  | 1                 | 17% | 0                      | 0%  |
| Baby Accessories & Services                          | 2,372     | 637               | 6          | 507                | 5             | 83%  | 1                 | 17% | 0                      | 0%  |
| Bathroom Accessories                                 | 3,140     | 524               | 6          | 508                | 4             | 67%  | 2                 | 33% | 0                      | 0%  |
| Battery Supplies                                     | 2,814     | 570               | 6          | 509                | 3             | 50%  | 3                 | 50% | 0                      | 0%  |
| Building Restoration & Preservation                  | 7,048     | 272               | 6          | 510                | 4             | 67%  | 2                 | 33% | 0                      | 0%  |
| Cabinet Maker  | 5,943     | 315               | 6          | 511                | 2             | 33%  | 4                 | 67% | 0                      | 0%  |
| Child Care - In Home                                 | 740       | 1,200             | 6          | 512                | 6             | 100% | 0                 | 0%  | 0                      | 0%  |
| Chiropractors D.C.                                   | 5,500     | 332               | 6          | 513                | 5             | 83%  | 0                 | 0%  | 1                      | 17% |
| Contractors - Gutters                                | 1,966     | 707               | 6          | 514                | 2             | 33%  | 4                 | 67% | 0                      | 0%  |
| Convenience Stores                                   | 3,178     | 516               | 6          | 515                | 5             | 83%  | 1                 | 17% | 0                      | 0%  |
| Credit - Debt Consolidation Services                 | 8,992     | 224               | 6          | 516                | 2             | 33%  | 4                 | 67% | 0                      | 0%  |
| Credit Cards - Protection Service                    | 467       | 1,476             | 6          | 517                | 6             | 100% | 0                 | 0%  | 0                      | 0%  |
| Diamonds   | 6,163     | 306               | 6          | 518                | 4             | 67%  | 2                 | 33% | 0                      | 0%  |
| Disc Jockeys   | 3,040     | 536               | 6          | 519                | 6             | 100% | 0                 | 0%  | 0                      | 0%  |
| Electric Equipment & Supplies - Retail               | 3,008     | 538               | 6          | 520                | 4             | 67%  | 2                 | 33% | 0                      | 0%  |
| Electric Scooters                                    | 781       | 1,180             | 6          | 521                | 5             | 83%  | 1                 | 17% | 0                      | 0%  |
| Exterior Designers                                   | 693       | 1,241             | 6          | 522                | 2             | 33%  | 4                 | 67% | 0                      | 0%  |
| Furniture Rent & Lease                               | 1,160     | 964               | 6          | 523                | 5             | 83%  | 1                 | 17% | 0                      | 0%  |
| Garbage Disposal Equipment - Industrial & Commercial | 657       | 1,268             | 6          | 524                | 5             | 83%  | 1                 | 17% | 0                      | 0%  |
| Gift Baskets & Parcels                               | 1,393     | 873               | 6          | 525                | 3             | 50%  | 3                 | 50% | 0                      | 0%  |
| Gold Buyers  | 7,687     | 249               | 6          | 526                | 4             | 67%  | 2                 | 33% | 0                      | 0%  |
| Gold, Silver & Platinum Dealers                      | 5,878     | 319               | 6          | 527                | 4             | 67%  | 2                 | 33% | 0                      | 0%  |
| Grocery - Bulk Food Stores                           | 2,832     | 568               | 6          | 528                | 5             | 83%  | 1                 | 17% | 0                      | 0%  |
| Gymnasiums   | 878       | 1,118             | 6          | 529                | 3             | 50%  | 0                 | 0%  | 3                      | 50% |
| Hair Products and Equipment                          | 1,261     | 923               | 6          | 530                | 5             | 83%  | 1                 | 17% | 0                      | 0%  |
| Horse Riding/Horse Trail Rides                       | 601       | 1,317             | 6          | 531                | 3             | 50%  | 3                 | 50% | 0                      | 0%  |
| Information Technology Services                      | 6,098     | 309               | 6          | 532                | 2             | 33%  | 4                 | 67% | 0                      | 0%  |
| Investigators  | 5,124     | 354               | 6          | 533                | 3             | 50%  | 3                 | 50% | 0                      | 0%  |
| Investment Management                                | 3,528     | 465               | 6          | 534                | 4             | 67%  | 2                 | 33% | 0                      | 0%  |
| Lawn & Garden Equipment & Supplies                   | 4,791     | 372               | 6          | 535                | 4             | 67%  | 2                 | 33% | 0                      | 0%  |
| Lights Bulbs & Tubes                                 | 1,416     | 864               | 6          | 536                | 4             | 67%  | 2                 | 33% | 0                      | 0%  |
| Market Survey Companies                              | 2,023     | 691               | 6          | 537                | 5             | 83%  | 1                 | 17% | 0                      | 0%  |
| Mens Clothing & Furnishings - Retail                 | 1,905     | 725               | 6          | 538                | 5             | 83%  | 1                 | 17% | 0                      | 0%  |
| Music Instruction - Instrumental                     | 3,452     | 478               | 6          | 539                | 5             | 83%  | 1                 | 17% | 0                      | 0%  |
| Online Drug & Prescription Services                  | 24,809    | 83                | 6          | 540                | 3             | 50%  | 1                 | 17% | 2                      | 33% |
| Pet Training - Dog                                   | 2,578     | 609               | 6          | 541                | 3             | 50%  | 3                 | 50% | 0                      | 0%  |
| Plumbing Fixtures, Parts, Supplies - Retail          | 3,753     | 451               | 6          | 542                | 5             | 83%  | 1                 | 17% | 0                      | 0%  |
| Plumbing Plan Services                               | 1,139     | 975               | 6          | 543                | 6             | 100% | 0                 | 0%  | 0                      | 0%  |

| Industry Classification                         | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | %    | CmpIs Not Settled | %    | CmpIs Unable To Pursue | %    |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Porcelain Enamel Repair & Refinish              | 1,898     | 727               | 6          | 544                | 6             | 100% | 0                 | 0%   | 0                      | 0%   |
| Railings  | 5,248     | 348               | 6          | 545                | 5             | 83%  | 1                 | 17%  | 0                      | 0%   |
| Resume Service                                  | 3,817     | 446               | 6          | 546                | 6             | 100% | 0                 | 0%   | 0                      | 0%   |
| Roofing Service Consultants                     | 6,291     | 300               | 6          | 547                | 4             | 67%  | 2                 | 33%  | 0                      | 0%   |
| Shoe Repair                                     | 2,685     | 587               | 6          | 548                | 3             | 50%  | 3                 | 50%  | 0                      | 0%   |
| Shoes - Orthopedic                              | 3,213     | 510               | 6          | 549                | 5             | 83%  | 1                 | 17%  | 0                      | 0%   |
| Sports Promoters & Managers                     | 423       | 1,528             | 6          | 550                | 3             | 50%  | 2                 | 33%  | 1                      | 17%  |
| Stock Exchanges                                 | 558       | 1,364             | 6          | 551                | 3             | 50%  | 3                 | 50%  | 0                      | 0%   |
| Storage - Liquid & Bulk                         | 824       | 1,149             | 6          | 552                | 3             | 50%  | 3                 | 50%  | 0                      | 0%   |
| Television Stations & Broadcast Companies       | 398       | 1,572             | 6          | 553                | 1             | 17%  | 5                 | 83%  | 0                      | 0%   |
| Theaters  | 612       | 1,309             | 6          | 554                | 5             | 83%  | 1                 | 17%  | 0                      | 0%   |
| Trailer Sales                                   | 2,699     | 583               | 6          | 555                | 5             | 83%  | 1                 | 17%  | 0                      | 0%   |
| Training Programs                               | 5,209     | 350               | 6          | 556                | 4             | 67%  | 2                 | 33%  | 0                      | 0%   |
| Truck Rent & Lease                              | 1,038     | 1,023             | 6          | 557                | 2             | 33%  | 4                 | 67%  | 0                      | 0%   |
| Venetian Blinds - Dealers                       | 1,767     | 754               | 6          | 558                | 1             | 17%  | 5                 | 83%  | 0                      | 0%   |
| Waste Reduction, Recycle Service - Industrial   | 1,245     | 931               | 6          | 559                | 5             | 83%  | 1                 | 17%  | 0                      | 0%   |
| Water - Bottled & Bulk                          | 1,013     | 1,035             | 6          | 560                | 6             | 100% | 0                 | 0%   | 0                      | 0%   |
| Wedding Consultants                             | 1,356     | 888               | 6          | 561                | 4             | 67%  | 2                 | 33%  | 0                      | 0%   |
| Appliances - Installation                       | 1,938     | 713               | 5          | 562                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |
| Attorneys & Lawyers - Traffic Law               | 1,205     | 946               | 5          | 563                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Auto Inspection Stations                        | 2,553     | 613               | 5          | 564                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Auto Parts & Supplies - Used                    | 968       | 1,067             | 5          | 565                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Auto Parts & Supplies - Used & Rebuilt          | 3,249     | 504               | 5          | 566                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Auto Perform, Race & Sport Equipment            | 1,526     | 834               | 5          | 567                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Auto Restoration                                | 2,449     | 625               | 5          | 568                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Baseball Clubs                                  | 312       | 1,732             | 5          | 569                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |
| Boutiques                                       | 615       | 1,305             | 5          | 570                | 4             | 80%  | 0                 | 0%   | 1                      | 20%  |
| Caulking Contractors                            | 998       | 1,047             | 5          | 571                | 0             | 0%   | 0                 | 0%   | 5                      | 100% |
| Check Cashing Service                           | 4,984     | 361               | 5          | 572                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Closet Systems & Accessories                    | 2,945     | 552               | 5          | 573                | 2             | 40%  | 1                 | 20%  | 2                      | 40%  |
| Coffee & Tea Shops                              | 1,999     | 699               | 5          | 574                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |
| Computers - Furniture                           | 224       | 1,950             | 5          | 575                | 1             | 20%  | 4                 | 80%  | 0                      | 0%   |
| Concrete - Ready Mixed                          | 1,710     | 772               | 5          | 576                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Contractors Equipment & Supplies - Rent & Lease | 1,320     | 900               | 5          | 577                | 1             | 20%  | 4                 | 80%  | 0                      | 0%   |
| Cooking Utensils                                | 2,294     | 650               | 5          | 578                | 1             | 20%  | 4                 | 80%  | 0                      | 0%   |
| Dog Daycare                                     | 1,015     | 1,034             | 5          | 579                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |
| Drainage Contractors                            | 7,329     | 257               | 5          | 580                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Drywall Contractors                             | 27,360    | 73                | 5          | 581                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Employment Training                             | 1,582     | 813               | 5          | 582                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |
| Engines - Rebuild & Exchange                    | 6,381     | 294               | 5          | 583                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |
| Environmental & Ecological Services             | 23,525    | 90                | 5          | 584                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Food Manufacturers, Wholesalers, Distributors   | 4,617     | 391               | 5          | 585                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Food Products                                   | 3,686     | 457               | 5          | 586                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Furnaces - Industrial                           | 2,355     | 640               | 5          | 587                | 3             | 60%  | 1                 | 20%  | 1                      | 20%  |
| Furniture - Outdoor                             | 1,135     | 981               | 5          | 588                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |
| Geothermal Heating & Cooling                    | 1,874     | 733               | 5          | 589                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Glass - Repair                                  | 1,719     | 768               | 5          | 590                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |
| Glass, Mirror & Screen Companies                | 1,925     | 716               | 5          | 591                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Gun Dealers                                     | 1,645     | 796               | 5          | 592                | 0             | 0%   | 5                 | 100% | 0                      | 0%   |
| Health & Fitness Program Consultants            | 3,580     | 462               | 5          | 593                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Holistic Practitioners                          | 1,545     | 825               | 5          | 594                | 4             | 80%  | 0                 | 0%   | 1                      | 20%  |
| Home Accessories                                | 601       | 1,317             | 5          | 595                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |
| Home Centers                                    | 911       | 1,097             | 5          | 596                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Home Health Services                            | 10,794    | 186               | 5          | 597                | 4             | 80%  | 0                 | 0%   | 1                      | 20%  |
| Horse Equipment & Supplies                      | 268       | 1,829             | 5          | 598                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |

| Industry Classification                      | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable To Pursue | %    |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Insurance - Homeowners                       | 592       | 1,327             | 5          | 599                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Investment Securities                        | 3,138     | 525               | 5          | 600                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Laboratories - Testing                       | 2,723     | 580               | 5          | 601                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Lawn Mowers                                  | 2,716     | 581               | 5          | 602                | 4             | 80%  | 0                 | 0%   | 1                      | 20%  |
| Linens - Retail                              | 759       | 1,188             | 5          | 603                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Lingerie                                     | 2,263     | 654               | 5          | 604                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Mailing Services                             | 7,203     | 263               | 5          | 605                | 3             | 60%  | 1                 | 20%  | 1                      | 20%  |
| Medical Spa                                  | 474       | 1,468             | 5          | 606                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Mortgage Lender                              | 5,202     | 351               | 5          | 607                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Motivational & Self Improvement Training     | 536       | 1,393             | 5          | 608                | 0             | 0%   | 1                 | 20%  | 4                      | 80%  |
| Mushrooms                                    | 752       | 1,193             | 5          | 609                | 0             | 0%   | 0                 | 0%   | 5                      | 100% |
| Office Furniture & Equipment                 | 4,264     | 415               | 5          | 610                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Paint - Retail                               | 2,309     | 647               | 5          | 611                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Passport & Visa Services                     | 1,437     | 858               | 5          | 612                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Patio & Deck Builders                        | 8,280     | 240               | 5          | 613                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Patio Equipment & Supplies                   | 6,064     | 310               | 5          | 614                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pet Services                                 | 1,458     | 852               | 5          | 615                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |
| Physical Therapists                          | 2,738     | 577               | 5          | 616                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Pressure Washing                             | 4,513     | 395               | 5          | 617                | 3             | 60%  | 1                 | 20%  | 1                      | 20%  |
| Publishers - Magazine                        | 1,976     | 704               | 5          | 618                | 2             | 40%  | 2                 | 40%  | 1                      | 20%  |
| Real Estate Appraisers                       | 5,565     | 330               | 5          | 619                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Real Estate Brokers                          | 98        | 2,447             | 5          | 620                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Recreational Vehicles - Repair & Service     | 3,794     | 448               | 5          | 621                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Screen Printing                              | 1,277     | 917               | 5          | 622                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |
| Shoes - Custom Made                          | 360       | 1,645             | 5          | 623                | 2             | 40%  | 3                 | 60%  | 0                      | 0%   |
| Siding Materials                             | 3,956     | 434               | 5          | 624                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Sightseeing Tours                            | 5,866     | 320               | 5          | 625                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Small Engine Repair                          | 2,999     | 541               | 5          | 626                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Stone - Natural                              | 1,604     | 806               | 5          | 627                | 0             | 0%   | 3                 | 60%  | 2                      | 40%  |
| Sunroom & Solarium Design & Construction     | 5,415     | 335               | 5          | 628                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Swimming Instruction                         | 441       | 1,505             | 5          | 629                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Tanners                                      | 275       | 1,809             | 5          | 630                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Telemarketing Services                       | 6,609     | 287               | 5          | 631                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Ticket Broker                                | 176       | 2,083             | 5          | 632                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Truck Equipment & Parts                      | 1,276     | 918               | 5          | 633                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Trucking - Heavy Hauling                     | 2,669     | 590               | 5          | 634                | 5             | 100% | 0                 | 0%   | 0                      | 0%   |
| Trucking - Motor Freight                     | 3,268     | 503               | 5          | 635                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Vacation Certificates & Vouchers             | 1,114     | 990               | 5          | 636                | 3             | 60%  | 0                 | 0%   | 2                      | 40%  |
| Vacuum Cleaning Systems                      | 4,122     | 423               | 5          | 637                | 4             | 80%  | 1                 | 20%  | 0                      | 0%   |
| Video Games - Service & Repair               | 742       | 1,198             | 5          | 638                | 3             | 60%  | 1                 | 20%  | 1                      | 20%  |
| Video Games - Supplies & Parts               | 102       | 2,422             | 5          | 639                | 3             | 60%  | 2                 | 40%  | 0                      | 0%   |
| Video Production Services                    | 2,741     | 576               | 5          | 640                | 3             | 60%  | 1                 | 20%  | 1                      | 20%  |
| Alternators & Generators - Auto Repair       | 1,072     | 1,000             | 4          | 641                | 3             | 75%  | 1                 | 25%  | 0                      | 0%   |
| Animal Hospitals                             | 3,352     | 490               | 4          | 642                | 3             | 75%  | 1                 | 25%  | 0                      | 0%   |
| Attorneys Service Bureaus                    | 2,205     | 661               | 4          | 643                | 3             | 75%  | 1                 | 25%  | 0                      | 0%   |
| Auto Repair & Service - Equipment & Supplies | 2,249     | 655               | 4          | 644                | 3             | 75%  | 1                 | 25%  | 0                      | 0%   |
| Auto Seat Covers, Tops & Upholstery          | 2,610     | 603               | 4          | 645                | 3             | 75%  | 1                 | 25%  | 0                      | 0%   |
| Auto Wrecking                                | 4,683     | 381               | 4          | 646                | 3             | 75%  | 0                 | 0%   | 1                      | 25%  |
| Bathtub Refinishing                          | 2,690     | 585               | 4          | 647                | 2             | 50%  | 2                 | 50%  | 0                      | 0%   |
| Beauty Schools                               | 3,661     | 459               | 4          | 648                | 4             | 100% | 0                 | 0%   | 0                      | 0%   |
| Boat Club                                    | 273       | 1,816             | 4          | 649                | 1             | 25%  | 3                 | 75%  | 0                      | 0%   |
| Boat Renting & Leasing                       | 817       | 1,156             | 4          | 650                | 2             | 50%  | 2                 | 50%  | 0                      | 0%   |
| Books - Wholesale                            | 1,174     | 956               | 4          | 651                | 0             | 0%   | 4                 | 100% | 0                      | 0%   |
| Bowling                                      | 691       | 1,242             | 4          | 652                | 3             | 75%  | 1                 | 25%  | 0                      | 0%   |
| Cabinet Manufacturer                         | 10,754    | 188               | 4          | 653                | 2             | 50%  | 2                 | 50%  | 0                      | 0%   |

| Industry Classification                         | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Childrens & Infants Wear - Retail               | 1,641     | 798               | 4          | 654                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Chimney Cleaning                                | 11,453    | 175               | 4          | 655                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Cigar, Cigarette & Tobacco Manufacturers        | 89        | 2,506             | 4          | 656                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Coffee & Tea                                    | 1,675     | 783               | 4          | 657                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Coin Cards                                      | 118       | 2,336             | 4          | 658                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Computers - Used                                | 915       | 1,092             | 4          | 659                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Concrete - Custom                               | 2,076     | 681               | 4          | 660                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Concrete - Stamped & Decorative                 | 2,020     | 692               | 4          | 661                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Concrete Products                               | 2,481     | 617               | 4          | 662                | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Construction Management                         | 6,301     | 297               | 4          | 663                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Consultant - Planning                           | 1,892     | 730               | 4          | 664                | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Consumers Cooperative Organizations             | 592       | 1,327             | 4          | 665                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Copiers & Copier Supplies                       | 1,145     | 973               | 4          | 666                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Cosmetics & Perfumes - Retail                   | 1,992     | 700               | 4          | 667                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Dance Companies                                 | 1,565     | 819               | 4          | 668                | 2             | 50%  | 1                 | 25%  | 1                      | 25% |
| Design & Build Contractor                       | 1,178     | 955               | 4          | 669                | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Doors - Installation                            | 699       | 1,237             | 4          | 670                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Drug Abuse & Addiction - Info & Treatment       | 1,569     | 817               | 4          | 671                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Electric Bikes                                  | 1,745     | 761               | 4          | 672                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Email Service Provider                          | 570       | 1,346             | 4          | 673                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Financial Planning Consultants                  | 10,610    | 191               | 4          | 674                | 3             | 75%  | 0                 | 0%   | 1                      | 25% |
| Firewood  | 4,192     | 417               | 4          | 675                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Food - Sales & Delivery                         | 1,538     | 830               | 4          | 676                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Genealogy Services                              | 1,302     | 905               | 4          | 677                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Golf Courses - Public                           | 797       | 1,171             | 4          | 678                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Golf Equipment & Supplies - Retail              | 1,168     | 958               | 4          | 679                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Graphic Designers                               | 2,465     | 620               | 4          | 680                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Grocers - Wholesale                             | 7,183     | 264               | 4          | 681                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Hand Painting & Decorating                      | 555       | 1,367             | 4          | 682                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Health & Medical Products                       | 5,080     | 357               | 4          | 683                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Home Design & Planning                          | 3,827     | 443               | 4          | 684                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Home Repair & Maintenance                       | 1,298     | 906               | 4          | 685                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Hospital & Medical Equipment & Supplies         | 3,202     | 511               | 4          | 686                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| House Furnishings & Services                    | 1,612     | 804               | 4          | 687                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Housewares - Retail                             | 1,952     | 711               | 4          | 688                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Industrial Equipment & Supplies                 | 2,590     | 607               | 4          | 689                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Industrial Manufacturers                        | 3,350     | 493               | 4          | 690                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Ink Cartridge - Refill & Sales                  | 2,873     | 559               | 4          | 691                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Insurance Agency                                | 6,674     | 283               | 4          | 692                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Investment Seminars                             | 1,620     | 802               | 4          | 693                | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Jewelry Repair                                  | 1,146     | 972               | 4          | 694                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Knives - Machine                                | 430       | 1,518             | 4          | 695                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Land Companies                                  | 5,615     | 325               | 4          | 696                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Landscape Architects                            | 6,299     | 298               | 4          | 697                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Lawn Mowers - Sharpen & Repair                  | 1,655     | 791               | 4          | 698                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Leasing Service                                 | 3,340     | 495               | 4          | 699                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Lecture & Seminar Bureaus                       | 976       | 1,060             | 4          | 700                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Liquidators                                     | 3,190     | 515               | 4          | 701                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Logistics                                       | 2,199     | 663               | 4          | 702                | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Magazine Sales                                  | 790       | 1,174             | 4          | 703                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Magazines - Subscription Agents                 | 277       | 1,803             | 4          | 704                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Manicuring                                      | 599       | 1,321             | 4          | 705                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Manufactured Homes Distributors & Manufacturers | 992       | 1,052             | 4          | 706                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Marine Sales & Service                          | 4,283     | 412               | 4          | 707                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Market Research & Analysis                      | 6,804     | 279               | 4          | 708                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |

| Industry Classification                                | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable To Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Medical Business Administration                        | 1,212     | 942               | 4          | 709                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Motorcycles - Repairing & Service                      | 1,958     | 710               | 4          | 710                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Office & Desk Space Rental Service                     | 911       | 1,097             | 4          | 711                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Oils - Lubricating                                     | 628       | 1,293             | 4          | 712                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Optical Goods - Service & Repair                       | 4,186     | 418               | 4          | 713                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Orthopedic Appliances                                  | 2,617     | 600               | 4          | 714                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Paralegals   | 8,406     | 236               | 4          | 715                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Pet Supplies & Foods - Retail                          | 4,031     | 430               | 4          | 716                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Pharmacy - Compounding                                 | 1,098     | 993               | 4          | 717                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Photographic Color Prints & Trans.                     | 240       | 1,904             | 4          | 718                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Photography Sales                                      | 1,085     | 998               | 4          | 719                | 1             | 25%  | 2                 | 50%  | 1                      | 25% |
| Recreational Vehicles - Equipment, Parts, Supplies     | 2,201     | 662               | 4          | 720                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Recycling Centers                                      | 1,583     | 812               | 4          | 721                | 0             | 0%   | 2                 | 50%  | 2                      | 50% |
| Refrigerators & Freezers - Service & Repair            | 385       | 1,595             | 4          | 722                | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Rental Vacancy Listing Service                         | 2,115     | 676               | 4          | 723                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Restaurant Equipment & Supplies                        | 2,648     | 594               | 4          | 724                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Schools - Academic - Pre & Kindergarten                | 1,789     | 749               | 4          | 725                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Scrap Metals   | 1,435     | 859               | 4          | 726                | 0             | 0%   | 3                 | 75%  | 1                      | 25% |
| Septic Tanks & Systems Contractors & Dealers           | 4,880     | 366               | 4          | 727                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Sewing Machines - Service & Repair                     | 722       | 1,210             | 4          | 728                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Shirts - Custom Made                                   | 719       | 1,213             | 4          | 729                | 3             | 75%  | 0                 | 0%   | 1                      | 25% |
| Shirts - Wholesale & Manufacturers                     | 197       | 2,024             | 4          | 730                | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Shower Doors & Enclosures                              | 2,176     | 667               | 4          | 731                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Signs - Neon   | 202       | 2,005             | 4          | 732                | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Sod & Sodding Service                                  | 1,810     | 744               | 4          | 733                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Sporting Goods - Repair                                | 957       | 1,073             | 4          | 734                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Stair Lifts  | 634       | 1,284             | 4          | 735                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Taxidermists   | 904       | 1,104             | 4          | 736                | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Telecommunication Equipment & Systems Service & Repair | 494       | 1,441             | 4          | 737                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Tile & Marble  | 1,974     | 705               | 4          | 738                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Tires - Commercial Sales & Service                     | 938       | 1,083             | 4          | 739                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Tools - Rent   | 1,844     | 738               | 4          | 740                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Trade Shows, Expositions & Fairs                       | 914       | 1,094             | 4          | 741                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Trailers - Repair & Service                            | 1,973     | 706               | 4          | 742                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Water Companies - Utility                              | 214       | 1,978             | 4          | 743                | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Water Damage Restoration                               | 2,450     | 624               | 4          | 744                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Weed Control Service                                   | 1,364     | 885               | 4          | 745                | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Wood Finishing   | 1,003     | 1,044             | 4          | 746                | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Accountants - Certified Public                         | 9,246     | 218               | 3          | 747                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Adult Entertainment                                    | 1,612     | 804               | 3          | 748                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Adult Novelties  | 1,141     | 974               | 3          | 749                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Animal Online Drug & Prescription Services             | 3,003     | 539               | 3          | 750                | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Architects   | 3,065     | 533               | 3          | 751                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Audio-Visual Consultants                               | 1,476     | 847               | 3          | 752                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Auto Listing Service                                   | 1,320     | 900               | 3          | 753                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Auto Parts & Supplies - Custom Wheels/Rims             | 974       | 1,061             | 3          | 754                | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Auto Warranty Plans                                    | 421       | 1,531             | 3          | 755                | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Balloons - Manned                                      | 484       | 1,454             | 3          | 756                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Barbecue   | 740       | 1,200             | 3          | 757                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Barbecue Equipment & Supplies                          | 637       | 1,282             | 3          | 758                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Bartending Instruction                                 | 127       | 2,292             | 3          | 759                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Basement - Finishing                                   | 1,593     | 808               | 3          | 760                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Beauty Pageants  | 112       | 2,374             | 3          | 761                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Beds - Wholesale & Manufacturers                       | 909       | 1,100             | 3          | 762                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Bicycles - Repair                                      | 981       | 1,056             | 3          | 763                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |

| Industry Classification                       | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable To Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Boat - Charter                                | 1,345     | 893               | 3          | 764                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Boat Equipment & Supplies                     | 1,150     | 969               | 2          | 765                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Boating Instruction - Canoe & Kayak           | 45        | 2,901             | 3          | 766                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Books - New                                   | 1,921     | 719               | 3          | 767                | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Building Construction Consultants             | 3,313     | 500               | 3          | 768                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Building Materials - Reclaimed & Recycled     | 640       | 1,279             | 3          | 769                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Call Centers                                  | 11,440    | 176               | 3          | 770                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Campers - Dealers                             | 170       | 2,109             | 3          | 771                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Cemeteries                                    | 504       | 1,431             | 2          | 772                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Chairs - Wholesale & Manufacturers            | 401       | 1,564             | 3          | 773                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Charity - Local                               | 1,407     | 868               | 3          | 774                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Cigar & Cigarette & Tobacco Dealers - Retail  | 902       | 1,105             | 3          | 775                | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Clinics                                       | 4,453     | 399               | 3          | 776                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Coffee Break Service & Supplies               | 723       | 1,208             | 3          | 777                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Commercial Roofing                            | 3,062     | 534               | 3          | 778                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Computers - Networks                          | 2,578     | 609               | 3          | 779                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Construction Equipment Sales / Services       | 845       | 1,136             | 3          | 780                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Contractor - Commercial                       | 4,280     | 414               | 3          | 781                | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Costumes - Masquerade & Theatrical            | 870       | 1,122             | 3          | 782                | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Debt Relief Services                          | 1,179     | 954               | 3          | 783                | 0             | 0%   | 1                 | 33%  | 2                      | 67% |
| Decals  | 314       | 1,725             | 3          | 784                | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Dental Equipment & Supplies                   | 1,193     | 948               | 3          | 785                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Disabled Person Assistance                    | 18,231    | 112               | 3          | 786                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Dressmakers                                   | 881       | 1,115             | 3          | 787                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Elevators - Sales & Service                   | 1,699     | 778               | 3          | 788                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Embroidery                                    | 715       | 1,219             | 3          | 789                | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Engineering Consultants                       | 2,574     | 611               | 3          | 790                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Engines - Diesel                              | 1,644     | 797               | 3          | 791                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Farm Equipment                                | 2,756     | 574               | 3          | 792                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Farms   | 1,587     | 809               | 3          | 793                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Fashion Designers                             | 493       | 1,442             | 3          | 794                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Fire Damage Restoration                       | 563       | 1,355             | 3          | 795                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Fire Protection Equipment & Supplies          | 3,889     | 439               | 3          | 796                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| First Aid Instruction                         | 1,863     | 736               | 3          | 797                | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Fish & Seafood - Retail                       | 1,336     | 897               | 3          | 798                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Foreign Currency Exchange Broker              | 5,166     | 352               | 3          | 799                | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Franchising                                   | 961       | 1,072             | 3          | 800                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Fuel - Gasoline                               | 147       | 2,201             | 3          | 801                | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Funeral Homes                                 | 2,930     | 553               | 3          | 802                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Funeral Related Services                      | 4,926     | 364               | 3          | 803                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Furniture - Used                              | 1,055     | 1,009             | 3          | 804                | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Garbage Disposal Equipment - Supplies & Parts | 1,385     | 877               | 3          | 805                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Gardeners                                     | 1,527     | 833               | 3          | 806                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Garments - Printing & Lettering               | 248       | 1,881             | 3          | 807                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Gazebos                                       | 1,355     | 889               | 3          | 808                | 2             | 67%  | 0                 | 0%   | 1                      | 33% |
| Gift Shops                                    | 4,078     | 426               | 3          | 809                | 0             | 0%   | 2                 | 67%  | 1                      | 33% |
| Golf Instruction                              | 154       | 2,175             | 3          | 810                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Hair Removal - Laser & Electrolysis           | 6,062     | 311               | 3          | 811                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Hearing Aids & Assistive Devices              | 12,341    | 162               | 3          | 812                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Hockey Clubs                                  | 812       | 1,161             | 3          | 813                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Home Theater                                  | 1,886     | 731               | 3          | 814                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Home Warranty Plans                           | 496       | 1,440             | 3          | 815                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Hospitalization, Medical & Surgical Plans     | 297       | 1,760             | 3          | 816                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Hostels                                       | 246       | 1,886             | 3          | 817                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Hotel Product Sales                           | 88        | 2,513             | 3          | 818                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |

| Industry Classification                                  | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Industrial Products Wholesalers & Distributors           | 1,466     | 849               | 3          | 819                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Insulation Materials                                     | 1,510     | 838               | 3          | 820                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Insurance Consultants                                    | 4,863     | 368               | 3          | 821                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Internet Auction Service                                 | 2,167     | 669               | 3          | 822                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Kitchen Cabinets - Refinishing, Refacing & Resurfacing   | 1,155     | 966               | 3          | 823                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Landscape & Yard Clean-Up                                | 1,921     | 719               | 3          | 824                | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Laundries - Self Service                                 | 697       | 1,238             | 3          | 825                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Laundry Consultants                                      | 421       | 1,531             | 3          | 826                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Lawn & Garden Sprinkler Systems                          | 3,381     | 485               | 3          | 827                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Lawn & Tree Care   | 695       | 1,239             | 3          | 828                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Leather Clothing - Retail                                | 916       | 1,091             | 3          | 829                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Lighting Fixtures - Supplies & Parts                     | 309       | 1,737             | 3          | 830                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Lighting Fixtures - Wholesale & Manufacturers            | 1,167     | 959               | 3          | 831                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Log Cabins, Homes & Buildings                            | 2,846     | 564               | 3          | 832                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Mail Box Rental & Receiving                              | 293       | 1,773             | 3          | 833                | 2             | 67%  | 0                 | 0%   | 1                      | 33% |
| Mailing Services - Drop Shipper                          | 873       | 1,121             | 3          | 834                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Manufactured Homes - Dealers                             | 3,059     | 535               | 3          | 835                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Manufactured Homes - Repair & Service                    | 399       | 1,569             | 3          | 836                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Marijuana Sales & Services                               | 573       | 1,339             | 3          | 837                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Meat - Retail  | 3,171     | 517               | 3          | 838                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Mold & Mildew Inspection/Removal/Remediation             | 7,704     | 247               | 3          | 839                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Motion Picture Equipment & Supplies                      | 124       | 2,308             | 3          | 840                | 0             | 0%   | 2                 | 67%  | 1                      | 33% |
| Mud Jacking Contractors                                  | 3,236     | 507               | 3          | 841                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Not Elsewhere Classified After Investigation             | 8,873     | 228               | 3          | 842                | 2             | 67%  | 0                 | 0%   | 1                      | 33% |
| Online Education   | 2,694     | 584               | 3          | 843                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Online Event Registration                                | 238       | 1,915             | 3          | 844                | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Paint - Wholesale & Manufacturers                        | 306       | 1,741             | 3          | 845                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Personal Services  | 3,352     | 490               | 3          | 846                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Personal Trainers  | 965       | 1,071             | 3          | 847                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Photo Finishing - Retail                                 | 1,723     | 767               | 3          | 848                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Physicians & Surgeons - Weight Reduction                 | 367       | 1,627             | 3          | 849                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Pillows  | 302       | 1,748             | 3          | 850                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Plastics - Products - Finished Wholesale & Manufacturers | 930       | 1,085             | 3          | 851                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Power Transmission Equipment                             | 103       | 2,415             | 3          | 852                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Property Management - Industrial & Commercial            | 5,234     | 349               | 3          | 853                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Public Utility Consultants                               | 1,221     | 934               | 3          | 854                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Quickbooks Training & Support                            | 4,139     | 422               | 3          | 855                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Radiators - Automotive                                   | 2,360     | 639               | 3          | 856                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Real Estate Investors                                    | 4,520     | 394               | 3          | 857                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Real Estate Maintenance Protection Plan                  | 801       | 1,167             | 3          | 858                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Recreation Centers                                       | 1,221     | 934               | 3          | 859                | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Recruitment Services                                     | 2,844     | 565               | 3          | 860                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Recycling Services                                       | 2,603     | 604               | 3          | 861                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Sauna Equipment & Supplies                               | 2,019     | 693               | 3          | 862                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Secret Shopper   | 5,907     | 317               | 3          | 863                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Security Cameras   | 608       | 1,313             | 3          | 864                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Seeds & Bulbs - Retail                                   | 514       | 1,417             | 3          | 865                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Septic Tanks & Systems Cleaning                          | 4,156     | 419               | 3          | 866                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Sports Memorabilia                                       | 630       | 1,291             | 3          | 867                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Student Housing  | 1,041     | 1,020             | 3          | 868                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Surfboards   | 101       | 2,430             | 3          | 869                | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Surveyors - Land   | 3,519     | 468               | 3          | 870                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Swimming Pool Manufacturers & Distributors               | 672       | 1,259             | 3          | 871                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Swimming Pools - Removal                                 | 230       | 1,933             | 3          | 872                | 0             | 0%   | 3                 | 100% | 0                      | 0%  |

| Industry Classification                      | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Swimwear & Accessories                       | 1,056     | 1,007             | 3          | 873                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Television & Radio - Dealers                 | 2,597     | 605               | 3          | 874                | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Television & Radio - Service & Repair        | 1,710     | 772               | 3          | 875                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Tools - Cutting                              | 127       | 2,292             | 3          | 876                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Tools - Hand                                 | 2,110     | 677               | 3          | 877                | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Truck accessories                            | 1,184     | 953               | 3          | 878                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Upholstery & Carpet Cleaning                 | 4,468     | 397               | 3          | 879                | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Vacuum Equipment & Systems                   | 1,197     | 947               | 3          | 880                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Vaporizers                                   | 2,664     | 591               | 3          | 881                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Vending Machines                             | 1,865     | 734               | 3          | 882                | 2             | 67%  | 0                 | 0%   | 1                      | 33% |
| Ventilating Contractors                      | 1,349     | 892               | 3          | 883                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Watches - Dealers                            | 543       | 1,381             | 3          | 884                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Water Well Drilling & Service                | 3,841     | 442               | 3          | 885                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Wheel Chairs                                 | 879       | 1,116             | 3          | 886                | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Windows - Repairing                          | 3,500     | 469               | 3          | 887                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Yellow Page Advertising                      | 35        | 3,025             | 3          | 888                | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Advertising - Direct Mail                    | 2,174     | 668               | 2          | 889                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Advertising - Internet                       | 1,268     | 922               | 2          | 890                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Advertising - Periodical                     | 1,711     | 771               | 2          | 891                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Aerospace Research & Development             | 95        | 2,464             | 2          | 892                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Air Cargo & Package Express Service          | 542       | 1,383             | 2          | 893                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Air Compressors                              | 254       | 1,867             | 2          | 894                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Air Quality Service                          | 3,928     | 437               | 2          | 895                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Aircraft Charter, Rental & Lease             | 631       | 1,290             | 2          | 896                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Airlines - Ticket Agencies                   | 298       | 1,758             | 2          | 897                | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Animal Shelters                              | 1,024     | 1,030             | 2          | 898                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Appraisal - Management                       | 428       | 1,520             | 2          | 899                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Appraisers                                   | 2,780     | 572               | 2          | 900                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Aquariums - Public                           | 26        | 3,157             | 2          | 901                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Art Supplies                                 | 1,055     | 1,009             | 2          | 902                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Attorneys & Lawyers - Bankruptcy & Taxes     | 995       | 1,050             | 2          | 903                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Attorneys & Lawyers - Collections Law        | 287       | 1,782             | 2          | 904                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Attorneys & Lawyers - Divorce                | 1,947     | 712               | 2          | 905                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Attorneys & Lawyers - Real Estate            | 1,041     | 1,020             | 2          | 906                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Audio-Visual Equipment - Service & Repair    | 998       | 1,047             | 2          | 907                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Audio-Visual Production Services             | 689       | 1,244             | 2          | 908                | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Auto Alarms & Security Systems               | 1,641     | 798               | 2          | 909                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Auto Parts & Supplies - Rebuilt              | 560       | 1,361             | 2          | 910                | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Auto Repairing - Foreign                     | 1,395     | 872               | 2          | 911                | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Auto Service - Sound Systems Sales & Service | 946       | 1,079             | 2          | 912                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Automated Teller Machines                    | 406       | 1,552             | 2          | 913                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Baby Car Seats, Carriages & Strollers        | 58        | 2,773             | 2          | 914                | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Ballroom Dance Instruction                   | 126       | 2,297             | 2          | 915                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Banking Services                             | 1,253     | 927               | 2          | 916                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Barber Schools                               | 351       | 1,655             | 2          | 917                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Barbers                                      | 1,933     | 714               | 2          | 918                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Basement Waterproofing                       | 4,305     | 408               | 2          | 919                | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Beauty Consultant                            | 505       | 1,429             | 2          | 920                | 1             | 50%  | 0                 | 0%   | 1                      | 50% |
| Bed Bug Removal                              | 1,595     | 807               | 2          | 921                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Beer Home Brewing Equipment & Supplies       | 825       | 1,147             | 2          | 922                | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Bins   | 1,009     | 1,039             | 2          | 923                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Boarding - Horses                            | 268       | 1,829             | 2          | 924                | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Brick - Concrete, Pumice                     | 1,275     | 919               | 2          | 925                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Bridal & Millinery Supplies                  | 251       | 1,872             | 2          | 926                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Buildings - Concrete                         | 303       | 1,746             | 2          | 927                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |

| Industry Classification                      | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|----|
| Bullion Coin Dealers                         | 3,441     | 482               | 2          | 928                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Business & Trade Organizations               | 3,384     | 484               | 2          | 929                | 0             | 0%   | 2                 | 100% | 0                      | 0% |
| Business Opportunity Companies               | 900       | 1,106             | 2          | 930                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Campers - Supplies & Parts                   | 200       | 2,013             | 2          | 931                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Carpet Installation                          | 321       | 1,711             | 2          | 932                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Ceiling Materials                            | 438       | 1,508             | 2          | 933                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Charity - National                           | 14,597    | 146               | 2          | 934                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Childrens & Family Entertainment             | 708       | 1,224             | 2          | 935                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Christmas Lights & Decorations               | 148       | 2,197             | 2          | 936                | 0             | 0%   | 2                 | 100% | 0                      | 0% |
| Clocks - Service & Repair                    | 1,862     | 737               | 2          | 937                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| College Savings Plans                        | 973       | 1,062             | 2          | 938                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Commodity Trading Advisory Service           | 328       | 1,701             | 2          | 939                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Computers - Network Security                 | 294       | 1,771             | 2          | 940                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Connectors - Electric                        | 454       | 1,493             | 2          | 941                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Consignment Service - Furniture              | 208       | 1,993             | 2          | 942                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Consultants - Telecommunication              | 1,164     | 962               | 2          | 943                | 0             | 0%   | 2                 | 100% | 0                      | 0% |
| Contractor - Decorative & Specialty Concrete | 718       | 1,215             | 2          | 944                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Contractor - Gas                             | 1,405     | 869               | 2          | 945                | 0             | 0%   | 2                 | 100% | 0                      | 0% |
| Correspondence Schools                       | 9,966     | 204               | 2          | 946                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Craft Galleries & Dealers                    | 290       | 1,778             | 2          | 947                | 0             | 0%   | 2                 | 100% | 0                      | 0% |
| Cranes                                       | 724       | 1,206             | 2          | 948                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Debt Relief Education                        | 338       | 1,682             | 2          | 949                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Decoration Contractors - Party, Convention   | 561       | 1,358             | 2          | 950                | 0             | 0%   | 2                 | 100% | 0                      | 0% |
| Delicatessens                                | 539       | 1,387             | 2          | 951                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Demolition Contractors                       | 4,086     | 425               | 2          | 952                | 0             | 0%   | 2                 | 100% | 0                      | 0% |
| Dental Hygienists                            | 466       | 1,477             | 2          | 953                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Denturist                                    | 4,723     | 376               | 2          | 954                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Designers - Apparel                          | 1,103     | 991               | 2          | 955                | 0             | 0%   | 2                 | 100% | 0                      | 0% |
| Digital Marketing                            | 218       | 1,967             | 2          | 956                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Divorce Assistance                           | 3,232     | 508               | 2          | 957                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Door & Gate Operating Devices                | 756       | 1,191             | 2          | 958                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Drivers Education                            | 1,814     | 742               | 2          | 959                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Employment Contractors - Temporary Help      | 2,044     | 690               | 2          | 960                | 0             | 0%   | 2                 | 100% | 0                      | 0% |
| Employment Service                           | 5,339     | 341               | 2          | 961                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Energy Conservation Products & Services      | 2,057     | 687               | 2          | 962                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Entertainers                                 | 1,463     | 850               | 2          | 963                | 0             | 0%   | 2                 | 100% | 0                      | 0% |
| Estates - Appraisals, Sales & Auctions       | 822       | 1,153             | 2          | 964                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Fare Registers & Meters                      | 57        | 2,779             | 2          | 965                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Farm Supplies                                | 522       | 1,409             | 2          | 966                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Farmers Market                               | 512       | 1,422             | 2          | 967                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Farms - Organic                              | 27        | 3,143             | 2          | 968                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Fences - Vinyl                               | 2,056     | 688               | 2          | 969                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Flags & Banners                              | 246       | 1,886             | 2          | 970                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Foods - Carry Out                            | 1,293     | 909               | 2          | 971                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Foot Appliances                              | 611       | 1,311             | 2          | 972                | 0             | 0%   | 2                 | 100% | 0                      | 0% |
| Formal Wear                                  | 709       | 1,223             | 2          | 973                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Fur Business - Retail                        | 1,218     | 937               | 2          | 974                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Furnace Cleaning                             | 2,991     | 543               | 2          | 975                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Giftware - Wholesale & Manufacturers         | 590       | 1,331             | 2          | 976                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Glass - Stained & Leaded                     | 1,438     | 856               | 2          | 977                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Golf Courses - Private                       | 520       | 1,411             | 2          | 978                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Greeting Cards - Retail                      | 432       | 1,515             | 2          | 979                | 2             | 100% | 0                 | 0%   | 0                      | 0% |
| Guitars & Amplifiers                         | 189       | 2,044             | 2          | 980                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Gutter Cleaning                              | 2,987     | 544               | 2          | 981                | 1             | 50%  | 1                 | 50%  | 0                      | 0% |
| Gymnastic Instruction                        | 1,006     | 1,041             | 2          | 982                | 2             | 100% | 0                 | 0%   | 0                      | 0% |

| Industry Classification                                  | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Hair Curlers   | 123       | 2,312             | 2          | 983                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Heaters - Automotive                                     | 25        | 3,184             | 2          | 984                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Heating & Air Conditioning - Filters                     | 597       | 1,322             | 2          | 985                | 0             | 0%   | 1                 | 50%  | 1                      | 50% |
| House & Building Movers                                  | 1,746     | 760               | 2          | 986                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Hypnotherapists - Hypnotists                             | 1,243     | 932               | 2          | 987                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Import Representatives                                   | 116       | 2,349             | 2          | 988                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Importers  | 3,370     | 488               | 2          | 989                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Insurance - Property                                     | 280       | 1,792             | 2          | 990                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Insurance Agents   | 3,000     | 540               | 2          | 991                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Insurance Services - Commercial                          | 679       | 1,253             | 2          | 992                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Interior Designers - Architectural                       | 464       | 1,481             | 2          | 993                | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Jet Ski/Personal Watercraft                              | 89        | 2,506             | 2          | 994                | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Jewelry Advisory Service                                 | 262       | 1,842             | 2          | 995                | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Labels - Paper   | 270       | 1,824             | 2          | 996                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Lamps - Supplies & Parts                                 | 779       | 1,181             | 2          | 997                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Lasers   | 990       | 1,053             | 2          | 998                | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Liquor Stores  | 1,213     | 940               | 2          | 999                | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Loan Modification  | 1,119     | 988               | 2          | 1,000              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Lotteries - Foreign                                      | 3,328     | 497               | 2          | 1,001              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Machine Tools  | 834       | 1,144             | 2          | 1,002              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Magazines - Distributors                                 | 1,322     | 899               | 2          | 1,003              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Mailing Machines & Equipment                             | 445       | 1,501             | 2          | 1,004              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Mailing Services - International                         | 59        | 2,761             | 2          | 1,005              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Managed Print Service                                    | 178       | 2,075             | 2          | 1,006              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Management Consultants                                   | 3,317     | 499               | 2          | 1,007              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Marble - Natural   | 365       | 1,630             | 2          | 1,008              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Marinas  | 1,494     | 842               | 2          | 1,009              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Massage Equipment & Supplies                             | 1,153     | 968               | 2          | 1,010              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Mattress Makers Supplies                                 | 463       | 1,482             | 2          | 1,011              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Meat Brokers   | 1,910     | 724               | 2          | 1,012              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Meat Choppers & Grinders                                 | 114       | 2,360             | 2          | 1,013              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Mineral Exploration                                      | 81        | 2,568             | 2          | 1,014              | 0             | 0%   | 1                 | 50%  | 1                      | 50% |
| Miniatures - Collectors                                  | 137       | 2,242             | 2          | 1,015              | 0             | 0%   | 1                 | 50%  | 1                      | 50% |
| Mirrors  | 852       | 1,129             | 2          | 1,016              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Money Orders & Transfers                                 | 4,524     | 393               | 2          | 1,017              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Motel & Hotel Consultants                                | 11        | 3,475             | 2          | 1,018              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Motor Homes - Rent & Lease                               | 182       | 2,062             | 2          | 1,019              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Motorcycles - Customizing                                | 147       | 2,201             | 2          | 1,020              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Nautical Instruments                                     | 75        | 2,606             | 2          | 1,021              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Newspaper Distributors                                   | 101       | 2,430             | 2          | 1,022              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Nurseries - Plants, Trees                                | 3,807     | 447               | 2          | 1,023              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Nurserymen Equipment & Supplies                          | 61        | 2,733             | 2          | 1,024              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Office Supplies - Sale by Deceptive Telemarketing        | 973       | 1,062             | 2          | 1,025              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Online Drug & Prescription Services - Unapproved Foreign | 251       | 1,872             | 2          | 1,026              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Online Payments  | 465       | 1,479             | 2          | 1,027              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Pain Management Services                                 | 2,399     | 632               | 2          | 1,028              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Parking Stations & Garages - Equipment & Supplies        | 459       | 1,487             | 2          | 1,029              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Parks  | 337       | 1,684             | 2          | 1,030              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Party Supplies - Renting                                 | 1,454     | 854               | 2          | 1,031              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Paving Stones  | 868       | 1,124             | 2          | 1,032              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Permanent Make Up  | 1,100     | 992               | 2          | 1,033              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Pet Day Care   | 817       | 1,156             | 2          | 1,034              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Pet Sitting Services                                     | 3,474     | 475               | 2          | 1,035              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Pet Training   | 2,278     | 652               | 2          | 1,036              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Photographs - Stock                                      | 548       | 1,376             | 2          | 1,037              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |

| Industry Classification                        | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Photography Sales on the Internet              | 41        | 2,954             | 2          | 1,038              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Picture Framing                                | 161       | 2,144             | 1          | 1,039              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Prepaid Debit/Credit Cards                     | 71        | 2,632             | 2          | 1,040              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Product Sales - General                        | 995       | 1,050             | 2          | 1,041              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Promotional Products - Wearable                | 1,339     | 895               | 2          | 1,042              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Publishers - Periodical                        | 1,648     | 793               | 2          | 1,043              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Ranches  | 303       | 1,746             | 2          | 1,044              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Real Estate - Rent to Own                      | 1,379     | 881               | 2          | 1,045              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Real Estate Schools                            | 517       | 1,415             | 2          | 1,046              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Real Estate Services                           | 2,526     | 615               | 2          | 1,047              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Recreational Vehicles - Storage                | 766       | 1,184             | 2          | 1,048              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Recycling - Computers & Other Electronics      | 388       | 1,592             | 2          | 1,049              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Retreat Facilities                             | 441       | 1,505             | 2          | 1,050              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Riding Academies                               | 232       | 1,927             | 2          | 1,051              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Road Service - Automotive                      | 2,886     | 556               | 2          | 1,052              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Rustproofing & Undercoating - Auto             | 1,033     | 1,025             | 2          | 1,053              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Saddlery & Harness                             | 1,127     | 983               | 2          | 1,054              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Sales & Order Books                            | 62        | 2,722             | 2          | 1,055              | 1             | 50%  | 0                 | 0%   | 1                      | 50% |
| Sandblasting                                   | 968       | 1,067             | 2          | 1,056              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Schools - Academic - Elementary & Secondary    | 1,213     | 940               | 2          | 1,057              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Schools - Private                              | 2,322     | 645               | 2          | 1,058              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Screens - Door & Window                        | 2,158     | 671               | 2          | 1,059              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Sealing - Pavement                             | 2,004     | 697               | 2          | 1,060              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Searchers of Records                           | 2,401     | 631               | 2          | 1,061              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Security Guard & Patrol Service                | 9,770     | 210               | 2          | 1,062              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Senior Housing/Living                          | 851       | 1,132             | 2          | 1,063              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Sewing Machines - Dealers                      | 2,227     | 658               | 2          | 1,064              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Sheet Metal Work                               | 2,108     | 678               | 2          | 1,065              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Shoes - Wholesale & Manufacturers              | 383       | 1,598             | 2          | 1,066              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Silversmiths & Goldsmiths                      | 280       | 1,792             | 2          | 1,067              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Skateboards & Equipment                        | 259       | 1,854             | 2          | 1,068              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Ski Centers & Resorts                          | 127       | 2,292             | 2          | 1,069              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Soliciting Organizations                       | 491       | 1,448             | 2          | 1,070              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Sporting Goods - Wholesale & Manufacturers     | 1,712     | 769               | 2          | 1,071              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Sportswear - Wholesale & Manufacturers         | 363       | 1,634             | 2          | 1,072              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Springs - Automotive - Sales & Service         | 497       | 1,439             | 2          | 1,073              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Storage Units - Portable                       | 367       | 1,627             | 2          | 1,074              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Storm Windows & Doors                          | 1,451     | 855               | 2          | 1,075              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Sunglasses                                     | 184       | 2,059             | 2          | 1,076              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Surplus & Salvage Merchandise                  | 1,048     | 1,016             | 2          | 1,077              | 1             | 50%  | 0                 | 0%   | 1                      | 50% |
| Survival Products & Supplies                   | 312       | 1,732             | 2          | 1,078              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Swimming Pools - Maintenance                   | 615       | 1,305             | 2          | 1,079              | 1             | 50%  | 0                 | 0%   | 1                      | 50% |
| Swords   | 178       | 2,075             | 2          | 1,080              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| T-Shirts                                       | 1,137     | 978               | 2          | 1,081              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Tailors Supplies                               | 39        | 2,973             | 2          | 1,082              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Teeth Whitening Services                       | 335       | 1,690             | 2          | 1,083              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Telephone Equipment & Systems Service & Repair | 785       | 1,177             | 2          | 1,084              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Telephone Pre-Paid Card Sales & Distribution   | 504       | 1,431             | 2          | 1,085              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Television Program Distributors                | 82        | 2,559             | 2          | 1,086              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Tents - Rental                                 | 468       | 1,474             | 2          | 1,087              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Tile & Grout Cleaning                          | 169       | 2,115             | 2          | 1,088              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Tile Sales                                     | 704       | 1,228             | 2          | 1,089              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Timeshare Resale and Rental Marketing          | 1,481     | 845               | 2          | 1,090              | 0             | 0%   | 1                 | 50%  | 1                      | 50% |
| Topsoil  | 1,646     | 794               | 2          | 1,091              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Tourists Attractions                           | 799       | 1,168             | 2          | 1,092              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |

| Industry Classification                                    | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %    |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Tours - Wholesale  | 845       | 1,136             | 2          | 1,093              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Trailers - Equipment & Parts                               | 1,032     | 1,026             | 2          | 1,094              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Trucking   | 5,152     | 353               | 2          | 1,095              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Trucking Transportation Brokers                            | 3,146     | 522               | 2          | 1,096              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Trust Companies  | 4,712     | 378               | 2          | 1,097              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Uniform Supply Service                                     | 392       | 1,583             | 2          | 1,098              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Veterinarians Equipment & Supplies                         | 272       | 1,818             | 2          | 1,099              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Video Tapes & Discs Sales & Rentals                        | 1,362     | 886               | 2          | 1,100              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Videographers  | 700       | 1,235             | 2          | 1,101              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Washing Machines - Industrial                              | 26        | 3,157             | 2          | 1,102              | 0             | 0%   | 1                 | 50%  | 1                      | 50%  |
| Welding  | 5,929     | 316               | 2          | 1,103              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Wheel Alignment, Frame & Axle Service - Auto               | 1,191     | 949               | 2          | 1,104              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Window Tinting & Coating - Residential                     | 607       | 1,314             | 2          | 1,105              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Winemaking Equipment & Supplies                            | 978       | 1,058             | 2          | 1,106              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Advertising - Outdoor                                      | 408       | 1,551             | 1          | 1,107              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Advertising - Shoppers Guides                              | 94        | 2,470             | 1          | 1,108              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Agricultural Services                                      | 1,745     | 761               | 1          | 1,109              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Air Conditioning Supplies & Parts                          | 600       | 1,320             | 1          | 1,110              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Air Courier Service  | 390       | 1,588             | 1          | 1,111              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Air Motors   | 74        | 2,613             | 1          | 1,112              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Airports   | 184       | 2,059             | 1          | 1,113              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Alternators & Generators - Retail                          | 615       | 1,305             | 1          | 1,114              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Aluminum   | 559       | 1,363             | 1          | 1,115              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Aluminum Products  | 2,293     | 651               | 1          | 1,116              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Ambulance Service  | 210       | 1,987             | 1          | 1,117              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Animal Breeders  | 1,147     | 970               | 1          | 1,118              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Animal Health Products                                     | 121       | 2,323             | 1          | 1,119              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Antennas   | 660       | 1,263             | 1          | 1,120              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Antiques - Dealers   | 2,452     | 622               | 1          | 1,121              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Antiques - Repair & Restore                                | 860       | 1,126             | 1          | 1,122              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Antlers, Hides & Mounts                                    | 16        | 3,350             | 1          | 1,123              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Apartment Finding & Rental Service                         | 1,218     | 937               | 1          | 1,124              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Appliances - Major - Wholesale & Manufacturers             | 1,469     | 848               | 1          | 1,125              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Aquariums - Dealers  | 484       | 1,454             | 1          | 1,126              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Aromatherapy & Essential Oils                              | 1,326     | 898               | 1          | 1,127              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Art - Painted Oil Portraits                                | 32        | 3,069             | 1          | 1,128              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Art Instruction & Schools                                  | 493       | 1,442             | 1          | 1,129              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Art Metal Work   | 557       | 1,366             | 1          | 1,130              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Artificial Turf  | 1,421     | 863               | 1          | 1,131              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Artist - Makeup  | 256       | 1,863             | 1          | 1,132              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Artists - Commercial                                       | 152       | 2,182             | 1          | 1,133              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Asbestos Removal Service                                   | 7,291     | 258               | 1          | 1,134              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Assembly & Fabricating Service                             | 333       | 1,692             | 1          | 1,135              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Athletic Organizations                                     | 336       | 1,687             | 1          | 1,136              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Attorneys & Lawyers - Business Law/Corporation/Partnership | 336       | 1,687             | 1          | 1,137              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Attorneys & Lawyers - Bankruptcy                           | 63        | 2,713             | 1          | 1,138              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Audiologists   | 761       | 1,186             | 1          | 1,139              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Auto Body Shop Equipment & Sup                             | 1,485     | 844               | 1          | 1,140              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Auto Dealers - Antique & Classic                           | 702       | 1,232             | 1          | 1,141              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Auto Dealers - Custom Design & Replica                     | 68        | 2,666             | 1          | 1,142              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Auto Electric Service                                      | 2,843     | 566               | 1          | 1,143              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Auto Manufacturers Equipment & Supplies                    | 460       | 1,485             | 1          | 1,144              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Auto Paint - Mobile  | 92        | 2,489             | 1          | 1,145              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Auto Radios & Stereos - Sales & Repair                     | 2,073     | 682               | 1          | 1,146              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Auto Repair & Service - Airbags                            | 802       | 1,165             | 1          | 1,147              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |

| Industry Classification                       | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %    |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Auto Repair & Service - Diesel                | 1,174     | 956               | 1          | 1,148              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Auto Repair - Mobile                          | 1,258     | 924               | 1          | 1,149              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Auto Salvage Yards                            | 1,694     | 779               | 1          | 1,150              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Auto Sunroofs                                 | 116       | 2,349             | 1          | 1,151              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Auto Warranty Service                         | 1,058     | 1,005             | 1          | 1,152              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Automobile Reconditioned Detailing            | 124       | 2,308             | 1          | 1,153              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Baby Accessories - Wholesale & Manufacturers  | 119       | 2,332             | 1          | 1,154              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Baby Carriages & Strollers                    | 110       | 2,381             | 1          | 1,155              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Baby Foods                                    | 32        | 3,069             | 1          | 1,156              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Baby Shoe Preservation                        | 55        | 2,800             | 1          | 1,157              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Bail Bonds                                    | 2,244     | 656               | 1          | 1,158              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Balloons - Novelty & Toy                      | 179       | 2,072             | 1          | 1,159              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Bankruptcy Assistance & Services              | 1,667     | 785               | 1          | 1,160              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Baseball Cards & Sports Memorabilia           | 353       | 1,651             | 1          | 1,161              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Basement - Remodeling                         | 2,552     | 614               | 1          | 1,162              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Bath Liners                                   | 218       | 1,967             | 1          | 1,163              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Bathroom Remodeling - Walk-In Tubs            | 1,020     | 1,032             | 1          | 1,164              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Batteries - Storage-Retail                    | 979       | 1,057             | 1          | 1,165              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Beer & Ale - Retail                           | 147       | 2,201             | 1          | 1,166              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Bicycle Racks & Security Systems              | 38        | 2,987             | 1          | 1,167              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Bicycles - Renting                            | 113       | 2,368             | 1          | 1,168              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Bicycles - Wholesale & Manufacturers          | 178       | 2,075             | 1          | 1,169              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Bingo & Gaming Halls                          | 169       | 2,115             | 1          | 1,170              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Blueprinting                                  | 21        | 3,251             | 1          | 1,171              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Boat Storage                                  | 64        | 2,703             | 1          | 1,172              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Boat Transporting                             | 237       | 1,918             | 1          | 1,173              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Body Care Products                            | 845       | 1,136             | 1          | 1,174              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Boilers - New & Used                          | 670       | 1,260             | 1          | 1,175              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Boots   | 480       | 1,459             | 1          | 1,176              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Bras  | 222       | 1,952             | 1          | 1,177              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Brass Products                                | 71        | 2,632             | 1          | 1,178              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Brewers                                       | 824       | 1,149             | 1          | 1,179              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Bridal Supplies - Wholesale & Manufacturing   | 160       | 2,148             | 1          | 1,180              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Building Cleaning - Exterior                  | 1,386     | 876               | 1          | 1,181              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Building Envelope Restoration                 | 1,282     | 915               | 1          | 1,182              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Building Inspection                           | 12,044    | 164               | 1          | 1,183              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Buildings - Portable                          | 220       | 1,960             | 1          | 1,184              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Buses - Charter & Rental                      | 1,341     | 894               | 1          | 1,185              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Business Brokers                              | 1,545     | 825               | 1          | 1,186              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Business Forms & Systems                      | 362       | 1,638             | 1          | 1,187              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Business Plan Preparation                     | 1,380     | 880               | 1          | 1,188              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Business Promotions - General                 | 1,691     | 780               | 1          | 1,189              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Cabinet Doors                                 | 178       | 2,075             | 1          | 1,190              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Camping Equipment                             | 820       | 1,154             | 1          | 1,191              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Candy & Confectionery - Retail                | 1,155     | 966               | 1          | 1,192              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Car Service                                   | 134       | 2,260             | 1          | 1,193              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Car Wash & Polish Equipment & Supplies        | 330       | 1,698             | 1          | 1,194              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Casinos                                       | 1,319     | 902               | 1          | 1,195              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Caterer Equipment & Supplies                  | 23        | 3,226             | 1          | 1,196              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Cellulite Treatment - Endermologie            | 53        | 2,816             | 1          | 1,197              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Cement - Wholesale & Manufacturers            | 207       | 1,996             | 1          | 1,198              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Cemetery Equipment & Supplies                 | 5         | 3,693             | 1          | 1,199              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Ceramics - Equipment & Supplies               | 62        | 2,722             | 1          | 1,200              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Chain Link Fence Sales, Service & Contractors | 1,376     | 882               | 1          | 1,201              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Chemical Plant Equipment & Supplies           | 135       | 2,256             | 1          | 1,202              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |

| Industry Classification                               | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %    |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Chemicals   | 1,207     | 943               | 1          | 1,203              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Chimney Sweeper                                       | 869       | 1,123             | 1          | 1,204              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| China & Glassware - Retail                            | 847       | 1,133             | 1          | 1,205              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Chocolate & Cocoa                                     | 295       | 1,769             | 1          | 1,206              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Cleaning Services - Commercial Office                 | 1,758     | 757               | 1          | 1,207              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Cleaning Systems Press, Chemical                      | 949       | 1,076             | 1          | 1,208              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Clocks - Dealers                                      | 536       | 1,393             | 1          | 1,209              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Clubs   | 2,007     | 695               | 1          | 1,210              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Coatings - Powder                                     | 479       | 1,463             | 1          | 1,211              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Coatings - Protective                                 | 1,576     | 814               | 1          | 1,212              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Coffee Brewing Devices                                | 703       | 1,231             | 1          | 1,213              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Coin & Bill Change Machines                           | 8         | 3,589             | 1          | 1,214              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Collection Systems                                    | 361       | 1,642             | 1          | 1,215              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Colors & Pigment                                      | 17        | 3,326             | 1          | 1,216              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Comic Books   | 406       | 1,552             | 1          | 1,217              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Commercial Products Wholesale & Distributor           | 1,284     | 913               | 1          | 1,218              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Compliance Consulting                                 | 68        | 2,666             | 1          | 1,219              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Composting Systems                                    | 121       | 2,323             | 1          | 1,220              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Computer Assisted Design Services                     | 29        | 3,112             | 1          | 1,221              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Computer Business Services                            | 887       | 1,111             | 1          | 1,222              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Computer Printers Sales & Service                     | 839       | 1,140             | 1          | 1,223              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Computers - Cleaning Services                         | 49        | 2,863             | 1          | 1,224              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Computers - Disaster Recovery                         | 1,012     | 1,037             | 1          | 1,225              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Computers - Programming                               | 82        | 2,559             | 1          | 1,226              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Concert Promoters & Consultants                       | 85        | 2,532             | 1          | 1,227              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Concrete - Restoration, Sealing & Cleaning            | 2,631     | 598               | 1          | 1,228              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Concrete Aggregates                                   | 341       | 1,673             | 1          | 1,229              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Concrete Blocks & Shapes                              | 227       | 1,940             | 1          | 1,230              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Concrete Breaking, Cutting, Sawing                    | 2,190     | 664               | 1          | 1,231              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Concrete Construction Forms & Accessories             | 1,206     | 945               | 1          | 1,232              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Concrete Repair/Leveling                              | 2,994     | 542               | 1          | 1,233              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Conference Centers                                    | 274       | 1,813             | 1          | 1,234              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Construction Supplies                                 | 314       | 1,725             | 1          | 1,235              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Consultants - Auto Repair                             | 1         | 3,909             | 1          | 1,236              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Containerized Freight Service                         | 546       | 1,377             | 1          | 1,237              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Content Management Systems                            | 13        | 3,419             | 1          | 1,238              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Contractor - Flat Roof                                | 852       | 1,129             | 1          | 1,239              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Contractor - General Green Builder                    | 352       | 1,653             | 1          | 1,240              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Contractor - Metal Roofing                            | 1,712     | 769               | 1          | 1,241              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Contractor - Ornamental Iron                          | 0         | 3,980             | 1          | 1,242              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Contractors Equipment & Supplies - Dealers & Services | 659       | 1,264             | 1          | 1,243              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Convention Services & Facilities                      | 905       | 1,103             | 1          | 1,244              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Corsets & Girdles                                     | 170       | 2,109             | 1          | 1,245              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Cosmetic & Toiletry Preparations - Manufacturers      | 332       | 1,695             | 1          | 1,246              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Cosmetic Sales  | 533       | 1,399             | 1          | 1,247              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Credit Repair Services - Advance Fee                  | 133       | 2,266             | 1          | 1,248              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Currency Exchange                                     | 3,201     | 512               | 1          | 1,249              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Custom Brokers  | 1,249     | 930               | 1          | 1,250              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Custom Harvesting                                     | 27        | 3,143             | 1          | 1,251              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Cutlery   | 119       | 2,332             | 1          | 1,252              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Cylinders - Gas                                       | 45        | 2,901             | 1          | 1,253              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Dairy Products - Wholesale                            | 310       | 1,734             | 1          | 1,254              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Dance Apparel   | 103       | 2,415             | 1          | 1,255              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Debt Settlement - Canada                              | 1,013     | 1,035             | 1          | 1,256              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Deck - Repair   | 825       | 1,147             | 1          | 1,257              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |

| Industry Classification                                  | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %    |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Dental Laboratories                                      | 1,807     | 745               | 1          | 1,258              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Dentist - Orthodontist                                   | 774       | 1,183             | 1          | 1,259              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Dentistry - Children                                     | 508       | 1,425             | 1          | 1,260              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Developmental Disability Services                        | 175       | 2,088             | 1          | 1,261              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Diaper Service   | 343       | 1,667             | 1          | 1,262              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Dinner Theatres  | 143       | 2,223             | 1          | 1,263              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Display Fixtures & Materials                             | 113       | 2,368             | 1          | 1,264              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Distributing Service - Circular, Sample                  | 349       | 1,657             | 1          | 1,265              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Divers   | 82        | 2,559             | 1          | 1,266              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| DNA Testing  | 909       | 1,100             | 1          | 1,267              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Docks  | 403       | 1,559             | 1          | 1,268              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Document Imaging & Scanning Service                      | 137       | 2,242             | 1          | 1,269              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Doors - Repair   | 3,378     | 486               | 1          | 1,270              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Drapery & Curtain Cleaners                               | 239       | 1,909             | 1          | 1,271              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Drapery & Curtain Fabrics - Retail                       | 782       | 1,179             | 1          | 1,272              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Drilling - Oil Well                                      | 156       | 2,168             | 1          | 1,273              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Drug & Alcohol Screening & Testing                       | 534       | 1,397             | 1          | 1,274              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Dry Goods - Retail                                       | 44        | 2,921             | 1          | 1,275              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Drywall Taping and Texturing                             | 405       | 1,556             | 1          | 1,276              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Dumpster Services  | 133       | 2,266             | 1          | 1,277              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| DVD sales & service                                      | 190       | 2,039             | 1          | 1,278              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| E-Books  | 149       | 2,195             | 1          | 1,279              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Editorial Services                                       | 140       | 2,233             | 1          | 1,280              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Elderly/Senior Specialty Services                        | 2,879     | 557               | 1          | 1,281              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Electric Equipment - Manufacturers                       | 413       | 1,543             | 1          | 1,282              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Electrical Power Systems Maintenance                     | 310       | 1,734             | 1          | 1,283              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Emergency Disaster Preparedness Equipment & Supplies     | 343       | 1,667             | 1          | 1,284              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Emergency Shelters                                       | 25        | 3,184             | 1          | 1,285              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Employment Counseling                                    | 128       | 2,290             | 1          | 1,286              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Energy Conservation Products - Wholesale & Manufacturers | 21        | 3,251             | 1          | 1,287              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Engineering Reports                                      | 187       | 2,052             | 1          | 1,288              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Engineers - Structural                                   | 538       | 1,388             | 1          | 1,289              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Engines - Fuel Injection Service & Parts                 | 612       | 1,309             | 1          | 1,290              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Engines - Gasoline                                       | 146       | 2,207             | 1          | 1,291              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Engravers - Plastic, Wood                                | 212       | 1,983             | 1          | 1,292              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Entertainment Bureaus                                    | 1,054     | 1,011             | 1          | 1,293              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Environmental, Conservationist & Ecol Org                | 519       | 1,413             | 1          | 1,294              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Equestrian Services                                      | 790       | 1,174             | 1          | 1,295              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Estate Liquidators                                       | 422       | 1,529             | 1          | 1,296              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Event Center   | 69        | 2,651             | 1          | 1,297              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Eviction Service   | 1,003     | 1,044             | 1          | 1,298              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Facility Maintenance                                     | 403       | 1,559             | 1          | 1,299              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Fairgrounds  | 20        | 3,265             | 1          | 1,300              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Fans - Household   | 403       | 1,559             | 1          | 1,301              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fashion Consultants                                      | 132       | 2,274             | 1          | 1,302              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fax Equipment & Systems                                  | 84        | 2,541             | 1          | 1,303              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fax Transmission Service                                 | 648       | 1,270             | 1          | 1,304              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Fences - Wood  | 558       | 1,364             | 1          | 1,305              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fertility Specialists                                    | 393       | 1,581             | 1          | 1,306              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Filters - Liquid   | 124       | 2,308             | 1          | 1,307              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Financing Consultants                                    | 2,630     | 599               | 1          | 1,308              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fire & Flood Emergency Service                           | 956       | 1,075             | 1          | 1,309              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fire Protection Contractor                               | 1,060     | 1,004             | 1          | 1,310              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Firearm Manufacturer                                     | 135       | 2,256             | 1          | 1,311              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |

| Industry Classification                                 | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %    |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Flood Control Equipment                                 | 284       | 1,785             | 1          | 1,312              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Floors - Laminate                                       | 37        | 2,996             | 1          | 1,313              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Flowers - Preserved                                     | 147       | 2,201             | 1          | 1,314              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Food Products Manufacturing Equipment                   | 535       | 1,396             | 1          | 1,315              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Football Clubs  | 94        | 2,470             | 1          | 1,316              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Foresters - Consulting                                  | 401       | 1,564             | 1          | 1,317              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Foundation Repair & House Leveling                      | 1,761     | 755               | 1          | 1,318              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Foundations - Education, Philanthropy, Research         | 136       | 2,249             | 1          | 1,319              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Fund Raising Counselors & Orgs                          | 1,584     | 810               | 1          | 1,320              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Funeral Directors                                       | 3,527     | 466               | 1          | 1,321              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fur Cleaning & Dyeing - Retail                          | 270       | 1,824             | 1          | 1,322              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fur Designers   | 215       | 1,974             | 1          | 1,323              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fur Storage   | 71        | 2,632             | 1          | 1,324              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Furniture - Childrens                                   | 1,130     | 982               | 1          | 1,325              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Furniture Assembly Services                             | 211       | 1,984             | 1          | 1,326              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Gaming Tables   | 3         | 3,790             | 1          | 1,327              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Garage Organizers                                       | 719       | 1,213             | 1          | 1,328              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Garbage Disposals - Household                           | 704       | 1,228             | 1          | 1,329              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Gardening Hand Tools                                    | 13        | 3,419             | 1          | 1,330              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Gasoline - Wholesale                                    | 82        | 2,559             | 1          | 1,331              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Genealogists  | 33        | 3,058             | 1          | 1,332              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| General Merchandise - Wholesale                         | 245       | 1,891             | 1          | 1,333              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Generators  | 339       | 1,678             | 1          | 1,334              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Generators - Electric                                   | 885       | 1,113             | 1          | 1,335              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Glass Blowers   | 329       | 1,700             | 1          | 1,336              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Glaziers  | 571       | 1,345             | 1          | 1,337              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Golf Practice Ranges                                    | 215       | 1,974             | 1          | 1,338              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Grain Dealers   | 277       | 1,803             | 1          | 1,339              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Greenhouse Builders                                     | 638       | 1,281             | 1          | 1,340              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Greeting Cards - Wholesale & Manufacturers              | 90        | 2,502             | 1          | 1,341              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Guide Service   | 211       | 1,984             | 1          | 1,342              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Gun Safety & Marksmanship Instruction                   | 49        | 2,863             | 1          | 1,343              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Guns & Gunsmiths  | 3,325     | 498               | 1          | 1,344              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Guns - Air, BB and Pellet                               | 501       | 1,435             | 1          | 1,345              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Gymnasiums - Equipment & Supplies                       | 425       | 1,524             | 1          | 1,346              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Gymnastic Equipment & Supplies                          | 71        | 2,632             | 1          | 1,347              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Hair Replacement  | 4,078     | 426               | 1          | 1,348              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Halloween Supplies                                      | 141       | 2,230             | 1          | 1,349              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Halls & Auditoriums                                     | 320       | 1,713             | 1          | 1,350              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Hats - Wholesale & Manufacturers                        | 5         | 3,693             | 1          | 1,351              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Hazardous & Medical Waste Services                      | 563       | 1,355             | 1          | 1,352              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Health & Diet Food Products - Wholesale & Manufacturing | 1,905     | 725               | 1          | 1,353              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Health Care Referral                                    | 549       | 1,375             | 1          | 1,354              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Health Resorts  | 479       | 1,463             | 1          | 1,355              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Hearing Aids Parts & Repairing                          | 60        | 2,747             | 1          | 1,356              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Heat Exchangers   | 321       | 1,711             | 1          | 1,357              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Helicopters - Parts & Supplies                          | 587       | 1,333             | 1          | 1,358              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Herbs   | 537       | 1,392             | 1          | 1,359              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Holding Companies                                       | 1,520     | 835               | 1          | 1,360              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Home Automation   | 1,056     | 1,007             | 1          | 1,361              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Home Health Services - Skilled                          | 386       | 1,594             | 1          | 1,362              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Home Improvements - Additions                           | 3,452     | 478               | 1          | 1,363              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Horse Breeders  | 163       | 2,137             | 1          | 1,364              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Horse Dealers   | 94        | 2,470             | 1          | 1,365              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Horse Transporting                                      | 127       | 2,292             | 1          | 1,366              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |

| Industry Classification                | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %    |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Housing Authorities                    | 95        | 2,464             | 1          | 1,367              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Human Resources                        | 1,879     | 732               | 1          | 1,368              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Hunting & Fishing Services & Supplies  | 1,398     | 870               | 1          | 1,369              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Hydraulic Equipment Repair             | 283       | 1,787             | 1          | 1,370              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Hydroseeding                           | 233       | 1,925             | 1          | 1,371              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Ice Cream & Frozen Desserts - Dealers  | 319       | 1,714             | 1          | 1,372              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Insurance - Accident & Health          | 1,286     | 912               | 1          | 1,373              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Intercoms Systems & Services           | 254       | 1,867             | 1          | 1,374              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Investment Advisory Service            | 6,030     | 312               | 1          | 1,375              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Irrigation Consultants                 | 1,026     | 1,029             | 1          | 1,376              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Irrigation Systems & Equipment         | 3,689     | 456               | 1          | 1,377              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Jewelers - Wholesale                   | 3,087     | 529               | 1          | 1,378              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Jewelry Engravers                      | 54        | 2,807             | 1          | 1,379              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Jumping Balloon Rental                 | 42        | 2,941             | 1          | 1,380              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Karaoke Machines & Tapes               | 409       | 1,548             | 1          | 1,381              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Kickboxing                             | 332       | 1,695             | 1          | 1,382              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Kitchen Cabinet Refacing               | 2,118     | 675               | 1          | 1,383              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Knit Goods - Retail                    | 195       | 2,027             | 1          | 1,384              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Laboratories - Medical                 | 750       | 1,194             | 1          | 1,385              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Language Schools                       | 2,452     | 622               | 1          | 1,386              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Laundries                              | 448       | 1,497             | 1          | 1,387              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Laundry Equipment                      | 561       | 1,358             | 1          | 1,388              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Leather                                | 170       | 2,109             | 1          | 1,389              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| License Services                       | 3,464     | 476               | 1          | 1,390              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Lifts/Elevators - In Home              | 231       | 1,930             | 1          | 1,391              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Lighting Systems & Equipment           | 1,220     | 936               | 1          | 1,392              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Livestock Equipment & Supplies         | 131       | 2,280             | 1          | 1,393              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Locks - Wholesale & Manufacturers      | 67        | 2,677             | 1          | 1,394              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Logging Companies                      | 694       | 1,240             | 1          | 1,395              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Lotteries - Local                      | 272       | 1,818             | 1          | 1,396              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Lubricants                             | 117       | 2,344             | 1          | 1,397              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Lumber - Wholesale                     | 746       | 1,195             | 1          | 1,398              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Machine Shops                          | 3,070     | 531               | 1          | 1,399              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Machine Tools - Repair & Rebuild       | 626       | 1,294             | 1          | 1,400              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Machinery - Used                       | 132       | 2,274             | 1          | 1,401              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Machinery Rebuild & Repair             | 716       | 1,217             | 1          | 1,402              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Magazine Sales by Telephone            | 122       | 2,317             | 1          | 1,403              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Magazines - Dealers                    | 114       | 2,360             | 1          | 1,404              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Manufactured Homes - Parks             | 589       | 1,332             | 1          | 1,405              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Manufactured Homes - Transporting      | 372       | 1,612             | 1          | 1,406              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Maps - Dealers                         | 163       | 2,137             | 1          | 1,407              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Marijuana - Accessories                | 20        | 3,265             | 1          | 1,408              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Marijuana - Products                   | 52        | 2,826             | 1          | 1,409              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Marine Contractors                     | 632       | 1,288             | 1          | 1,410              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Marine Electronic Equipment & Supplies | 313       | 1,729             | 1          | 1,411              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Marine Equipment & Supplies            | 1,410     | 866               | 1          | 1,412              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Masonry Panels - Prefabricated         | 498       | 1,438             | 1          | 1,413              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Massage School                         | 529       | 1,400             | 1          | 1,414              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Massage Therapeutic                    | 2,334     | 642               | 1          | 1,415              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Material Handling Equipment            | 193       | 2,032             | 1          | 1,416              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Mats & Matting                         | 827       | 1,146             | 1          | 1,417              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Meal Preparation Service               | 278       | 1,798             | 1          | 1,418              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Mediation Services                     | 593       | 1,325             | 1          | 1,419              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Medical Service Organizations          | 618       | 1,303             | 1          | 1,420              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Medicines - Patent & Proprietary       | 184       | 2,059             | 1          | 1,421              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |

| Industry Classification                                       | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable To Pursue | %    |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Metal Fabricators   | 1,794     | 747               | 1          | 1,422              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Meters  | 287       | 1,782             | 1          | 1,423              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Motels - Reservation Service                                  | 18        | 3,309             | 1          | 1,424              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Motor Scooters - Dealers                                      | 445       | 1,501             | 1          | 1,425              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Motorcycle Sales - Consignments                               | 44        | 2,921             | 1          | 1,426              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Mountain/Rock Climbing Instruction                            | 126       | 2,297             | 1          | 1,427              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Movers - International  | 658       | 1,265             | 1          | 1,428              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Moving Assistance - Packing, Unpacking, Organizing            | 561       | 1,358             | 1          | 1,429              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Moving Brokers  | 339       | 1,678             | 1          | 1,430              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Music - Sheet   | 51        | 2,841             | 1          | 1,431              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Musical Instruments - Supplies & Accessories                  | 568       | 1,349             | 1          | 1,432              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Musical Instruments - Wholesale & Manufacturers               | 45        | 2,901             | 1          | 1,433              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Natural Stone Restoration & Cleaning                          | 65        | 2,692             | 1          | 1,434              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Naturopaths   | 2,177     | 666               | 1          | 1,435              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Notaries Public   | 1,576     | 814               | 1          | 1,436              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Novelties - Retail  | 804       | 1,163             | 1          | 1,437              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Nurses  | 394       | 1,579             | 1          | 1,438              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Occupational Health - Nursing Services                        | 572       | 1,343             | 1          | 1,439              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Office Buildings  | 148       | 2,197             | 1          | 1,440              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Office Equipment  | 207       | 1,996             | 1          | 1,441              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Oil & Gas Exploration & Development                           | 1,922     | 717               | 1          | 1,442              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Oil Operators   | 6         | 3,658             | 1          | 1,443              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Optical Equipment & Supplies                                  | 926       | 1,087             | 1          | 1,444              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Organizing Services - Household & Business                    | 648       | 1,270             | 1          | 1,445              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Oriental Goods - Retail                                       | 151       | 2,188             | 1          | 1,446              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Outboard Motors - Repair                                      | 221       | 1,957             | 1          | 1,447              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Outfitters  | 88        | 2,513             | 1          | 1,448              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Outlets - Stores, Factory, Mills                              | 947       | 1,078             | 1          | 1,449              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Oxygen  | 475       | 1,466             | 1          | 1,450              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Packaging Machinery   | 16        | 3,350             | 1          | 1,451              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Packaging Service   | 592       | 1,327             | 1          | 1,452              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Paper & Document Shredding                                    | 1,703     | 776               | 1          | 1,453              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Party Planning  | 757       | 1,190             | 1          | 1,454              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Paving, Painting, Home Improvement - Itinerant Workers        | 41        | 2,954             | 1          | 1,455              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Payroll Service   | 2,015     | 694               | 1          | 1,456              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Penny Auctions  | 215       | 1,974             | 1          | 1,457              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Personal Chef   | 95        | 2,464             | 1          | 1,458              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Personal Organizer  | 2         | 3,845             | 1          | 1,459              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pest Control Supplies & Equipment                             | 392       | 1,583             | 1          | 1,460              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pet Boarding - Dogs   | 2,684     | 589               | 1          | 1,461              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pet Fencing & Containment Systems                             | 301       | 1,750             | 1          | 1,462              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pet Kenneling Services  | 363       | 1,634             | 1          | 1,463              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pharmaceutical Products - Wholesale & Manufacturing           | 1,361     | 887               | 1          | 1,464              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Photographers - Aerial  | 365       | 1,630             | 1          | 1,465              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Photographers - School  | 28        | 3,133             | 1          | 1,466              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Photographic Equipment & Supplies - Wholesale & Manufacturing | 70        | 2,646             | 1          | 1,467              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Photographic Equipment - Repair                               | 314       | 1,725             | 1          | 1,468              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Photographic Mounts   | 48        | 2,874             | 1          | 1,469              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Physicians & Surgeons - Family Practice                       | 911       | 1,097             | 1          | 1,470              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Physicians & Surgeons - Medical-M.D.                          | 2,756     | 574               | 1          | 1,471              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Piano & Organ Moving  | 1,658     | 789               | 1          | 1,472              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Picture Frames - Dealers                                      | 988       | 1,054             | 1          | 1,473              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Pipe  | 319       | 1,714             | 1          | 1,474              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |

| Industry Classification                             | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %    |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Pipe & Valve Fitters                                | 1,139     | 975               | 1          | 1,475              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pipes & Smokers Articles                            | 644       | 1,274             | 1          | 1,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Plastics - Fabricating, Finishing & Decor           | 202       | 2,005             | 1          | 1,477              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Playground Equipment                                | 455       | 1,491             | 1          | 1,478              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Playgrounds   | 538       | 1,388             | 1          | 1,479              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pneumatic Equipment Components                      | 45        | 2,901             | 1          | 1,480              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Podiatrists   | 1,438     | 856               | 1          | 1,481              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Potato Chips  | 5         | 3,693             | 1          | 1,482              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Poultry Farms                                       | 427       | 1,521             | 1          | 1,483              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pressure Washers                                    | 55        | 2,800             | 1          | 1,484              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Printers - Business Forms                           | 220       | 1,960             | 1          | 1,485              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Printing Brokers                                    | 877       | 1,120             | 1          | 1,486              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Printing Equipment                                  | 681       | 1,250             | 1          | 1,487              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Product Development & Marketing                     | 4,282     | 413               | 1          | 1,488              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Professional Fundraiser                             | 133       | 2,266             | 1          | 1,489              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Professional Organizations                          | 32        | 3,069             | 1          | 1,490              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Professional Organizer                              | 55        | 2,800             | 1          | 1,491              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Psychotherapist                                     | 146       | 2,207             | 1          | 1,492              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pub   | 131       | 2,280             | 1          | 1,493              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Publishing Consultants                              | 402       | 1,562             | 1          | 1,494              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Pumps - Wholesale & Manufacturers                   | 144       | 2,218             | 1          | 1,495              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Puppets & Marionettes                               | 2         | 3,845             | 1          | 1,496              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Quilting Materials & Supplies                       | 271       | 1,822             | 1          | 1,497              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Railroads   | 863       | 1,125             | 1          | 1,498              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Real Estate - Commercial                            | 1,067     | 1,001             | 1          | 1,499              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Referral - Auto Repair                              | 132       | 2,274             | 1          | 1,500              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Referral - Contractor                               | 426       | 1,523             | 1          | 1,501              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Religious Goods                                     | 316       | 1,720             | 1          | 1,502              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Relocation Service                                  | 1,922     | 717               | 1          | 1,503              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Rent to Own   | 49        | 2,863             | 1          | 1,504              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Rental Service Stores & Yards                       | 2,688     | 586               | 1          | 1,505              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Respirators   | 226       | 1,943             | 1          | 1,506              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Restaurant Equipment - Repair & Service             | 816       | 1,158             | 1          | 1,507              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Road Building Contractors                           | 2,224     | 659               | 1          | 1,508              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Roof Decks  | 1,226     | 933               | 1          | 1,509              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Roof Structures                                     | 565       | 1,353             | 1          | 1,510              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Roofing Equipment & Supplies                        | 343       | 1,667             | 1          | 1,511              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Safety Equipment & Clothing                         | 913       | 1,096             | 1          | 1,512              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Sales Promotion Service                             | 343       | 1,667             | 1          | 1,513              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Salt  | 117       | 2,344             | 1          | 1,514              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Satellite Communication - Common Carrier            | 226       | 1,943             | 1          | 1,515              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| School Supplies                                     | 345       | 1,661             | 1          | 1,516              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Schools - Academic - Special Education              | 2,394     | 635               | 1          | 1,517              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Scooters - Medical                                  | 418       | 1,538             | 1          | 1,518              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Seals - Notary & Corporation                        | 925       | 1,088             | 1          | 1,519              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Second Hand Stores                                  | 3,146     | 522               | 1          | 1,520              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Seminars & Training - Wealth Building & Real Estate | 7         | 3,621             | 1          | 1,521              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Septic Tanks - Treatment Supplies                   | 106       | 2,398             | 1          | 1,522              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Service Animals - Dogs                              | 369       | 1,623             | 1          | 1,523              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Sewer Contractors                                   | 5,398     | 338               | 1          | 1,524              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Sharpening Service                                  | 570       | 1,346             | 1          | 1,525              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Ship Brokers  | 93        | 2,480             | 1          | 1,526              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Shock Absorbers                                     | 260       | 1,850             | 1          | 1,527              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Shoe Laces  | 45        | 2,901             | 1          | 1,528              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Shopping Centers & Malls                            | 1,298     | 906               | 1          | 1,529              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |

| Industry Classification                             | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|----|
| Shopping Service - Personal                         | 541       | 1,385             | 1          | 1,530              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Shredding Services                                  | 484       | 1,454             | 1          | 1,531              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Signs - Digital                                     | 573       | 1,339             | 1          | 1,532              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Signs - Equipment & Supplies                        | 219       | 1,963             | 1          | 1,533              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Signs - Maintenance & Repair                        | 89        | 2,506             | 1          | 1,534              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Skylights   | 1,742     | 763               | 1          | 1,535              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Slip Covers   | 56        | 2,788             | 1          | 1,536              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Smelters & Refiners - Precious Metals               | 29        | 3,112             | 1          | 1,537              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Smoke Detectors & Alarms                            | 200       | 2,013             | 1          | 1,538              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Smokers Information & Treatment                     | 471       | 1,472             | 1          | 1,539              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Snow Removal Service - Commercial                   | 1,392     | 875               | 1          | 1,540              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Snowmobile Tours                                    | 1         | 3,909             | 1          | 1,541              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Soffit & Fascia                                     | 1,540     | 829               | 1          | 1,542              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Solar Energy Products - Retail                      | 1,729     | 766               | 1          | 1,543              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Sorting Equipment                                   | 4         | 3,743             | 1          | 1,544              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Soundproofing                                       | 2         | 3,845             | 1          | 1,545              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Spas & Hot Tubs - Rental - Wholesale, Manufacturing | 1,003     | 1,044             | 1          | 1,546              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Speech & Language Pathologists                      | 222       | 1,952             | 1          | 1,547              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Sports Hospitality                                  | 16        | 3,350             | 1          | 1,548              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Stadiums, Arenas & Athletic Fields                  | 233       | 1,925             | 1          | 1,549              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Stationers - Retail                                 | 180       | 2,069             | 1          | 1,550              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Steel Detailers - Structural                        | 293       | 1,773             | 1          | 1,551              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Stock & Bond Brokers                                | 919       | 1,089             | 1          | 1,552              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Storm Windows & Doors - Repair                      | 157       | 2,166             | 1          | 1,553              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Structural Integration                              | 1,090     | 996               | 1          | 1,554              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Stucco Manufacturers & Distributors                 | 373       | 1,609             | 1          | 1,555              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Stump Removal & Grinding                            | 76        | 2,602             | 1          | 1,556              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Surgical Centers                                    | 158       | 2,160             | 1          | 1,557              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Swimming Pools - Leak Detection & Repair            | 134       | 2,260             | 1          | 1,558              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Swimming Pools - Private                            | 330       | 1,698             | 1          | 1,559              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Systems & Software Testing                          | 53        | 2,816             | 1          | 1,560              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Tailoring Instruction                               | 12        | 3,448             | 1          | 1,561              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Tanks - Metal                                       | 173       | 2,096             | 1          | 1,562              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Taxes - Enrolled Agent                              | 0         | 3,980             | 1          | 1,563              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Tea - Manufacturer & Importer                       | 52        | 2,826             | 1          | 1,564              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Telecommunication Design                            | 210       | 1,987             | 1          | 1,565              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Telescopes  | 72        | 2,624             | 1          | 1,566              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Television Station Equipment                        | 40        | 2,964             | 1          | 1,567              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Tennis Courts - Public                              | 36        | 3,011             | 1          | 1,568              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Textile Fibers                                      | 173       | 2,096             | 1          | 1,569              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Thrift Shops  | 626       | 1,294             | 1          | 1,570              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Tile - Non-Ceramic - Contractors & Dealers          | 716       | 1,217             | 1          | 1,571              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Tire Repair   | 153       | 2,178             | 1          | 1,572              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Tire Retread & Repair                               | 567       | 1,350             | 1          | 1,573              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Title Loans   | 421       | 1,531             | 1          | 1,574              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Tobacco Growers                                     | 35        | 3,025             | 1          | 1,575              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Toilets - Portable                                  | 401       | 1,564             | 1          | 1,576              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Tool & Utility Sheds                                | 1,748     | 759               | 1          | 1,577              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Tools - Electric                                    | 1,813     | 743               | 1          | 1,578              | 0             | 0%   | 1                 | 100% | 0                      | 0% |
| Towers  | 918       | 1,090             | 1          | 1,579              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Towing - Heavy Equipment                            | 688       | 1,245             | 1          | 1,580              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Tractor Distributors & Manufacturers                | 10        | 3,514             | 1          | 1,581              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Tractor Equipment & Parts                           | 392       | 1,583             | 1          | 1,582              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Trailer Storage                                     | 295       | 1,769             | 1          | 1,583              | 1             | 100% | 0                 | 0%   | 0                      | 0% |
| Trampolines   | 416       | 1,539             | 1          | 1,584              | 1             | 100% | 0                 | 0%   | 0                      | 0% |

| Industry Classification                                 | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %    | Cmpis Not Settled | %    | Cmpis Unable To Pursue | %    |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Transcription Service                                   | 240       | 1,904             | 1          | 1,585              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Tree Service Equipment & Supplies                       | 188       | 2,047             | 1          | 1,586              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Truck Caps & Shells                                     | 468       | 1,474             | 1          | 1,587              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Truck Manufacturers & Distributors                      | 102       | 2,422             | 1          | 1,588              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Truck Stops   | 167       | 2,123             | 1          | 1,589              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Trucking - Water Hauling                                | 413       | 1,543             | 1          | 1,590              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Trusses - Construction                                  | 508       | 1,425             | 1          | 1,591              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Upholsterers Supplies                                   | 63        | 2,713             | 1          | 1,592              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Upholstery and Rug Cleaning                             | 1,139     | 975               | 1          | 1,593              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Upholstery Fabrics - Wholesale & Manufacturers          | 444       | 1,503             | 1          | 1,594              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Valet Service   | 167       | 2,123             | 1          | 1,595              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Van Conversions & Accessories                           | 238       | 1,915             | 1          | 1,596              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Variety Stores  | 344       | 1,663             | 1          | 1,597              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Venetian Blinds - Repair & Cleaning                     | 1,544     | 827               | 1          | 1,598              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Ventilating Systems - Cleaning                          | 284       | 1,785             | 1          | 1,599              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Veterinary Emergency                                    | 275       | 1,809             | 1          | 1,600              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Veterinary Physical Therapy & Rehabilitation            | 20        | 3,265             | 1          | 1,601              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Video Games - Rent & Lease                              | 313       | 1,729             | 1          | 1,602              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Video Gaming Establishments                             | 14        | 3,401             | 1          | 1,603              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Videographers - Wedding                                 | 193       | 2,032             | 1          | 1,604              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Videotape, CD, & DVD Duplication & Transfer Services    | 178       | 2,075             | 1          | 1,605              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Wallpaper Hangers                                       | 50        | 2,853             | 1          | 1,606              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Wallpapers & Wall coverings - Wholesale & Manufacturing | 136       | 2,249             | 1          | 1,607              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Wallpapers & Wallcoverings - Retail                     | 154       | 2,175             | 1          | 1,608              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Washing Machines & Dryers - Coin Metered                | 88        | 2,513             | 1          | 1,609              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Watches - Wholesale & Manufacturers                     | 245       | 1,891             | 1          | 1,610              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Water Coolers   | 359       | 1,646             | 1          | 1,611              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Water Coolers - Equipment & Supplies                    | 552       | 1,370             | 0          | 1,612              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Water Heater - Tankless                                 | 72        | 2,624             | 1          | 1,613              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| <b>Water Heaters - Repairing</b>                        | 760       | 1,187             | 1          | 1,614              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Water Supply Systems                                    | 1,029     | 1,028             | 1          | 1,615              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Wedding Chapels & Ceremonies                            | 376       | 1,606             | 1          | 1,616              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Welcome ServiceFor Newcomers                            | 332       | 1,695             | 1          | 1,617              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Wheel Align, Frame & Axle Service Equipment & Supplies  | 81        | 2,568             | 1          | 1,618              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Wheelchair & Disability Transportation                  | 624       | 1,298             | 1          | 1,619              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Wind Energy Systems                                     | 419       | 1,536             | 1          | 1,620              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Wineries  | 447       | 1,499             | 1          | 1,621              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Wines - Retail  | 178       | 2,075             | 1          | 1,622              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Wood Preserving   | 257       | 1,859             | 1          | 1,623              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Woodworking Tools - Retail                              | 267       | 1,834             | 1          | 1,624              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Writers - Business                                      | 97        | 2,453             | 1          | 1,625              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Yacht Charter Broker                                    | 283       | 1,787             | 1          | 1,626              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Zoological Gardens                                      | 3         | 3,790             | 1          | 1,627              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Zoos  | 60        | 2,747             | 1          | 1,628              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Abrasives   | 207       | 1,996             | 0          | 1,629              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Access Control Systems                                  | 189       | 2,044             | 0          | 1,630              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Accident Reconstruction Service                         | 56        | 2,788             | 0          | 1,631              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Accounting & Bookkeeping Machines                       | 1,703     | 776               | 0          | 1,632              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Acid Proof Equipment & Materials                        | 59        | 2,761             | 0          | 1,633              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Acoustical Consultants                                  | 126       | 2,297             | 0          | 1,634              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Acoustical Materials                                    | 135       | 2,256             | 0          | 1,635              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Acting & Voice Over Training                            | 17        | 3,326             | 0          | 1,636              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Actuaries   | 168       | 2,120             | 0          | 1,637              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Acupressure   | 152       | 2,182             | 0          | 1,638              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |

| Industry Classification                     | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Acupuncturists                              | 2,398     | 633               | 0          | 1,639              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Adhesives & Glues                           | 225       | 1,949             | 0          | 1,640              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Adhesives & Gluing Equipment                | 5         | 3,693             | 0          | 1,641              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Administrative Services                     | 406       | 1,552             | 0          | 1,642              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Adoption Services                           | 243       | 1,897             | 0          | 1,643              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Advertising - Aerial                        | 1         | 3,909             | 0          | 1,644              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Advertising - Checking Service              | 19        | 3,281             | 0          | 1,645              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Advertising - Indoor                        | 142       | 2,227             | 0          | 1,646              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Advertising - Mobile                        | 3         | 3,790             | 0          | 1,647              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Advertising - Motion Picture                | 2         | 3,845             | 0          | 1,648              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Advertising - Newspaper                     | 373       | 1,609             | 0          | 1,649              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Advertising - Radio                         | 100       | 2,434             | 0          | 1,650              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Advertising - Telephone                     | 200       | 2,013             | 0          | 1,651              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Advertising - Television                    | 75        | 2,606             | 0          | 1,652              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Advertising - Transit & Transportation      | 2         | 3,845             | 0          | 1,653              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Advertising - Vinyl Phone Book Covers       | 1         | 3,909             | 0          | 1,654              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aerial Applicators                          | 1         | 3,909             | 0          | 1,655              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aerospace Industries                        | 41        | 2,954             | 0          | 1,656              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Agricultural Consultants                    | 126       | 2,297             | 0          | 1,657              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Agricultural Waste Management               | 93        | 2,480             | 0          | 1,658              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aids Research & Clinics                     | 1         | 3,909             | 0          | 1,659              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Ambulance Service                       | 118       | 2,336             | 0          | 1,660              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Balancing                               | 90        | 2,502             | 0          | 1,661              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Brushes                                 | 31        | 3,083             | 0          | 1,662              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Conditioning Equipment - Room Units     | 174       | 2,091             | 0          | 1,663              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Conditioning Repair                     | 1,710     | 772               | 0          | 1,664              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Conditioning Systems - Cleaning         | 94        | 2,470             | 0          | 1,665              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Curtains & Screens                      | 6         | 3,658             | 0          | 1,666              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Duct Repair                             | 54        | 2,807             | 0          | 1,667              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Duct Systems                            | 52        | 2,826             | 0          | 1,668              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Fragrances                              | 26        | 3,157             | 0          | 1,669              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Pollution Control                       | 524       | 1,406             | 0          | 1,670              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Pollution Measuring Service             | 115       | 2,357             | 0          | 1,671              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Air Sealing                                 | 7         | 3,621             | 0          | 1,672              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft & Aircraft Equipment - Testing     | 6         | 3,658             | 0          | 1,673              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft Brokers                            | 35        | 3,025             | 0          | 1,674              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft Cleaning                           | 11        | 3,475             | 0          | 1,675              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft Dealers                            | 91        | 2,494             | 0          | 1,676              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft Engines                            | 31        | 3,083             | 0          | 1,677              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft Ferrying & Transporting Service    | 63        | 2,713             | 0          | 1,678              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft Ground Support & Service Equipment | 16        | 3,350             | 0          | 1,679              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft Manufacturers                      | 37        | 2,996             | 0          | 1,680              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft Parts & Supplies                   | 562       | 1,357             | 0          | 1,681              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft Rebuilding                         | 11        | 3,475             | 0          | 1,682              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft Schools                            | 347       | 1,659             | 0          | 1,683              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft Servicing & Maintenance            | 552       | 1,370             | 0          | 1,684              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aircraft Storage                            | 7         | 3,621             | 0          | 1,685              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Airlines - Training Schools                 | 362       | 1,638             | 0          | 1,686              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Airport Equipment & Supplies                | 19        | 3,281             | 0          | 1,687              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Albums                                      | 4         | 3,743             | 0          | 1,688              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Alcoholism Info & Treatment Centers         | 425       | 1,524             | 0          | 1,689              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Alfalfa & Alfalfa Products                  | 1         | 3,909             | 0          | 1,690              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Alloys                                      | 19        | 3,281             | 0          | 1,691              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Alternative Medicine                        | 783       | 1,178             | 0          | 1,692              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aluminum Fabricators                        | 339       | 1,678             | 0          | 1,693              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                             | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Alzheimer Care, Information & Treatment             | 4         | 3,743             | 0          | 1,694              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ambulances & Hearses                                | 136       | 2,249             | 0          | 1,695              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ammunition & Reload Equipment & Supplies            | 177       | 2,081             | 0          | 1,696              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Amusement Devices                                   | 51        | 2,841             | 0          | 1,697              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Amusement Park Equipment                            | 277       | 1,803             | 0          | 1,698              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Anchors - Marine                                    | 118       | 2,336             | 0          | 1,699              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Animal Brokers & Dealers - Zoo, Circus              | 103       | 2,415             | 0          | 1,700              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Animal Foods - Zoo, Circus                          | 23        | 3,226             | 0          | 1,701              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Animal Insemination - Artificial                    | 675       | 1,256             | 0          | 1,702              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Animal Registration & Identification                | 16        | 3,350             | 0          | 1,703              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Animal Rescue Relocation                            | 522       | 1,409             | 0          | 1,704              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Animal Supplies - Zoo, Circus                       | 5         | 3,693             | 0          | 1,705              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Animals - Nuisance Control - Trapping               | 1,354     | 890               | 0          | 1,706              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Animation Mechanics - Display, Sign                 | 18        | 3,309             | 0          | 1,707              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Annuities   | 85        | 2,532             | 0          | 1,708              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Anodizing   | 12        | 3,448             | 0          | 1,709              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Answering Services                                  | 622       | 1,299             | 0          | 1,710              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Antiques - Reproductions                            | 26        | 3,157             | 0          | 1,711              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Appraisal - Jewelry                                 | 345       | 1,661             | 0          | 1,712              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Appraisers - Antiques                               | 114       | 2,360             | 0          | 1,713              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aquaculture   | 201       | 2,008             | 0          | 1,714              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aquariums - Lease & Maintenance                     | 51        | 2,841             | 0          | 1,715              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aquariums - Wholesale & Manufacturers               | 11        | 3,475             | 0          | 1,716              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Arbitration Services                                | 235       | 1,922             | 0          | 1,717              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Arborist  | 878       | 1,118             | 0          | 1,718              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Archaeologists                                      | 2         | 3,845             | 0          | 1,719              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Archery Equipment & Supplies                        | 265       | 1,839             | 0          | 1,720              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Archery Instruction                                 | 69        | 2,651             | 0          | 1,721              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Archery Ranges                                      | 147       | 2,201             | 0          | 1,722              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Architects Supplies                                 | 14        | 3,401             | 0          | 1,723              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Architectural & Construction Specs                  | 473       | 1,469             | 0          | 1,724              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Armatures - Service & Sales                         | 27        | 3,143             | 0          | 1,725              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Armored Car Manufacturing                           | 50        | 2,853             | 0          | 1,726              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Armored Car Service                                 | 88        | 2,513             | 0          | 1,727              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Army & Navy Goods                                   | 182       | 2,062             | 0          | 1,728              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Art Organizations & Information                     | 57        | 2,779             | 0          | 1,729              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Art Restoration & Conservation                      | 103       | 2,415             | 0          | 1,730              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Artificial Breasts                                  | 26        | 3,157             | 0          | 1,731              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Artificial Flowers & Plants - Manufacturer Supplies | 94        | 2,470             | 0          | 1,732              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Artificial Flowers, Plants & Trees                  | 172       | 2,101             | 0          | 1,733              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Artificial Limbs                                    | 8         | 3,589             | 0          | 1,734              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Artist - Touch Up                                   | 2         | 3,845             | 0          | 1,735              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Artists - Fine Art                                  | 226       | 1,943             | 0          | 1,736              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Artists Agents                                      | 159       | 2,155             | 0          | 1,737              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Asbestos & Asbestos Products                        | 8         | 3,589             | 0          | 1,738              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Asbestos Consulting & Testing                       | 158       | 2,160             | 0          | 1,739              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Assisted Living & Adult Family Homes                | 237       | 1,918             | 0          | 1,740              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Assisted Living Centers & Adult Family Homes        | 701       | 1,233             | 0          | 1,741              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Association Management                              | 24        | 3,205             | 0          | 1,742              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Astrologers   | 160       | 2,148             | 0          | 1,743              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Astronomical Instruments                            | 2         | 3,845             | 0          | 1,744              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Family                        | 663       | 1,262             | 0          | 1,745              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Immigration & Naturalization  | 2,412     | 629               | 0          | 1,746              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Civil                         | 28        | 3,133             | 0          | 1,747              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Collaborative Divorce         | 23        | 3,226             | 0          | 1,748              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                                 | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Attorneys & Lawyers - Consumer Fraud                    | 4         | 3,743             | 0          | 1,749              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Criminal                          | 580       | 1,337             | 0          | 1,750              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - DUI                               | 3         | 3,790             | 0          | 1,751              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Employment & Workers Compensation | 85        | 2,532             | 0          | 1,752              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Employment Litigation             | 158       | 2,160             | 0          | 1,753              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Estate Planning                   | 83        | 2,552             | 0          | 1,754              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Insurance Law                     | 145       | 2,216             | 0          | 1,755              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Intellectual Property             | 10        | 3,514             | 0          | 1,756              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Landlord/Tenant                   | 12        | 3,448             | 0          | 1,757              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Legal Malpractice                 | 1         | 3,909             | 0          | 1,758              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Litigation                        | 13        | 3,419             | 0          | 1,759              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Mediation & Arbitration           | 64        | 2,703             | 0          | 1,760              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Patent                            | 26        | 3,157             | 0          | 1,761              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Personal Injury & Property Damage | 779       | 1,181             | 0          | 1,762              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Social Security & Disability      | 45        | 2,901             | 0          | 1,763              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Tax                               | 66        | 2,688             | 0          | 1,764              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Trademark                         | 109       | 2,384             | 0          | 1,765              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Wills, Trust & Probate            | 107       | 2,394             | 0          | 1,766              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Audio-Visual Equipment - Dealers                        | 1,659     | 787               | 0          | 1,767              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Audio-Visual Equipment - Rent & Lease                   | 257       | 1,859             | 0          | 1,768              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Audio-Visual Equipment - Supplies & Parts               | 322       | 1,708             | 0          | 1,769              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Audio-Visual Equipment - Wholesale & Manufacturers      | 25        | 3,184             | 0          | 1,770              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auditory Training Equipment                             | 1         | 3,909             | 0          | 1,771              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto - Emissions Testing                                | 159       | 2,155             | 0          | 1,772              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto - Fleet Service                                    | 10        | 3,514             | 0          | 1,773              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Air Conditioning                                   | 855       | 1,128             | 0          | 1,774              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Air Conditioning Equipment                         | 9         | 3,549             | 0          | 1,775              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Appraisers   | 524       | 1,406             | 0          | 1,776              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Bumpers, Guards & Grilles                          | 167       | 2,123             | 0          | 1,777              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Dealers - Buying Co-Op                             | 80        | 2,575             | 0          | 1,778              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Dealers - Hybrid Vehicles                          | 34        | 3,039             | 0          | 1,779              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Diagnostic Service                                 | 837       | 1,141             | 0          | 1,780              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Electric Equipment                                 | 754       | 1,192             | 0          | 1,781              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Floor Coverings                                    | 1         | 3,909             | 0          | 1,782              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Hand & Foot Controls                               | 7         | 3,621             | 0          | 1,783              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Machine Shops                                      | 722       | 1,210             | 0          | 1,784              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Manufacturers & Distributors - Specialty Body      | 15        | 3,379             | 0          | 1,785              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Paintless Dent Repair                              | 1,502     | 839               | 0          | 1,786              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Parts - Antique                                    | 95        | 2,464             | 0          | 1,787              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Radios & Stereos - Wholesale & Manufacturers       | 166       | 2,127             | 0          | 1,788              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Registration                                       | 32        | 3,069             | 0          | 1,789              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Repair - Tune-Up                                   | 32        | 3,069             | 0          | 1,790              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Repair - Vintage                                   | 12        | 3,448             | 0          | 1,791              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Service - Specialty Parts                          | 1,040     | 1,022             | 0          | 1,792              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Service - Steam Cleaning                           | 220       | 1,960             | 0          | 1,793              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Smog Inspection                                    | 158       | 2,160             | 0          | 1,794              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Upholstery Cleaning                                | 197       | 2,024             | 0          | 1,795              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Autograph Dealers                                       | 163       | 2,137             | 0          | 1,796              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Automation Consultants                                  | 120       | 2,330             | 0          | 1,797              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Automation Systems & Equipment                          | 433       | 1,513             | 0          | 1,798              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aviation Consultants                                    | 122       | 2,317             | 0          | 1,799              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aviation Services                                       | 227       | 1,940             | 0          | 1,800              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Awards - Production & Engraving                         | 24        | 3,205             | 0          | 1,801              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                          | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Axles  | 69        | 2,651             | 0          | 1,802              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Baby Sitters                                     | 77        | 2,594             | 0          | 1,803              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Backflow Prevention Devices & Services           | 118       | 2,336             | 0          | 1,804              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Backflow Testing                                 | 37        | 2,996             | 0          | 1,805              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Badges   | 8         | 3,589             | 0          | 1,806              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Badges - Manufacturer Supplies                   | 8         | 3,589             | 0          | 1,807              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Badminton Courts - Public                        | 21        | 3,251             | 0          | 1,808              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bagels   | 27        | 3,143             | 0          | 1,809              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bags - Burlap, Canvas & Cotton                   | 31        | 3,083             | 0          | 1,810              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bags - Paper                                     | 8         | 3,589             | 0          | 1,811              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bags - Plastic                                   | 43        | 2,931             | 0          | 1,812              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bakers - Wholesale                               | 705       | 1,227             | 0          | 1,813              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bakers Equipment                                 | 93        | 2,480             | 0          | 1,814              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bakers Equipment - Repair                        | 1         | 3,909             | 0          | 1,815              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bakers Supplies                                  | 29        | 3,112             | 0          | 1,816              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Balancing Service - Industrial                   | 8         | 3,589             | 0          | 1,817              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ballrooms  | 9         | 3,549             | 0          | 1,818              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bamboo & Bamboo Products                         | 60        | 2,747             | 0          | 1,819              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bankruptcy Counseling - Federally Certified      | 398       | 1,572             | 0          | 1,820              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bar - Fixtures                                   | 7         | 3,621             | 0          | 1,821              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bar Coding Service                               | 42        | 2,941             | 0          | 1,822              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bar Supplies                                     | 3         | 3,790             | 0          | 1,823              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Barge Lines                                      | 10        | 3,514             | 0          | 1,824              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Barn Equipment                                   | 37        | 2,996             | 0          | 1,825              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Barrels & Drums                                  | 341       | 1,673             | 0          | 1,826              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bars & Taverns                                   | 1,117     | 989               | 0          | 1,827              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bartending Service                               | 372       | 1,612             | 0          | 1,828              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Barter & Trade Exchanges                         | 506       | 1,427             | 0          | 1,829              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Baseball Batting Ranges                          | 18        | 3,309             | 0          | 1,830              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Basketball Clubs                                 | 104       | 2,411             | 0          | 1,831              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Baskets - Retail                                 | 56        | 2,788             | 0          | 1,832              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Baths  | 1,410     | 866               | 0          | 1,833              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Baths - Equipment & Supplies                     | 1,613     | 803               | 0          | 1,834              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Batteries - Dry Cell - Wholesale & Manufacturers | 538       | 1,388             | 0          | 1,835              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Batteries - Storage-Wholesale & Manufacturers    | 268       | 1,829             | 0          | 1,836              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Battery Charging Equipment                       | 64        | 2,703             | 0          | 1,837              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Battery Repairing & Rebuilding                   | 299       | 1,755             | 0          | 1,838              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beads  | 256       | 1,863             | 0          | 1,839              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bearings   | 141       | 2,230             | 0          | 1,840              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beauty Supplies & Equipment Repair               | 35        | 3,025             | 0          | 1,841              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bed Bug Inspection Service                       | 46        | 2,887             | 0          | 1,842              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beds - Electric & Adjustable                     | 32        | 3,069             | 0          | 1,843              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bedspreads - Retail                              | 60        | 2,747             | 0          | 1,844              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beekeepers Supplies                              | 5         | 3,693             | 0          | 1,845              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beer Dispensing & Cleaning Equipment - Repair    | 34        | 3,039             | 0          | 1,846              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beer Dispensing & Cooling Equipment              | 64        | 2,703             | 0          | 1,847              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beer, Ale, Wine & Spirits Service                | 3         | 3,790             | 0          | 1,848              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Behavioral Education Services                    | 85        | 2,532             | 0          | 1,849              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Belting & Supplies                               | 52        | 2,826             | 0          | 1,850              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beverage Dispensers                              | 78        | 2,589             | 0          | 1,851              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beverages  | 405       | 1,556             | 0          | 1,852              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beverages - Wholesale & Distribution             | 513       | 1,419             | 0          | 1,853              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bibles   | 17        | 3,326             | 0          | 1,854              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bill Paying Service                              | 528       | 1,401             | 0          | 1,855              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Billiard Equipment & Supplies                    | 1,689     | 781               | 0          | 1,856              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                     | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Billiard Parlors                            | 217       | 1,969             | 0          | 1,857              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Billing Service                             | 322       | 1,708             | 0          | 1,858              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Binders - Loose Leaf                        | 5         | 3,693             | 0          | 1,859              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bindings - Bias & Straight                  | 2         | 3,845             | 0          | 1,860              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Binoculars                                  | 104       | 2,411             | 0          | 1,861              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Biofeedback Therapists                      | 51        | 2,841             | 0          | 1,862              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Biological Products                         | 23        | 3,226             | 0          | 1,863              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Biomedical Products - Research              | 280       | 1,792             | 0          | 1,864              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bird & Wildlife Supply Shops                | 300       | 1,753             | 0          | 1,865              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bird Barriers, Repellents & Controls        | 16        | 3,350             | 0          | 1,866              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bird Feeders & Houses                       | 99        | 2,440             | 0          | 1,867              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Birth Centers                               | 110       | 2,381             | 0          | 1,868              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Birth Control Information Centers           | 17        | 3,326             | 0          | 1,869              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bistro                                      | 38        | 2,987             | 0          | 1,870              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Blacksmiths                                 | 5         | 3,693             | 0          | 1,871              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Blankets                                    | 27        | 3,143             | 0          | 1,872              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Blasting Contractors                        | 200       | 2,013             | 0          | 1,873              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Blasting Equipment & Supplies               | 36        | 3,011             | 0          | 1,874              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bleachers & Grandstands                     | 12        | 3,448             | 0          | 1,875              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Blinds - Cleaning                           | 402       | 1,562             | 0          | 1,876              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Blood Banks & Centers                       | 43        | 2,931             | 0          | 1,877              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Blowers & Blower Systems                    | 170       | 2,109             | 0          | 1,878              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Blueprinting Equipment & Supplies           | 19        | 3,281             | 0          | 1,879              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boarding Houses                             | 239       | 1,909             | 0          | 1,880              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boards Of Trade                             | 6         | 3,658             | 0          | 1,881              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boat - Excursion                            | 20        | 3,265             | 0          | 1,882              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boat Builders                               | 1,187     | 951               | 0          | 1,883              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boat Cleaning                               | 88        | 2,513             | 0          | 1,884              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boat Covers, Tops & Upholstery              | 389       | 1,590             | 0          | 1,885              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boat Launching                              | 26        | 3,157             | 0          | 1,886              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boat Lifts                                  | 38        | 2,987             | 0          | 1,887              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boating Instruction                         | 219       | 1,963             | 0          | 1,888              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Body Waxing Services                        | 9         | 3,549             | 0          | 1,889              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boilers - Rental                            | 45        | 2,901             | 0          | 1,890              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boilers - Repair & Cleaning                 | 427       | 1,521             | 0          | 1,891              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boilers - Sales & Service                   | 44        | 2,921             | 0          | 1,892              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boilers - Supplies & Parts                  | 99        | 2,440             | 0          | 1,893              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bolts & Nuts                                | 133       | 2,266             | 0          | 1,894              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bonds - Surety & Fidelity                   | 12        | 3,448             | 0          | 1,895              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Book, Compact Disc, & DVD Clubs             | 1,034     | 1,024             | 0          | 1,896              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bookbinders                                 | 399       | 1,569             | 0          | 1,897              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bookbinders Equipment & Supplies            | 4         | 3,743             | 0          | 1,898              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bookcases                                   | 1         | 3,909             | 0          | 1,899              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Books - Textbooks New & Used                | 49        | 2,863             | 0          | 1,900              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bottle Caps & Seals                         | 12        | 3,448             | 0          | 1,901              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bottle Return Depot                         | 1,547     | 824               | 0          | 1,902              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bottlers Equipment & Supplies               | 15        | 3,379             | 0          | 1,903              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bottles - Used                              | 226       | 1,943             | 0          | 1,904              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bottles - Wholesale & Manufacturers         | 105       | 2,407             | 0          | 1,905              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bounce Houses                               | 34        | 3,039             | 0          | 1,906              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boutique - Battling Cancer Related Products | 49        | 2,863             | 0          | 1,907              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boutique Items - Wholesale & Manufacturers  | 16        | 3,350             | 0          | 1,908              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bowling Lane Equipment & Supplies           | 4         | 3,743             | 0          | 1,909              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bowling Lane Refinish & Repair              | 7         | 3,621             | 0          | 1,910              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Box Manufacturers Equipment & Supplies      | 371       | 1,620             | 0          | 1,911              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                        | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Boxes - Corrugated & Fiber                     | 176       | 2,083             | 0          | 1,912              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boxes - Paper                                  | 24        | 3,205             | 0          | 1,913              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boxes - Plastic & Transparent                  | 24        | 3,205             | 0          | 1,914              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boxes - Specialty & Fancy                      | 2         | 3,845             | 0          | 1,915              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boxes - Wooden                                 | 92        | 2,489             | 0          | 1,916              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boxing Gym                                     | 136       | 2,249             | 0          | 1,917              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boy & Girl Organizations - Supplies            | 1         | 3,909             | 0          | 1,918              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boys Clothing & Furnishings - Retail           | 2         | 3,845             | 0          | 1,919              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Braids   | 2         | 3,845             | 0          | 1,920              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brake Shoe Bonding & Exchanging                | 2         | 3,845             | 0          | 1,921              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brakes - Lining - Manufacturers & Distributors | 25        | 3,184             | 0          | 1,922              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brakes - Manufacturers & Distributors          | 25        | 3,184             | 0          | 1,923              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brand Development                              | 48        | 2,874             | 0          | 1,924              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brass Fabricators                              | 31        | 3,083             | 0          | 1,925              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Breastfeeding Supplies & Information           | 11        | 3,475             | 0          | 1,926              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brew Pub                                       | 39        | 2,973             | 0          | 1,927              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brewers Equipment & Supplies                   | 182       | 2,062             | 0          | 1,928              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brick - Clay - Common & Face                   | 25        | 3,184             | 0          | 1,929              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brick - Fire                                   | 54        | 2,807             | 0          | 1,930              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brick - Used                                   | 19        | 3,281             | 0          | 1,931              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bridal Gown Preservation                       | 11        | 3,475             | 0          | 1,932              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bridal Registries                              | 11        | 3,475             | 0          | 1,933              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bridge Builders                                | 121       | 2,323             | 0          | 1,934              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bronze   | 2         | 3,845             | 0          | 1,935              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bronzing                                       | 41        | 2,954             | 0          | 1,936              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Broom Manufacturers Equipment & Supplies       | 26        | 3,157             | 0          | 1,937              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brushes  | 187       | 2,052             | 0          | 1,938              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Buffing & Polishing Equipment & Supplies       | 2         | 3,845             | 0          | 1,939              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Building & Development Permits                 | 385       | 1,595             | 0          | 1,940              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Building Inspection - Commercial               | 246       | 1,886             | 0          | 1,941              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Buildings - Metal                              | 635       | 1,283             | 0          | 1,942              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Buildings - Pole & Post Frame                  | 372       | 1,612             | 0          | 1,943              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bulldozers                                     | 69        | 2,651             | 0          | 1,944              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bulletin & Directory Boards                    | 46        | 2,887             | 0          | 1,945              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Burial Vaults                                  | 9         | 3,549             | 0          | 1,946              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bus - Sales & Rental                           | 9         | 3,549             | 0          | 1,947              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Buses - Distributors & Manufacturers           | 2         | 3,845             | 0          | 1,948              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Buses - Repair & Service                       | 3         | 3,790             | 0          | 1,949              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Business Processing Optimization               | 8         | 3,589             | 0          | 1,950              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Butchering                                     | 1,653     | 792               | 0          | 1,951              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Butchers Equipment & Supplies                  | 681       | 1,250             | 0          | 1,952              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Buttons - Manufacturers Equipment & Supplies   | 4         | 3,743             | 0          | 1,953              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cabanas - Beach & Pool                         | 8         | 3,589             | 0          | 1,954              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cabinet Equipment & Supplies                   | 112       | 2,374             | 0          | 1,955              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cabinet Hardware                               | 16        | 3,350             | 0          | 1,956              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cabinet Organizers                             | 226       | 1,943             | 0          | 1,957              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cabinet Refacing                               | 534       | 1,397             | 0          | 1,958              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cabinet Refinishers                            | 1,147     | 970               | 0          | 1,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cable & Wire Harness Assembly                  | 17        | 3,326             | 0          | 1,960              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cable Networking                               | 43        | 2,931             | 0          | 1,961              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cable Splicing                                 | 117       | 2,344             | 0          | 1,962              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cabs - Tractor, Truck                          | 175       | 2,088             | 0          | 1,963              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cake Decorating Equipment & Supplies           | 97        | 2,453             | 0          | 1,964              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Calculators, Adding Machines & Supplies        | 1         | 3,909             | 0          | 1,965              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Calendars                                      | 60        | 2,747             | 0          | 1,966              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                           | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Calligraphers                                     | 91        | 2,494             | 0          | 1,967              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Campers - Rent & Lease                            | 222       | 1,952             | 0          | 1,968              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Campers - Service & Repair                        | 89        | 2,506             | 0          | 1,969              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Campers - Wholesale & Manufacturers               | 9         | 3,549             | 0          | 1,970              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Camping Equipment - Renting                       | 7         | 3,621             | 0          | 1,971              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cams - Grinding & Cutting                         | 7         | 3,621             | 0          | 1,972              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Candles - Retail                                  | 412       | 1,545             | 0          | 1,973              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Candles - Wholesale & Manufacturers               | 10        | 3,514             | 0          | 1,974              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Candles - Wickless                                | 79        | 2,579             | 0          | 1,975              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Candy & Confectionery - Wholesale & Manufacturers | 240       | 1,904             | 0          | 1,976              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Candy & Confectionery Brokers                     | 37        | 2,996             | 0          | 1,977              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Candy & Confectionery Manufacturers Supplies      | 25        | 3,184             | 0          | 1,978              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cans  | 19        | 3,281             | 0          | 1,979              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Canvas - Wholesale & Manufacturers                | 18        | 3,309             | 0          | 1,980              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Canvas Goods                                      | 61        | 2,733             | 0          | 1,981              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Caps - Wholesale & Manufacturers                  | 13        | 3,419             | 0          | 1,982              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Car Buying Service                                | 12        | 3,448             | 0          | 1,983              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Car Loading & Unloading                           | 25        | 3,184             | 0          | 1,984              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Car Pool Information                              | 92        | 2,489             | 0          | 1,985              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carburetors                                       | 14        | 3,401             | 0          | 1,986              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cardboard   | 11        | 3,475             | 0          | 1,987              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Career & Outplacement Counseling                  | 1,251     | 929               | 0          | 1,988              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Caregivers Resources                              | 146       | 2,207             | 0          | 1,989              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cargo & Freight Containers                        | 1,354     | 890               | 0          | 1,990              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cargo Stabilizing Devices                         | 6         | 3,658             | 0          | 1,991              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carnivals   | 19        | 3,281             | 0          | 1,992              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Binding Machines                     | 6         | 3,658             | 0          | 1,993              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Cleaning Equipment - Rental          | 40        | 2,964             | 0          | 1,994              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Cleaning Equipment& Supplies         | 365       | 1,630             | 0          | 1,995              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Dealers - Persian/Oriental Rugs      | 493       | 1,442             | 0          | 1,996              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Dealers - Used                       | 333       | 1,692             | 0          | 1,997              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Distributors & Manufacturers         | 293       | 1,773             | 0          | 1,998              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Dyers                                | 152       | 2,182             | 0          | 1,999              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Pads, Linings & Accessories          | 723       | 1,208             | 0          | 2,000              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Renting                              | 35        | 3,025             | 0          | 2,001              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Repair                               | 611       | 1,311             | 0          | 2,002              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Weavers                              | 17        | 3,326             | 0          | 2,003              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet Layers                                     | 491       | 1,448             | 0          | 2,004              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet Layers Equipment & Supplies                | 22        | 3,237             | 0          | 2,005              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carriages - Horse                                 | 2         | 3,845             | 0          | 2,006              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cash Registers & Supplies                         | 472       | 1,470             | 0          | 2,007              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Casinos - Online                                  | 7         | 3,621             | 0          | 2,008              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Caskets   | 348       | 1,658             | 0          | 2,009              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Casters & Glides                                  | 13        | 3,419             | 0          | 2,010              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cat Breeders                                      | 171       | 2,104             | 0          | 2,011              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Catalog Showrooms                                 | 29        | 3,112             | 0          | 2,012              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Caulking Materials & Equipment                    | 7         | 3,621             | 0          | 2,013              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ceiling Cleaning                                  | 352       | 1,653             | 0          | 2,014              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cellophane, Cell Materials & Products             | 3         | 3,790             | 0          | 2,015              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cement - Retail                                   | 46        | 2,887             | 0          | 2,016              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Centrifugal Machinery                             | 10        | 3,514             | 0          | 2,017              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ceramic Products - Decorative                     | 333       | 1,692             | 0          | 2,018              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cereals   | 8         | 3,589             | 0          | 2,019              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chain Letters                                     | 13        | 3,419             | 0          | 2,020              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chains  | 30        | 3,096             | 0          | 2,021              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification  | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Chairs - Orthopedic & Lift   | 372       | 1,612             | 0          | 2,022              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chairs - Rent  | 179       | 2,072             | 0          | 2,023              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chambers Of Commerce   | 9,012     | 223               | 0          | 2,024              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Charity - Animal Protection  | 1         | 3,909             | 0          | 2,025              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Charity - Children & Youth   | 42        | 2,941             | 0          | 2,026              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Charity - Community Development & Civic Organizations                | 13        | 3,419             | 0          | 2,027              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Charity - Health   | 11        | 3,475             | 0          | 2,028              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Charity - Human Services (i.e. assistance to individuals & families) | 36        | 3,011             | 0          | 2,029              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Charity - Law & Public Interest                                      | 2         | 3,845             | 0          | 2,030              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Charity - Other Charitable Organizations                             | 398       | 1,572             | 0          | 2,031              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Charity - Religious  | 7         | 3,621             | 0          | 2,032              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Charts   | 1         | 3,909             | 0          | 2,033              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chauffeur Service  | 1,043     | 1,017             | 0          | 2,034              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Check Cashing Protection Systems                                     | 36        | 3,011             | 0          | 2,035              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Check Protection & Signing Machines                                  | 3         | 3,790             | 0          | 2,036              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Checks - Printing  | 2,277     | 653               | 0          | 2,037              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cheerleading Instruction   | 89        | 2,506             | 0          | 2,038              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cheese   | 77        | 2,594             | 0          | 2,039              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chemical Cleaning - Industrial                                       | 108       | 2,389             | 0          | 2,040              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chemical Milling   | 1         | 3,909             | 0          | 2,041              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chemical Production  | 106       | 2,398             | 0          | 2,042              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chemicals - Reclaiming   | 137       | 2,242             | 0          | 2,043              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chemists - Analytical & Consulting                                   | 32        | 3,069             | 0          | 2,044              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chemists - Manufacturers   | 30        | 3,096             | 0          | 2,045              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chess Instruction  | 15        | 3,379             | 0          | 2,046              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Child Care - Infant  | 315       | 1,721             | 0          | 2,047              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Child Care Referral  | 29        | 3,112             | 0          | 2,048              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Child Parent Development Centers                                     | 64        | 2,703             | 0          | 2,049              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Child Support Enforcement  | 2         | 3,845             | 0          | 2,050              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Childproofing Services   | 42        | 2,941             | 0          | 2,051              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Children's Play Programs Instruction                                 | 260       | 1,850             | 0          | 2,052              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Childrens & Infants Wear - Wholesale & Manufacturing                 | 61        | 2,733             | 0          | 2,053              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chimes & Bells   | 3         | 3,790             | 0          | 2,054              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chimney Cleaning Equipment & Supplies                                | 23        | 3,226             | 0          | 2,055              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| China & Crystal - Repair   | 27        | 3,143             | 0          | 2,056              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| China & Glassware - Renting  | 1         | 3,909             | 0          | 2,057              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| China - Wholesale & Manufacturers                                    | 77        | 2,594             | 0          | 2,058              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chinese Food Products  | 84        | 2,541             | 0          | 2,059              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chiropractors Equipment & Supplies                                   | 34        | 3,039             | 0          | 2,060              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Choreographers   | 1         | 3,909             | 0          | 2,061              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Christmas Trees  | 144       | 2,218             | 0          | 2,062              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Church Furnishings   | 33        | 3,058             | 0          | 2,063              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Church Supplies  | 86        | 2,523             | 0          | 2,064              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Churches   | 394       | 1,579             | 0          | 2,065              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cigar & Cigarette & Tobacco Dealers - Wholesale                      | 15        | 3,379             | 0          | 2,066              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cigar & Cigarette Lighters   | 14        | 3,401             | 0          | 2,067              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cigars and Cigar Accessories   | 20        | 3,265             | 0          | 2,068              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cistern Builders   | 36        | 3,011             | 0          | 2,069              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| City & Town Planners   | 118       | 2,336             | 0          | 2,070              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Clamps   | 7         | 3,621             | 0          | 2,071              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cleaners & Dyers Equipment & Supplies                                | 62        | 2,722             | 0          | 2,072              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cleaning Compounds   | 682       | 1,249             | 0          | 2,073              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cleaning Services - Estate   | 199       | 2,019             | 0          | 2,074              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                                   | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Cleaning Supplies by Internet                             | 129       | 2,285             | 0          | 2,075              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cleaning Supplies by Mail                                 | 247       | 1,884             | 0          | 2,076              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Clinics - Pain Management                                 | 410       | 1,547             | 0          | 2,077              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Clinics - Sleep Centers                                   | 377       | 1,605             | 0          | 2,078              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Clocks - Components                                       | 6         | 3,658             | 0          | 2,079              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Clocks - Wholesale & Manufacturers                        | 83        | 2,552             | 0          | 2,080              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Closures - Industrial - Protective                        | 84        | 2,541             | 0          | 2,081              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Clutches  | 31        | 3,083             | 0          | 2,082              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coaching - Business                                       | 382       | 1,600             | 0          | 2,083              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coaching - Leadership                                     | 142       | 2,227             | 0          | 2,084              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coaching - Life   | 241       | 1,900             | 0          | 2,085              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coal Miners & Shippers                                    | 6         | 3,658             | 0          | 2,086              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coal Washing  | 6         | 3,658             | 0          | 2,087              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coatings - Vacuum Deposition                              | 4         | 3,743             | 0          | 2,088              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coats - Wholesale & Manufacturers                         | 24        | 3,205             | 0          | 2,089              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coats Of Arms   | 2         | 3,845             | 0          | 2,090              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cocktail Lounges  | 578       | 1,338             | 0          | 2,091              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coffee Roasting & Handling Equipment                      | 472       | 1,470             | 0          | 2,092              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coin & Bill Count,Sort,Wrap Machines                      | 10        | 3,514             | 0          | 2,093              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coins & Tokens - Manufacturers                            | 144       | 2,218             | 0          | 2,094              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coins,Stamps & Precious Metals Dealer                     | 409       | 1,548             | 0          | 2,095              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Colon Hydrotherapy - Colonic Therapy                      | 42        | 2,941             | 0          | 2,096              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Color Consultants   | 138       | 2,239             | 0          | 2,097              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Color Separations - Offset , Photo Engraving              | 15        | 3,379             | 0          | 2,098              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Columns   | 42        | 2,941             | 0          | 2,099              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Combustion Controls                                       | 71        | 2,632             | 0          | 2,100              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Commercial Blueprint Design                               | 40        | 2,964             | 0          | 2,101              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Commercial Kitchen Rental                                 | 16        | 3,350             | 0          | 2,102              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Commercial Painting Contractor                            | 1,416     | 864               | 0          | 2,103              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Commercials - Radio & Television                          | 38        | 2,987             | 0          | 2,104              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Commodity Brokers   | 249       | 1,879             | 0          | 2,105              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Communication Consultants                                 | 1,530     | 832               | 0          | 2,106              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Compact Discs, Tapes & Records - Retail                   | 967       | 1,070             | 0          | 2,107              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Compact Discs, Tapes, Records - Wholesale & Manufacturing | 59        | 2,761             | 0          | 2,108              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Compactors - Waste - Household - Dealers                  | 241       | 1,900             | 0          | 2,109              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Compactors - Waste - Industrial & Commercial              | 509       | 1,424             | 0          | 2,110              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Compressors   | 145       | 2,216             | 0          | 2,111              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Compressors - Repair                                      | 31        | 3,083             | 0          | 2,112              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Computers - Forensics                                     | 66        | 2,688             | 0          | 2,113              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Computers - Cable & Installation                          | 883       | 1,114             | 0          | 2,114              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Computers - Graphics                                      | 268       | 1,829             | 0          | 2,115              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Computers - Multimedia                                    | 297       | 1,760             | 0          | 2,116              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Computers - Rent & Lease                                  | 153       | 2,178             | 0          | 2,117              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Computers - Rooms - Installation & Equipment              | 24        | 3,205             | 0          | 2,118              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Computers - Security Equip & Systems                      | 239       | 1,909             | 0          | 2,119              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Computers - Training                                      | 1,584     | 810               | 0          | 2,120              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concert Bureaus   | 82        | 2,559             | 0          | 2,121              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concert Halls   | 221       | 1,957             | 0          | 2,122              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concert Performers  | 26        | 3,157             | 0          | 2,123              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concessionaires   | 10        | 3,514             | 0          | 2,124              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concierge Services  | 369       | 1,623             | 0          | 2,125              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete - Prestressed                                    | 7         | 3,621             | 0          | 2,126              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Additives  | 7         | 3,621             | 0          | 2,127              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Block & Product Molding Machine                  | 1         | 3,909             | 0          | 2,128              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Breaking Equipment                               | 28        | 3,133             | 0          | 2,129              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                               | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Concrete Curing & Treating Materials                  | 363       | 1,634             | 0          | 2,130              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Mixers                                       | 18        | 3,309             | 0          | 2,131              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Patching Compounds                           | 11        | 3,475             | 0          | 2,132              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Pumping Service                              | 1,167     | 959               | 0          | 2,133              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Reinforcements                               | 94        | 2,470             | 0          | 2,134              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Removal                                      | 51        | 2,841             | 0          | 2,135              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Condiments & Sauces                                   | 11        | 3,475             | 0          | 2,136              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consignment Service                                   | 493       | 1,442             | 0          | 2,137              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consignment Service - Online                          | 26        | 3,157             | 0          | 2,138              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Construction Estimates                                | 231       | 1,930             | 0          | 2,139              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consulates & Other Federal Government Representatives | 17        | 3,326             | 0          | 2,140              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consultant - Employee Benefit Plans                   | 596       | 1,323             | 0          | 2,141              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consultant - Strategic Planning                       | 98        | 2,447             | 0          | 2,142              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consultants - Automobile Purchase                     | 29        | 3,112             | 0          | 2,143              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consultants - Dental Management                       | 140       | 2,233             | 0          | 2,144              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consultants - Medical                                 | 161       | 2,144             | 0          | 2,145              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consultants - Pharmaceutical                          | 186       | 2,056             | 0          | 2,146              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consultants - Security                                | 305       | 1,743             | 0          | 2,147              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consultants - Social Media                            | 138       | 2,239             | 0          | 2,148              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contest Arranging & Judging                           | 22        | 3,237             | 0          | 2,149              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contract Manufacturing                                | 111       | 2,378             | 0          | 2,150              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Crawl Space                              | 56        | 2,788             | 0          | 2,151              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Disabled Access                          | 50        | 2,853             | 0          | 2,152              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Hauling                                  | 102       | 2,422             | 0          | 2,153              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Home Performance                         | 268       | 1,829             | 0          | 2,154              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Industrial                               | 306       | 1,741             | 0          | 2,155              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Interior Trim                            | 344       | 1,663             | 0          | 2,156              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Low Voltage Systems                      | 137       | 2,242             | 0          | 2,157              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Mechanical Insulation                    | 487       | 1,451             | 0          | 2,158              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Roofing Spray Foam Insulation            | 262       | 1,842             | 0          | 2,159              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Sheetrock                                | 4         | 3,743             | 0          | 2,160              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Spray Foam Insulation                    | 3,368     | 489               | 0          | 2,161              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Tile Roofing                             | 86        | 2,523             | 0          | 2,162              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Water Conditioning                       | 34        | 3,039             | 0          | 2,163              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractors - Acoustical Ceiling                      | 28        | 3,133             | 0          | 2,164              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractors - Ceiling                                 | 1,124     | 985               | 0          | 2,165              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractors - Framing                                 | 3,247     | 505               | 0          | 2,166              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractors - Plant Maintenance Shutdown              | 67        | 2,677             | 0          | 2,167              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractors - Retaining Wall                          | 326       | 1,705             | 0          | 2,168              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractors - Sheet Metal                             | 642       | 1,276             | 0          | 2,169              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Controls, Control Sys & Regulators                    | 972       | 1,066             | 0          | 2,170              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Convents & Monasteries                                | 12        | 3,448             | 0          | 2,171              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Converters - Electric                                 | 4         | 3,743             | 0          | 2,172              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Conveyors & Conveying Equipment                       | 108       | 2,389             | 0          | 2,173              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cookies & Crackers                                    | 96        | 2,461             | 0          | 2,174              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cooking Instruction                                   | 134       | 2,260             | 0          | 2,175              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cooling Towers  | 17        | 3,326             | 0          | 2,176              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Copper Products                                       | 85        | 2,532             | 0          | 2,177              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coppersmiths  | 8         | 3,589             | 0          | 2,178              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Copyright Service                                     | 29        | 3,112             | 0          | 2,179              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cord Blood Storage                                    | 25        | 3,184             | 0          | 2,180              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Corn Products   | 73        | 2,619             | 0          | 2,181              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Corporate Awards                                      | 62        | 2,722             | 0          | 2,182              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Corporate Housing                                     | 49        | 2,863             | 0          | 2,183              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Corporate Travel                                      | 30        | 3,096             | 0          | 2,184              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                     | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Corrosion Control                           | 26        | 3,157             | 0          | 2,185              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cosmetic Sales by Mail                      | 4         | 3,743             | 0          | 2,186              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cosmetics - Wholesale & Manufacturers       | 299       | 1,755             | 0          | 2,187              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Costume Fabrics, Trim & Accessories         | 125       | 2,303             | 0          | 2,188              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cotton Ginning Equipment & Supplies         | 2         | 3,845             | 0          | 2,189              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Counterfeit Money Detection Devices         | 9         | 3,549             | 0          | 2,190              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Countertop - Fabrication                    | 455       | 1,491             | 0          | 2,191              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Countertops - Concrete                      | 141       | 2,230             | 0          | 2,192              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Court Reporters                             | 98        | 2,447             | 0          | 2,193              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Covers - Protective                         | 34        | 3,039             | 0          | 2,194              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| CPR Training & Certification                | 310       | 1,734             | 0          | 2,195              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Craft Instruction                           | 35        | 3,025             | 0          | 2,196              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Crane Service                               | 704       | 1,228             | 0          | 2,197              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cranes - Accessories & Parts                | 30        | 3,096             | 0          | 2,198              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Crankshaft Grinding                         | 45        | 2,901             | 0          | 2,199              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Credit Cards & Plans - Equipment & Supplies | 108       | 2,389             | 0          | 2,200              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Credit Repair Services - No Advance Fee     | 14        | 3,401             | 0          | 2,201              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cremation Services                          | 929       | 1,086             | 0          | 2,202              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cremation Urns                              | 61        | 2,733             | 0          | 2,203              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Crematories                                 | 214       | 1,978             | 0          | 2,204              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Crime Scene/Trauma Clean Up                 | 164       | 2,131             | 0          | 2,205              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Crisis Intervention Service                 | 26        | 3,157             | 0          | 2,206              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cryogenics                                  | 50        | 2,853             | 0          | 2,207              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Crystals - Industrial                       | 9         | 3,549             | 0          | 2,208              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Culverts                                    | 64        | 2,703             | 0          | 2,209              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cupolas                                     | 11        | 3,475             | 0          | 2,210              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Curtains - Wholesale & Manufacturers        | 5         | 3,693             | 0          | 2,211              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Custom Framing                              | 307       | 1,738             | 0          | 2,212              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Custom Tile Painting                        | 11        | 3,475             | 0          | 2,213              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Customs Consultant                          | 52        | 2,826             | 0          | 2,214              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cutting & Slitting Service                  | 10        | 3,514             | 0          | 2,215              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cylinders - Air & Hydraulic                 | 33        | 3,058             | 0          | 2,216              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cylinders - Hydrostatic Testing             | 2         | 3,845             | 0          | 2,217              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dairies                                     | 278       | 1,798             | 0          | 2,218              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dairy Consultants                           | 6         | 3,658             | 0          | 2,219              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dairy Equipment & Supplies                  | 67        | 2,677             | 0          | 2,220              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dancing Supplies                            | 335       | 1,690             | 0          | 2,221              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Darts & Dart Boards                         | 13        | 3,419             | 0          | 2,222              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Data Communications Equipment & Systems     | 613       | 1,308             | 0          | 2,223              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Data Processing Equipment                   | 59        | 2,761             | 0          | 2,224              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Data Processing Equipment - Maintenance     | 21        | 3,251             | 0          | 2,225              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Data Processing Service                     | 819       | 1,155             | 0          | 2,226              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Data Processing Supplies                    | 33        | 3,058             | 0          | 2,227              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Data Recovery                               | 552       | 1,370             | 0          | 2,228              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Data Systems - Consultants & Designers      | 296       | 1,766             | 0          | 2,229              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Day Care - Adults                           | 214       | 1,978             | 0          | 2,230              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Deck Cleaning & Sealing                     | 50        | 2,853             | 0          | 2,231              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Demographic Research                        | 2         | 3,845             | 0          | 2,232              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Demonstration Services                      | 3         | 3,790             | 0          | 2,233              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dental Equipment - Repair & Refinish        | 54        | 2,807             | 0          | 2,234              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dental Service Plans                        | 121       | 2,323             | 0          | 2,235              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dentist - Dental Implants                   | 448       | 1,497             | 0          | 2,236              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dentist - Dental Surgery                    | 484       | 1,454             | 0          | 2,237              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dentist - Periodontist                      | 179       | 2,072             | 0          | 2,238              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dentist - Prosthodontist                    | 12        | 3,448             | 0          | 2,239              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                              | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Dentistry - Cosmetic                                 | 1,287     | 910               | 0          | 2,240              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Deodorants   | 17        | 3,326             | 0          | 2,241              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Deodorizing & Disinfecting                           | 94        | 2,470             | 0          | 2,242              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Designers - Industrial                               | 462       | 1,484             | 0          | 2,243              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Desktop Publishing                                   | 169       | 2,115             | 0          | 2,244              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Destination Management                               | 42        | 2,941             | 0          | 2,245              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Detective Agencies                                   | 19        | 3,281             | 0          | 2,246              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Diabetes Services & Supplies                         | 676       | 1,254             | 0          | 2,247              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Diamond Buyers                                       | 266       | 1,836             | 0          | 2,248              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Diamond Cutters                                      | 8         | 3,589             | 0          | 2,249              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Diamonds - Industrial                                | 5         | 3,693             | 0          | 2,250              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dictating Machines & Supplies                        | 4         | 3,743             | 0          | 2,251              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Die Castings   | 36        | 3,011             | 0          | 2,252              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Die Cutting  | 4         | 3,743             | 0          | 2,253              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Die Cutting Equipment & Supplies                     | 11        | 3,475             | 0          | 2,254              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dietitians   | 15        | 3,379             | 0          | 2,255              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Differentials - Automobile                           | 25        | 3,184             | 0          | 2,256              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Disability Access Equipment                          | 122       | 2,317             | 0          | 2,257              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Disability Remodeling                                | 46        | 2,887             | 0          | 2,258              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Discotheques   | 4         | 3,743             | 0          | 2,259              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dishwashing Machines - Dealers                       | 37        | 2,996             | 0          | 2,260              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dishwashing Machines - Service & Repair              | 71        | 2,632             | 0          | 2,261              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Disposable Products                                  | 5         | 3,693             | 0          | 2,262              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Distillers   | 120       | 2,330             | 0          | 2,263              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Divers Equipment & Supplies                          | 319       | 1,714             | 0          | 2,264              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Diving & Marine Services                             | 83        | 2,552             | 0          | 2,265              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Diving Instruction                                   | 232       | 1,927             | 0          | 2,266              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dock Builders  | 424       | 1,526             | 0          | 2,267              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Doll Clothing & Accessories                          | 79        | 2,579             | 0          | 2,268              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Doll Houses & Accessories                            | 190       | 2,039             | 0          | 2,269              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dolls - Collectors                                   | 217       | 1,969             | 0          | 2,270              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dolls - Retail                                       | 52        | 2,826             | 0          | 2,271              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dome Structures                                      | 90        | 2,502             | 0          | 2,272              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Door Closers & Checks                                | 23        | 3,226             | 0          | 2,273              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Door Frames  | 70        | 2,646             | 0          | 2,274              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Door Manufacturer - High Performance                 | 54        | 2,807             | 0          | 2,275              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Door-to-Door Sales - Cleaning Supplies               | 15        | 3,379             | 0          | 2,276              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Door-to-Door Sales - Cosmetics                       | 102       | 2,422             | 0          | 2,277              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Door-to-Door Sales - Magazines                       | 19        | 3,281             | 0          | 2,278              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Door-to-Door Sales - Photography                     | 34        | 3,039             | 0          | 2,279              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Doors - Commercial                                   | 133       | 2,266             | 0          | 2,280              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Doors - Patio  | 108       | 2,389             | 0          | 2,281              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Doughnuts  | 383       | 1,598             | 0          | 2,282              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drafting Equipment & Supplies                        | 64        | 2,703             | 0          | 2,283              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drafting Services                                    | 1,517     | 836               | 0          | 2,284              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drama/Acting Instruction                             | 244       | 1,894             | 0          | 2,285              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Draperies - Wholesale & Manufacturers                | 32        | 3,069             | 0          | 2,286              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drapery & Curtain Fabric - Wholesale & Manufacturers | 50        | 2,853             | 0          | 2,287              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drapery Installation Service                         | 524       | 1,406             | 0          | 2,288              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drapery Trimmings                                    | 21        | 3,251             | 0          | 2,289              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dredging   | 19        | 3,281             | 0          | 2,290              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dresses - Wholesale & Manufacturers                  | 73        | 2,619             | 0          | 2,291              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drilling & Boring Contractors                        | 1,366     | 884               | 0          | 2,292              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drilling & Boring Equipment & Supplies               | 182       | 2,062             | 0          | 2,293              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drilling - Geothermal                                | 99        | 2,440             | 0          | 2,294              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification  | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Drills   | 24        | 3,205             | 0          | 2,295              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drive Shafts   | 173       | 2,096             | 0          | 2,296              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Driving Proficiency Test Service                                     | 1,789     | 749               | 0          | 2,297              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Driving Training Equipment   | 48        | 2,874             | 0          | 2,298              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drone Retailer   | 8         | 3,589             | 0          | 2,299              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drug Brokers   | 7         | 3,621             | 0          | 2,300              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drug Manufacturers   | 9         | 3,549             | 0          | 2,301              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dry Cleaners - Equipment - Wholesales                                | 39        | 2,973             | 0          | 2,302              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dry Cleaners - Self Service  | 30        | 3,096             | 0          | 2,303              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dry Ice  | 109       | 2,384             | 0          | 2,304              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dryer Vent Cleaning  | 655       | 1,269             | 0          | 2,305              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drying Equipment - Industrial  | 12        | 3,448             | 0          | 2,306              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drying Service   | 2         | 3,845             | 0          | 2,307              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drywall - Inspectors   | 9         | 3,549             | 0          | 2,308              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drywall Contractors Equipment & Supplies                             | 572       | 1,343             | 0          | 2,309              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Duct & Duct Fittings   | 160       | 2,148             | 0          | 2,310              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dune Buggies   | 151       | 2,188             | 0          | 2,311              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Duplicating Machines & Supplies                                      | 1         | 3,909             | 0          | 2,312              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dust Collecting Systems  | 4         | 3,743             | 0          | 2,313              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dust Control Materials   | 4         | 3,743             | 0          | 2,314              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Duty Free Shops  | 126       | 2,297             | 0          | 2,315              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| E-Learning   | 50        | 2,853             | 0          | 2,316              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| E-Mail Marketing   | 47        | 2,882             | 0          | 2,317              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ear & Body Piercing  | 486       | 1,453             | 0          | 2,318              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Earthworms   | 1         | 3,909             | 0          | 2,319              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Economic Development Organizations                                   | 25        | 3,184             | 0          | 2,320              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Economic Research & Analysis   | 26        | 3,157             | 0          | 2,321              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Educational Materials - Home Schooling                               | 24        | 3,205             | 0          | 2,322              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Educational Research   | 64        | 2,703             | 0          | 2,323              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Egg Processing & Shipping Equipment & Supplies                       | 1         | 3,909             | 0          | 2,324              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Eggs   | 43        | 2,931             | 0          | 2,325              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Equipment - Used  | 21        | 3,251             | 0          | 2,326              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Heating Elements  | 62        | 2,722             | 0          | 2,327              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Heating Equipment - Wholesale & Manufacturers               | 162       | 2,142             | 0          | 2,328              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Instruments   | 60        | 2,747             | 0          | 2,329              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Motor Controls - Wholesale & Manufacturers                  | 58        | 2,773             | 0          | 2,330              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Motors - Dealers & Repairing                                | 814       | 1,160             | 0          | 2,331              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Motors - Manufacturers & Distributors                       | 281       | 1,791             | 0          | 2,332              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Motors - Supplies & Parts                                   | 158       | 2,160             | 0          | 2,333              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Motors - Used   | 3         | 3,790             | 0          | 2,334              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Power Line Construction                                     | 103       | 2,415             | 0          | 2,335              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Supplies - Manufacturers                                    | 93        | 2,480             | 0          | 2,336              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Switchboards  | 10        | 3,514             | 0          | 2,337              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Vehicles  | 5         | 3,693             | 0          | 2,338              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electrical Power Systems (Residential & Commercial) - Backup Systems | 144       | 2,218             | 0          | 2,339              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electricians - Commercial  | 2,396     | 634               | 0          | 2,340              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electrolysis   | 1,052     | 1,013             | 0          | 2,341              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electronic Instruments   | 254       | 1,867             | 0          | 2,342              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electronic Mail Service  | 24        | 3,205             | 0          | 2,343              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electronic Power Supplies  | 170       | 2,109             | 0          | 2,344              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electronic Product Waste Management & E Waste Services               | 14        | 3,401             | 0          | 2,345              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electronic Testing Equipment   | 13        | 3,419             | 0          | 2,346              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electronics Research & Development                                   | 106       | 2,398             | 0          | 2,347              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                          | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Electrostatic Painting                           | 46        | 2,887             | 0          | 2,348              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electrotype Equipment & Supplies                 | 15        | 3,379             | 0          | 2,349              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Elevator Consultants                             | 106       | 2,398             | 0          | 2,350              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Elevator Installation                            | 294       | 1,771             | 0          | 2,351              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Elevators - Parts                                | 71        | 2,632             | 0          | 2,352              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Emblems  | 12        | 3,448             | 0          | 2,353              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Embroideries - Uniform                           | 209       | 1,991             | 0          | 2,354              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Embroidering Machines                            | 19        | 3,281             | 0          | 2,355              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Embroidery Design Punching                       | 36        | 3,011             | 0          | 2,356              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Embroidery Supplies                              | 70        | 2,646             | 0          | 2,357              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Emergency Response Systems - Personal            | 16        | 3,350             | 0          | 2,358              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Employee Benefit Plans                           | 931       | 1,084             | 0          | 2,359              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Employment Service - Administrative Assistant    | 20        | 3,265             | 0          | 2,360              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Employment Service - Employee Leasing            | 115       | 2,357             | 0          | 2,361              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Employment Service - Government, Co, Fraternal   | 18        | 3,309             | 0          | 2,362              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Employment Service - Union Talent Signatory      | 4         | 3,743             | 0          | 2,363              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Employment Service - Virtual Assistant           | 90        | 2,502             | 0          | 2,364              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Encyclopedia & Book Sales by Internet            | 16        | 3,350             | 0          | 2,365              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Encyclopedias                                    | 16        | 3,350             | 0          | 2,366              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Endodontics                                      | 11        | 3,475             | 0          | 2,367              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Energy Audits                                    | 123       | 2,312             | 0          | 2,368              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engineering Contractors - General                | 1,661     | 786               | 0          | 2,369              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engineering Equipment & Supplies                 | 165       | 2,129             | 0          | 2,370              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engineers - Civil                                | 973       | 1,062             | 0          | 2,371              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engineers - Electrical                           | 517       | 1,415             | 0          | 2,372              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engineers - Environmental                        | 11        | 3,475             | 0          | 2,373              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engineers - Mechanical                           | 341       | 1,673             | 0          | 2,374              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engineers - Professional                         | 5,266     | 345               | 0          | 2,375              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engines - Fuel Conversion                        | 46        | 2,887             | 0          | 2,376              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engines - Gas                                    | 674       | 1,257             | 0          | 2,377              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engravers - Mechanical                           | 143       | 2,223             | 0          | 2,378              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engravers - Metal                                | 77        | 2,594             | 0          | 2,379              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engravers - Photo                                | 9         | 3,549             | 0          | 2,380              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engravers - Stationery                           | 2         | 3,845             | 0          | 2,381              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engraving Equipment & Supplies                   | 43        | 2,931             | 0          | 2,382              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Envelopes - Wholesale & Manufacturers            | 32        | 3,069             | 0          | 2,383              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Environmental Consulting & Contracting           | 1,502     | 839               | 0          | 2,384              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Environmental Testing & Consulting               | 187       | 2,052             | 0          | 2,385              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Equine Therapy                                   | 27        | 3,143             | 0          | 2,386              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Equipment Calibration                            | 52        | 2,826             | 0          | 2,387              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ergonomic Products & Services                    | 157       | 2,166             | 0          | 2,388              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Erosion Control                                  | 266       | 1,836             | 0          | 2,389              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Escalators                                       | 2         | 3,845             | 0          | 2,390              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Escort Service - Personal                        | 355       | 1,649             | 0          | 2,391              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Escrow Service                                   | 148       | 2,197             | 0          | 2,392              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Estate Planning & Management                     | 337       | 1,684             | 0          | 2,393              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Estheticians                                     | 645       | 1,272             | 0          | 2,394              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Etched Products - Metal, Glass                   | 16        | 3,350             | 0          | 2,395              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Event Planners - Corporate                       | 342       | 1,671             | 0          | 2,396              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Excavating Equipment                             | 746       | 1,195             | 0          | 2,397              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Executive Search Consultants                     | 791       | 1,173             | 0          | 2,398              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Executive Suites                                 | 80        | 2,575             | 0          | 2,399              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Exercise Equipment & Machines - Service & Repair | 137       | 2,242             | 0          | 2,400              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Exhibit Design & Construction                    | 16        | 3,350             | 0          | 2,401              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Explosives                                       | 10        | 3,514             | 0          | 2,402              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                         | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Export Management                               | 41        | 2,954             | 0          | 2,403              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Exporters                                       | 803       | 1,164             | 0          | 2,404              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Express & Transfer Service                      | 409       | 1,548             | 0          | 2,405              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Exterior Structures - Barn Construction         | 336       | 1,687             | 0          | 2,406              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Exterior Structures - Gazebos, Arbors, Pergolas | 5         | 3,693             | 0          | 2,407              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Eyebrow Threading                               | 171       | 2,104             | 0          | 2,408              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Eyesight Training                               | 3         | 3,790             | 0          | 2,409              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fabric Laminating & Bonding                     | 6         | 3,658             | 0          | 2,410              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fabrics - Wholesale & Manufacturers             | 17        | 3,326             | 0          | 2,411              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Factoring Service                               | 59        | 2,761             | 0          | 2,412              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Family Services                                 | 24        | 3,205             | 0          | 2,413              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fans - Industrial & Commercial                  | 17        | 3,326             | 0          | 2,414              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Farm Equipment - Repair & Parts                 | 290       | 1,778             | 0          | 2,415              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Farm Management                                 | 15        | 3,379             | 0          | 2,416              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Farming Service                                 | 160       | 2,148             | 0          | 2,417              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Farms - Urban                                   | 2         | 3,845             | 0          | 2,418              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fashion Show Producers                          | 79        | 2,579             | 0          | 2,419              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fasteners - Industrial & Construction           | 514       | 1,417             | 0          | 2,420              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fasteners - Textile & Apparel                   | 2         | 3,845             | 0          | 2,421              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Feed - Wholesale & Manufacturers                | 3         | 3,790             | 0          | 2,422              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Feed Concentrates & Supplements                 | 15        | 3,379             | 0          | 2,423              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Feed Dealers                                    | 465       | 1,479             | 0          | 2,424              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Feedlot   | 2         | 3,845             | 0          | 2,425              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Felt & Felt Products                            | 16        | 3,350             | 0          | 2,426              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fence Material                                  | 58        | 2,773             | 0          | 2,427              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fence Posts & Fittings                          | 1,560     | 820               | 0          | 2,428              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fence Staining                                  | 1         | 3,909             | 0          | 2,429              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fences - Rental                                 | 158       | 2,160             | 0          | 2,430              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fencing Instruction                             | 260       | 1,850             | 0          | 2,431              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ferries   | 4         | 3,743             | 0          | 2,432              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fertilizer Plant Equipment                      | 106       | 2,398             | 0          | 2,433              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fertilizers                                     | 429       | 1,519             | 0          | 2,434              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fiber & Fiber Products                          | 1         | 3,909             | 0          | 2,435              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fiber Glass Fabricators                         | 43        | 2,931             | 0          | 2,436              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fiber Glass Materials                           | 112       | 2,374             | 0          | 2,437              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fiber Glass Products                            | 29        | 3,112             | 0          | 2,438              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fiber Optics                                    | 79        | 2,579             | 0          | 2,439              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fiberglass - Bathtubs & Showers                 | 28        | 3,133             | 0          | 2,440              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fiberglass - Fabrication & Repair               | 65        | 2,692             | 0          | 2,441              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Filing Equipment, Systems & Supplies            | 136       | 2,249             | 0          | 2,442              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Filling Machinery                               | 10        | 3,514             | 0          | 2,443              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Filtering Materials & Supplies                  | 339       | 1,678             | 0          | 2,444              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Filters - Air & Gas                             | 97        | 2,453             | 0          | 2,445              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Filters Air & Gas Cleaning                      | 1,043     | 1,017             | 0          | 2,446              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Financial Consultants - No License Required     | 159       | 2,155             | 0          | 2,447              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Financial Planning Kit                          | 2         | 3,845             | 0          | 2,448              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fingerprinting                                  | 724       | 1,206             | 0          | 2,449              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire & Smoke & Water Clean Up                   | 55        | 2,800             | 0          | 2,450              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire & Smoke Alarm Systems                      | 3,282     | 502               | 0          | 2,451              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Department Equipment & Supplies            | 68        | 2,666             | 0          | 2,452              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Departments                                | 4         | 3,743             | 0          | 2,453              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Extinguishers                              | 1,043     | 1,017             | 0          | 2,454              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Hydrants                                   | 65        | 2,692             | 0          | 2,455              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Protection Consultants                     | 710       | 1,222             | 0          | 2,456              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fireproofing                                    | 106       | 2,398             | 0          | 2,457              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                    | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Fireworks                                  | 146       | 2,207             | 0          | 2,458              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| First Aid Supplies                         | 174       | 2,091             | 0          | 2,459              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fish & Seafood - Wholesale                 | 480       | 1,459             | 0          | 2,460              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fish & Seafood Brokers                     | 56        | 2,788             | 0          | 2,461              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fish By-Products                           | 2         | 3,845             | 0          | 2,462              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fish Hatcheries                            | 91        | 2,494             | 0          | 2,463              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fish Processors                            | 227       | 1,940             | 0          | 2,464              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fishermen - Commercial                     | 4         | 3,743             | 0          | 2,465              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fishermens Supplies                        | 236       | 1,921             | 0          | 2,466              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fishery Consultants                        | 3         | 3,790             | 0          | 2,467              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fishing Bait                               | 35        | 3,025             | 0          | 2,468              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fishing Charters                           | 261       | 1,848             | 0          | 2,469              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fishing Tackle - Repair & Parts            | 7         | 3,621             | 0          | 2,470              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fishing Tackle - Wholesale & Manufacturers | 9         | 3,549             | 0          | 2,471              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fishing Tackle Dealers                     | 802       | 1,165             | 0          | 2,472              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fix-It Shops                               | 64        | 2,703             | 0          | 2,473              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flag Poles                                 | 100       | 2,434             | 0          | 2,474              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flanges                                    | 3         | 3,790             | 0          | 2,475              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flashers - Electric                        | 32        | 3,069             | 0          | 2,476              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flea Markets                               | 222       | 1,952             | 0          | 2,477              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flight Instructor                          | 27        | 3,143             | 0          | 2,478              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flight School                              | 585       | 1,335             | 0          | 2,479              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flood assistance                           | 27        | 3,143             | 0          | 2,480              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floodlights & Search Lights                | 45        | 2,901             | 0          | 2,481              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floor Coatings - Epoxy/Polyurethane        | 85        | 2,532             | 0          | 2,482              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floor Machines                             | 5         | 3,693             | 0          | 2,483              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floor Machines - Repair                    | 16        | 3,350             | 0          | 2,484              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floor Refinishing                          | 77        | 2,594             | 0          | 2,485              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floor Removal                              | 317       | 1,718             | 0          | 2,486              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floor Removal, Resurfacing and Refinishing | 109       | 2,384             | 0          | 2,487              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floor Treatment Compounds                  | 126       | 2,297             | 0          | 2,488              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floor Waxing, Polishing & Cleaning         | 80        | 2,575             | 0          | 2,489              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floors - Garage                            | 172       | 2,101             | 0          | 2,490              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floors - Industrial                        | 846       | 1,135             | 0          | 2,491              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floors - Raised                            | 26        | 3,157             | 0          | 2,492              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floral Design Instruction                  | 161       | 2,144             | 0          | 2,493              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Florist - Funeral Bouquets & Wreaths       | 67        | 2,677             | 0          | 2,494              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Florists Supplies                          | 84        | 2,541             | 0          | 2,495              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flour                                      | 4         | 3,743             | 0          | 2,496              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Foam & Sponge Rubber                       | 144       | 2,218             | 0          | 2,497              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Food & Beverage Consultants                | 193       | 2,032             | 0          | 2,498              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Food & Beverage Services                   | 1,271     | 920               | 0          | 2,499              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Food Brokers                               | 176       | 2,083             | 0          | 2,500              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Food Facilities Consultants                | 121       | 2,323             | 0          | 2,501              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Food Processing Equipment & Supplies       | 376       | 1,606             | 0          | 2,502              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Food Products - Organic                    | 643       | 1,275             | 0          | 2,503              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Food ServiceManagement                     | 246       | 1,886             | 0          | 2,504              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Foods - Dehydrated & Freeze-Dried          | 94        | 2,470             | 0          | 2,505              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Foreclosure Services                       | 3         | 3,790             | 0          | 2,506              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Forklift Repair & Maintenance              | 258       | 1,857             | 0          | 2,507              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Foster Child Care                          | 11        | 3,475             | 0          | 2,508              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Foundries                                  | 393       | 1,581             | 0          | 2,509              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Foundry Equipment & Supplies               | 30        | 3,096             | 0          | 2,510              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fountains - Drinking                       | 92        | 2,489             | 0          | 2,511              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fountains - Garden, Display                | 260       | 1,850             | 0          | 2,512              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                           | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Four Wheel Drive Vehicles - Repair & Service      | 49        | 2,863             | 0          | 2,513              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fraternal Organizations                           | 112       | 2,374             | 0          | 2,514              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fraternal Regalia & Supplies                      | 10        | 3,514             | 0          | 2,515              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Freight Consolidating                             | 230       | 1,933             | 0          | 2,516              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Freight Traffic Service                           | 259       | 1,854             | 0          | 2,517              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Frozen Food Locker Plants                         | 13        | 3,419             | 0          | 2,518              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Frozen Foods - Processors                         | 9         | 3,549             | 0          | 2,519              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Frozen Foods - Retail                             | 1,207     | 943               | 0          | 2,520              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fruit & Vegetable Growers & Shippers              | 228       | 1,937             | 0          | 2,521              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fruits & Vegetables - Retail                      | 593       | 1,325             | 0          | 2,522              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fruits & Vegetables - Wholesale                   | 296       | 1,766             | 0          | 2,523              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fruits - Dried                                    | 3         | 3,790             | 0          | 2,524              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fruits - Glace                                    | 4         | 3,743             | 0          | 2,525              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fuel - Biofuels                                   | 69        | 2,651             | 0          | 2,526              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fuel - Diesel                                     | 528       | 1,401             | 0          | 2,527              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fuel Economizers                                  | 133       | 2,266             | 0          | 2,528              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fuel Injection Equipment                          | 67        | 2,677             | 0          | 2,529              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fumigation Services                               | 84        | 2,541             | 0          | 2,530              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fund Raising Games, Merchandise, Supplies         | 256       | 1,863             | 0          | 2,531              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Funeral Directors Equipment & Supplies            | 7         | 3,621             | 0          | 2,532              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fur Business - Wholesale & Manufacturers          | 401       | 1,564             | 0          | 2,533              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fur Finishers & Liners                            | 12        | 3,448             | 0          | 2,534              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fur Skin Dealers & Brokers                        | 10        | 3,514             | 0          | 2,535              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Furniture - Rustic                                | 298       | 1,758             | 0          | 2,536              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Furniture - Unfinished                            | 45        | 2,901             | 0          | 2,537              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Furniture Cleaning Equipment & Supplies           | 97        | 2,453             | 0          | 2,538              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Furniture Manufacturers Equipment & Supplies      | 56        | 2,788             | 0          | 2,539              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Furniture Repair & Refinish Supplies              | 111       | 2,378             | 0          | 2,540              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gambling Abuse & Addiction Info & Treatment       | 7         | 3,621             | 0          | 2,541              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gambling Machine Supplies and Services            | 16        | 3,350             | 0          | 2,542              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Game - Birds, Venison                             | 41        | 2,954             | 0          | 2,543              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Game Farms  | 3         | 3,790             | 0          | 2,544              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gas - Industrial & Medical - Cylinder & Bulk      | 102       | 2,422             | 0          | 2,545              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gas Burners                                       | 146       | 2,207             | 0          | 2,546              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gas Detectors                                     | 131       | 2,280             | 0          | 2,547              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gas Plant Equipment                               | 6         | 3,658             | 0          | 2,548              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gas Power Equipment                               | 9         | 3,549             | 0          | 2,549              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gaskets   | 22        | 3,237             | 0          | 2,550              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gasoline Additives - Manufacturers & Distributors | 5         | 3,693             | 0          | 2,551              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gates   | 618       | 1,303             | 0          | 2,552              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gauges & Gages                                    | 4         | 3,743             | 0          | 2,553              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gears & Gear Cutting                              | 8         | 3,589             | 0          | 2,554              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Generators - Maintenance                          | 104       | 2,411             | 0          | 2,555              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Generators - Steam                                | 74        | 2,613             | 0          | 2,556              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Geographers                                       | 10        | 3,514             | 0          | 2,557              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Geologists  | 26        | 3,157             | 0          | 2,558              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Geologists Supplies                               | 4         | 3,743             | 0          | 2,559              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Geophysical Apparatus                             | 18        | 3,309             | 0          | 2,560              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Geophysicists                                     | 78        | 2,589             | 0          | 2,561              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Geotechnical Engineering                          | 210       | 1,987             | 0          | 2,562              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gift Certificates/Cards                           | 632       | 1,288             | 0          | 2,563              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gift Wrapping Materials                           | 4         | 3,743             | 0          | 2,564              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gilders   | 13        | 3,419             | 0          | 2,565              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Girls Apparel                                     | 3         | 3,790             | 0          | 2,566              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glass - Beveled, Carved, Ornamental               | 714       | 1,220             | 0          | 2,567              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                               | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Glass - Block   | 15        | 3,379             | 0          | 2,568              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glass - Broken  | 24        | 3,205             | 0          | 2,569              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glass - Tempered                                      | 73        | 2,619             | 0          | 2,570              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glass Beads - Industrial                              | 3         | 3,790             | 0          | 2,571              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glass Board - Up Service                              | 13        | 3,419             | 0          | 2,572              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glass Circles & Specialty Shapes                      | 16        | 3,350             | 0          | 2,573              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glass Coating & Tinting                               | 1,005     | 1,043             | 0          | 2,574              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glass Coating & Tinting Materials                     | 122       | 2,317             | 0          | 2,575              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glassware - Wholesale & Manufacturers                 | 500       | 1,436             | 0          | 2,576              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glassware Decorators                                  | 14        | 3,401             | 0          | 2,577              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glaziers Supplies                                     | 47        | 2,882             | 0          | 2,578              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Global Positioning Systems                            | 391       | 1,586             | 0          | 2,579              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gloves & Mittens - Dress                              | 47        | 2,882             | 0          | 2,580              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gloves - Work & Industrial                            | 54        | 2,807             | 0          | 2,581              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Go-Karts  | 88        | 2,513             | 0          | 2,582              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Go-Karts Manufacturers                                | 5         | 3,693             | 0          | 2,583              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Golf Caddies  | 12        | 3,448             | 0          | 2,584              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Golf Carts  | 68        | 2,666             | 0          | 2,585              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Golf Course Construction                              | 11        | 3,475             | 0          | 2,586              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Golf Course Equipment & Supplies                      | 32        | 3,069             | 0          | 2,587              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Golf Courses - Miniature                              | 65        | 2,692             | 0          | 2,588              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Golf Equipment & Supplies - Wholesale & Manufacturers | 29        | 3,112             | 0          | 2,589              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Golf Tours & Promoters                                | 6         | 3,658             | 0          | 2,590              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gourmet Corporate Gifts                               | 36        | 3,011             | 0          | 2,591              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gourmet Shops   | 328       | 1,701             | 0          | 2,592              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Government - Auctions & Job Listing Services          | 10        | 3,514             | 0          | 2,593              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Government - City, Village & Township                 | 526       | 1,404             | 0          | 2,594              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Government - County                                   | 5         | 3,693             | 0          | 2,595              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Government - State                                    | 208       | 1,993             | 0          | 2,596              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Government - US.                                      | 17        | 3,326             | 0          | 2,597              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Government Grant Services                             | 77        | 2,594             | 0          | 2,598              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Government Offices                                    | 2,733     | 578               | 0          | 2,599              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Government Offices - Foreign-Reps                     | 1         | 3,909             | 0          | 2,600              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Graffiti Removal                                      | 219       | 1,963             | 0          | 2,601              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grain Brokers   | 102       | 2,422             | 0          | 2,602              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grain Elevators                                       | 9         | 3,549             | 0          | 2,603              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grain Elevators - Equipment & Supplies                | 10        | 3,514             | 0          | 2,604              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grant - Scholarship - Financial Aid Finder Service    | 340       | 1,676             | 0          | 2,605              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grant Writers   | 9         | 3,549             | 0          | 2,606              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gratings  | 16        | 3,350             | 0          | 2,607              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grease Traps  | 27        | 3,143             | 0          | 2,608              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Greenhouse Equipment & Supplies                       | 431       | 1,516             | 0          | 2,609              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Greenhouses   | 1,006     | 1,041             | 0          | 2,610              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grinding - Precision & Production                     | 8         | 3,589             | 0          | 2,611              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grinding Machines                                     | 19        | 3,281             | 0          | 2,612              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ground Maintenance                                    | 968       | 1,067             | 0          | 2,613              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Group Homes   | 400       | 1,568             | 0          | 2,614              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grout Resurfacing & Repair                            | 3         | 3,790             | 0          | 2,615              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grouting Compounds                                    | 56        | 2,788             | 0          | 2,616              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Guard Dogs  | 51        | 2,841             | 0          | 2,617              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Guardian Services - Adult & Child                     | 13        | 3,419             | 0          | 2,618              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Guards - Door & Window                                | 389       | 1,590             | 0          | 2,619              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Guest Ranch   | 93        | 2,480             | 0          | 2,620              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gun sights, Scopes & Mounts                           | 163       | 2,137             | 0          | 2,621              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gutter Leaf Guards                                    | 67        | 2,677             | 0          | 2,622              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification   | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Gypsum & Gypsum Products  | 21        | 3,251             | 0          | 2,623              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hair Ornaments  | 136       | 2,249             | 0          | 2,624              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hair Weaving  | 344       | 1,663             | 0          | 2,625              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hammocks/Hammock Stands & Chairs                                | 13        | 3,419             | 0          | 2,626              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Handbags  | 366       | 1,629             | 0          | 2,627              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Handbags - Manufacturers Equipment & Supplies                   | 7         | 3,621             | 0          | 2,628              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Handball Courts   | 59        | 2,761             | 0          | 2,629              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Handmade Art  | 85        | 2,532             | 0          | 2,630              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Handwriting Analysts  | 80        | 2,575             | 0          | 2,631              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Handwriting Experts   | 71        | 2,632             | 0          | 2,632              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hardscapes  | 338       | 1,682             | 0          | 2,633              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hardware - Builders   | 84        | 2,541             | 0          | 2,634              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hardware - Marine   | 7         | 3,621             | 0          | 2,635              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hardware - Wholesale & Manufacturers                            | 406       | 1,552             | 0          | 2,636              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hardware Consultants  | 33        | 3,058             | 0          | 2,637              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hardwood Floor Maintenance                                      | 34        | 3,039             | 0          | 2,638              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hatcheries - Poultry  | 146       | 2,207             | 0          | 2,639              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hats - Clean & Renovate   | 39        | 2,973             | 0          | 2,640              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hats - Retail   | 57        | 2,779             | 0          | 2,641              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hauling & Clean Up Services                                     | 3         | 3,790             | 0          | 2,642              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hay Rides   | 180       | 2,069             | 0          | 2,643              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hazardous Material Control & Removal                            | 61        | 2,733             | 0          | 2,644              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Health Care - Placement   | 91        | 2,494             | 0          | 2,645              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Health Care - Staffing  | 192       | 2,035             | 0          | 2,646              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Health Care Linen Service                                       | 8         | 3,589             | 0          | 2,647              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Health Care Management  | 422       | 1,529             | 0          | 2,648              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Health Maintenance Organizations                                | 353       | 1,651             | 0          | 2,649              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Health Recording Service  | 17        | 3,326             | 0          | 2,650              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Heat Recovery Equipment & Systems                               | 6         | 3,658             | 0          | 2,651              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Heat Sealing  | 104       | 2,411             | 0          | 2,652              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Heat Supply Companies   | 163       | 2,137             | 0          | 2,653              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Heat Treating - Metal   | 129       | 2,285             | 0          | 2,654              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Heavy Duty Equipment Repair                                     | 195       | 2,027             | 0          | 2,655              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Helicopters - Charter, Rent & Lease                             | 60        | 2,747             | 0          | 2,656              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hemp Products   | 61        | 2,733             | 0          | 2,657              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hides   | 36        | 3,011             | 0          | 2,658              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Historical Places   | 48        | 2,874             | 0          | 2,659              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Historical Structure Preservation                               | 23        | 3,226             | 0          | 2,660              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hobby & Model Construction Supplies - Wholesale & Manufacturing | 208       | 1,993             | 0          | 2,661              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hog Farms   | 28        | 3,133             | 0          | 2,662              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hoists  | 121       | 2,323             | 0          | 2,663              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Home Demonstrations   | 180       | 2,069             | 0          | 2,664              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Home Economics Consultants                                      | 46        | 2,887             | 0          | 2,665              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Home Electronics - Designers                                    | 102       | 2,422             | 0          | 2,666              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Home Owners Associations  | 37        | 2,996             | 0          | 2,667              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Home Sitting Services   | 1,980     | 703               | 0          | 2,668              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Home Staging  | 361       | 1,642             | 0          | 2,669              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Homeopaths  | 240       | 1,904             | 0          | 2,670              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Honey   | 79        | 2,579             | 0          | 2,671              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hookah Bars   | 11        | 3,475             | 0          | 2,672              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Horse Shoeing   | 170       | 2,109             | 0          | 2,673              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Horse Training  | 251       | 1,872             | 0          | 2,674              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Horseshoe Equipment & Supplies                                  | 262       | 1,842             | 0          | 2,675              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Horticultural Consultants                                       | 296       | 1,766             | 0          | 2,676              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hose & Tubing - Rubber & Plastic                                | 4         | 3,743             | 0          | 2,677              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                                | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Hose Couplings & Fittings                              | 137       | 2,242             | 0          | 2,678              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hosiery - Retail                                       | 35        | 3,025             | 0          | 2,679              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hosiery - Wholesale & Manufacturers                    | 4         | 3,743             | 0          | 2,680              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hospices   | 19        | 3,281             | 0          | 2,681              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hospitality  | 16        | 3,350             | 0          | 2,682              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hospitals  | 480       | 1,459             | 0          | 2,683              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hotels - Reservations                                  | 272       | 1,818             | 0          | 2,684              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| House Cleaning Equipment & Supplies                    | 2,327     | 644               | 0          | 2,685              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Housewares - Wholesale & Manufacturers                 | 160       | 2,148             | 0          | 2,686              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Housing Consultants & Referral Service                 | 27        | 3,143             | 0          | 2,687              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Human Factors - Research & Development                 | 39        | 2,973             | 0          | 2,688              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Human Services Organizations                           | 62        | 2,722             | 0          | 2,689              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Humane Societies                                       | 89        | 2,506             | 0          | 2,690              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Humidifying Apparatus                                  | 3         | 3,790             | 0          | 2,691              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hydraulic Equipment & Supplies                         | 573       | 1,339             | 0          | 2,692              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hydrologists   | 27        | 3,143             | 0          | 2,693              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hydronic Heating                                       | 683       | 1,247             | 0          | 2,694              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hydroponics - Equipment & Supplies                     | 503       | 1,434             | 0          | 2,695              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hygrometers  | 96        | 2,461             | 0          | 2,696              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice  | 86        | 2,523             | 0          | 2,697              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Cream & Frozen Desserts - Mfg & Dist               | 132       | 2,274             | 0          | 2,698              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Cream Cone Manufacturers & Distributors            | 28        | 3,133             | 0          | 2,699              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Cream Freezers                                     | 3         | 3,790             | 0          | 2,700              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Cream Mixes  | 2         | 3,845             | 0          | 2,701              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Making Equipment & Machines                        | 71        | 2,632             | 0          | 2,702              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Melting Equipment & Supplies                       | 13        | 3,419             | 0          | 2,703              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Sculptures   | 22        | 3,237             | 0          | 2,704              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Identification Equipment & Supplies                    | 396       | 1,578             | 0          | 2,705              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Identity Theft Protection & Prevention Services        | 247       | 1,884             | 0          | 2,706              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ignition Interlock Devices                             | 304       | 1,744             | 0          | 2,707              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Imprinting   | 37        | 2,996             | 0          | 2,708              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| In-floor Heating                                       | 17        | 3,326             | 0          | 2,709              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| In-Home Care   | 1,896     | 729               | 0          | 2,710              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Incense  | 7         | 3,621             | 0          | 2,711              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Incorporating Companies                                | 273       | 1,816             | 0          | 2,712              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Indian Goods   | 4         | 3,743             | 0          | 2,713              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Industrial Consultants                                 | 256       | 1,863             | 0          | 2,714              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Industrial Developments                                | 67        | 2,677             | 0          | 2,715              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Industrial Hygiene Consultants                         | 20        | 3,265             | 0          | 2,716              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Industrial Painting                                    | 250       | 1,876             | 0          | 2,717              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Infomercials   | 73        | 2,619             | 0          | 2,718              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Information Processing & Retrieval Equipment & Systems | 83        | 2,552             | 0          | 2,719              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Infrared Equipment                                     | 23        | 3,226             | 0          | 2,720              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Infrared Inspection                                    | 59        | 2,761             | 0          | 2,721              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Inks - Manufacturers Materials                         | 97        | 2,453             | 0          | 2,722              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Inks - Print & Lithograph                              | 52        | 2,826             | 0          | 2,723              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Inks - Writing & Marking                               | 13        | 3,419             | 0          | 2,724              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insect Control Devices                                 | 373       | 1,609             | 0          | 2,725              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Inspection Devices - Industrial                        | 6         | 3,658             | 0          | 2,726              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insulation Contractors Equipment & Supplies            | 165       | 2,129             | 0          | 2,727              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insulation Materials - Electric                        | 1,742     | 763               | 0          | 2,728              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Bonding                                    | 62        | 2,722             | 0          | 2,729              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Crop                                       | 5         | 3,693             | 0          | 2,730              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Dental                                     | 15        | 3,379             | 0          | 2,731              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Disability                                 | 217       | 1,969             | 0          | 2,732              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                        | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Insurance - Employee Benefits                  | 645       | 1,272             | 0          | 2,733              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Fire & Flood Specialists           | 914       | 1,094             | 0          | 2,734              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Funeral                            | 2,466     | 619               | 0          | 2,735              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Liability                          | 18        | 3,309             | 0          | 2,736              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Marine                             | 11        | 3,475             | 0          | 2,737              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Medicare Services                  | 17        | 3,326             | 0          | 2,738              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Rental                             | 29        | 3,112             | 0          | 2,739              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Senior Products                    | 4         | 3,743             | 0          | 2,740              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Travel                             | 1,338     | 896               | 0          | 2,741              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Viatical                           | 381       | 1,601             | 0          | 2,742              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Workers Compensation               | 117       | 2,344             | 0          | 2,743              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance Claim Processing Services            | 673       | 1,258             | 0          | 2,744              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance Inspection & Audits                  | 25        | 3,184             | 0          | 2,745              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance Rating Bureaus                       | 3         | 3,790             | 0          | 2,746              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insured Property Replacement Service           | 13        | 3,419             | 0          | 2,747              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Interior Decorators & Designers - Workroom     | 46        | 2,887             | 0          | 2,748              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Interior Decorators & Designers Supplies       | 356       | 1,648             | 0          | 2,749              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Interior Designers - Commercial                | 229       | 1,936             | 0          | 2,750              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Interior Designers - Registered/Licensed       | 67        | 2,677             | 0          | 2,751              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Interior Finishing                             | 369       | 1,623             | 0          | 2,752              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| International Trade Consultants                | 302       | 1,748             | 0          | 2,753              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Internet Cafes                                 | 10        | 3,514             | 0          | 2,754              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Inventors                                      | 1         | 3,909             | 0          | 2,755              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Inventory Service                              | 176       | 2,083             | 0          | 2,756              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Invitations & Announcements                    | 98        | 2,447             | 0          | 2,757              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Iron   | 65        | 2,692             | 0          | 2,758              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Iron Work                                      | 1,844     | 738               | 0          | 2,759              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Irrigation Equipment                           | 38        | 2,987             | 0          | 2,760              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Irrigation Systems - Install/Design            | 823       | 1,151             | 0          | 2,761              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Irrigation Systems - Maintenance/Repair        | 123       | 2,312             | 0          | 2,762              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Italian Food Products                          | 6         | 3,658             | 0          | 2,763              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Janitors Equipment & Supplies                  | 1,053     | 1,012             | 0          | 2,764              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Japanese Food Products                         | 41        | 2,954             | 0          | 2,765              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jeans  | 159       | 2,155             | 0          | 2,766              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jewelers - Supplies                            | 131       | 2,280             | 0          | 2,767              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jewelry Buyers                                 | 842       | 1,139             | 0          | 2,768              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jewelry Castings                               | 12        | 3,448             | 0          | 2,769              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jewelry Findings                               | 3         | 3,790             | 0          | 2,770              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jewelry Manufacturers                          | 2,210     | 660               | 0          | 2,771              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jewelry Polishing & Plating                    | 9         | 3,549             | 0          | 2,772              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jewels - Imitation                             | 23        | 3,226             | 0          | 2,773              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jigs & Fixtures                                | 10        | 3,514             | 0          | 2,774              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Job Listing & Advisory Services                | 2,856     | 562               | 0          | 2,775              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Job Listing & Advisory Services - Advanced Fee | 458       | 1,489             | 0          | 2,776              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Juice Extractors                               | 371       | 1,620             | 0          | 2,777              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Juices   | 148       | 2,197             | 0          | 2,778              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Junk Dealers                                   | 30        | 3,096             | 0          | 2,779              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Kennels Equipment & Supplies                   | 250       | 1,876             | 0          | 2,780              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Key Control Systems                            | 1         | 3,909             | 0          | 2,781              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Key Duplication and Cutting                    | 18        | 3,309             | 0          | 2,782              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Kitchen & Bath Design                          | 1,794     | 747               | 0          | 2,783              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Kite Boarding                                  | 39        | 2,973             | 0          | 2,784              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Knife Sharpening Devices                       | 34        | 3,039             | 0          | 2,785              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Knit Goods - Wholesale & Manufacturers         | 57        | 2,779             | 0          | 2,786              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Knitted Fabrics                                | 7         | 3,621             | 0          | 2,787              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                      | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Knitting Instruction                         | 5         | 3,693             | 0          | 2,788              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Knives - Custom                              | 187       | 2,052             | 0          | 2,789              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Kosher Food Products                         | 8         | 3,589             | 0          | 2,790              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Labeling                                     | 160       | 2,148             | 0          | 2,791              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Labeling Equipment                           | 25        | 3,184             | 0          | 2,792              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Labels                                       | 65        | 2,692             | 0          | 2,793              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Labels - Plastic, Metal, Foil                | 58        | 2,773             | 0          | 2,794              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Labor Contractors                            | 114       | 2,360             | 0          | 2,795              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Labor Organizations                          | 520       | 1,411             | 0          | 2,796              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Labor Relations Consultants                  | 33        | 3,058             | 0          | 2,797              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laboratories - Research & Development        | 372       | 1,612             | 0          | 2,798              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laboratories - Veterinary                    | 71        | 2,632             | 0          | 2,799              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laboratory Equipment & Supplies              | 261       | 1,848             | 0          | 2,800              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laces  | 9         | 3,549             | 0          | 2,801              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ladders                                      | 52        | 2,826             | 0          | 2,802              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ladders - Renting                            | 24        | 3,205             | 0          | 2,803              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laminated Structural Products                | 15        | 3,379             | 0          | 2,804              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laminating Equipment & Supplies              | 52        | 2,826             | 0          | 2,805              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laminations - Plastic, Paper                 | 92        | 2,489             | 0          | 2,806              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lamps & Lamp Shades - Retail                 | 150       | 2,192             | 0          | 2,807              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Land Clearing & Leveling                     | 372       | 1,612             | 0          | 2,808              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Landfills - Sanitary                         | 3         | 3,790             | 0          | 2,809              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Landscape Contractors - Commercial           | 1,455     | 853               | 0          | 2,810              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Landscape Lighting                           | 40        | 2,964             | 0          | 2,811              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Language Training Aids                       | 125       | 2,303             | 0          | 2,812              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lapidaries                                   | 41        | 2,954             | 0          | 2,813              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lapidary Equipment & Supplies                | 14        | 3,401             | 0          | 2,814              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laser Eye Surgery                            | 816       | 1,158             | 0          | 2,815              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laser Therapy                                | 658       | 1,265             | 0          | 2,816              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lasik Eye Surgery                            | 17        | 3,326             | 0          | 2,817              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laundry Supplies                             | 45        | 2,901             | 0          | 2,818              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Law Books                                    | 2         | 3,845             | 0          | 2,819              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lawn & Garden Equipment & Supplies - Rental  | 103       | 2,415             | 0          | 2,820              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lawn & Garden Pond Dealers & Supplies        | 195       | 2,027             | 0          | 2,821              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lawn Installation Service                    | 798       | 1,170             | 0          | 2,822              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lawn Tractor Dealers                         | 30        | 3,096             | 0          | 2,823              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Layouts - Office, Factory                    | 10        | 3,514             | 0          | 2,824              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lead Products                                | 14        | 3,401             | 0          | 2,825              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leadership Development                       | 97        | 2,453             | 0          | 2,826              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leak Detecting Instruments                   | 16        | 3,350             | 0          | 2,827              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leak Detection                               | 60        | 2,747             | 0          | 2,828              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leather Cleaning                             | 156       | 2,168             | 0          | 2,829              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leather Clothing - Wholesale & Manufacturers | 18        | 3,309             | 0          | 2,830              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leather Goods - Dealers                      | 1,283     | 914               | 0          | 2,831              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leather Goods - Repair                       | 601       | 1,317             | 0          | 2,832              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leather Goods - Wholesale & Manufacturers    | 204       | 2,001             | 0          | 2,833              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leather Goods Manufacturers Supplies         | 6         | 3,658             | 0          | 2,834              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leather Restoration                          | 69        | 2,651             | 0          | 2,835              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Legal Clinics                                | 200       | 2,013             | 0          | 2,836              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Legal Services Plans                         | 621       | 1,301             | 0          | 2,837              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lenses                                       | 12        | 3,448             | 0          | 2,838              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Letters - Sign                               | 8         | 3,589             | 0          | 2,839              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Libraries - Public                           | 69        | 2,651             | 0          | 2,840              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Library Equipment & Supplies                 | 37        | 2,996             | 0          | 2,841              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Library Research Service                     | 35        | 3,025             | 0          | 2,842              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                   | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Lice Removal/Protection Services          | 99        | 2,440             | 0          | 2,843              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lie Detection Service                     | 169       | 2,115             | 0          | 2,844              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lifts                                     | 369       | 1,623             | 0          | 2,845              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lighting Consultants                      | 315       | 1,721             | 0          | 2,846              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lighting Equipment - Emergency            | 46        | 2,887             | 0          | 2,847              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lighting Fixtures - Repair & Maintenance  | 362       | 1,638             | 0          | 2,848              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lightning Protection Equipment            | 53        | 2,816             | 0          | 2,849              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Limestone                                 | 10        | 3,514             | 0          | 2,850              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Linen Supply Service                      | 852       | 1,129             | 0          | 2,851              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Linens - Wholesale & Manufacturers        | 252       | 1,871             | 0          | 2,852              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Linings - Clothing                        | 6         | 3,658             | 0          | 2,853              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Linings - Plastic, Membrane               | 18        | 3,309             | 0          | 2,854              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Linoleum Dealers                          | 33        | 3,058             | 0          | 2,855              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Liquor Brokers                            | 2         | 3,845             | 0          | 2,856              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Liquors - Wholesale                       | 147       | 2,201             | 0          | 2,857              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Literary Agents                           | 30        | 3,096             | 0          | 2,858              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lithographers                             | 61        | 2,733             | 0          | 2,859              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Livestock Auction Markets                 | 153       | 2,178             | 0          | 2,860              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Livestock Breeders                        | 287       | 1,782             | 0          | 2,861              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Livestock Buyers                          | 6         | 3,658             | 0          | 2,862              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Livestock Feeding                         | 78        | 2,589             | 0          | 2,863              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Livestock Hauling                         | 61        | 2,733             | 0          | 2,864              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Loan Servicing                            | 188       | 2,047             | 0          | 2,865              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Loans - Farm & Ranch                      | 3         | 3,790             | 0          | 2,866              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Loans - Small Business                    | 891       | 1,110             | 0          | 2,867              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lobbyists                                 | 91        | 2,494             | 0          | 2,868              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lockers                                   | 48        | 2,874             | 0          | 2,869              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Locksmiths Equipment & Supplies           | 162       | 2,142             | 0          | 2,870              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Locomotives                               | 1         | 3,909             | 0          | 2,871              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Logging Equipment & Supplies              | 31        | 3,083             | 0          | 2,872              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lotteries - State                         | 21        | 3,251             | 0          | 2,873              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lubricating Devices & Systems             | 42        | 2,941             | 0          | 2,874              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Luggage - Wholesale & Manufacturers       | 31        | 3,083             | 0          | 2,875              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Luggage Carriers                          | 9         | 3,549             | 0          | 2,876              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Luggage Repair                            | 492       | 1,446             | 0          | 2,877              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lumber - Drying                           | 146       | 2,207             | 0          | 2,878              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lumber - Used                             | 57        | 2,779             | 0          | 2,879              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lumber Carriers                           | 11        | 3,475             | 0          | 2,880              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lumber Inspectors                         | 20        | 3,265             | 0          | 2,881              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lumber Mill Representatives               | 4         | 3,743             | 0          | 2,882              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lumber Treating                           | 11        | 3,475             | 0          | 2,883              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Machinery & Equipment - Appraisal         | 95        | 2,464             | 0          | 2,884              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Machinery - New                           | 736       | 1,204             | 0          | 2,885              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Machinery - Specially Designed            | 164       | 2,131             | 0          | 2,886              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Machinery Movers & Erectors               | 89        | 2,506             | 0          | 2,887              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Magazine Sales by Mail                    | 15        | 3,379             | 0          | 2,888              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Magicians                                 | 217       | 1,969             | 0          | 2,889              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Magicians Supplies                        | 68        | 2,666             | 0          | 2,890              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Magnets & Magnetic Devices                | 51        | 2,841             | 0          | 2,891              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mail Boxes - Manufacturers & Distributors | 13        | 3,419             | 0          | 2,892              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mailing Containers                        | 106       | 2,398             | 0          | 2,893              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mailing Lists                             | 142       | 2,227             | 0          | 2,894              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Management Training                       | 668       | 1,261             | 0          | 2,895              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mannequins - Display Fixture              | 12        | 3,448             | 0          | 2,896              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Manufactured Homes - Equipment & Parts    | 22        | 3,237             | 0          | 2,897              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                                 | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Manufactured Homes - Rent & Lease                       | 297       | 1,760             | 0          | 2,898              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Manufactured Homes Equipment & Supplies (Manufacturers) | 274       | 1,813             | 0          | 2,899              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Manufactured Offices & Commercial Units                 | 17        | 3,326             | 0          | 2,900              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mapping Services  | 58        | 2,773             | 0          | 2,901              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Maps - Publishers & Distributors                        | 78        | 2,589             | 0          | 2,902              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Marble & Terrazzo Cleaning & Service                    | 337       | 1,684             | 0          | 2,903              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Marble - Cultured                                       | 828       | 1,145             | 0          | 2,904              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Marijuana - Medical Dispensary                          | 39        | 2,973             | 0          | 2,905              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Marine Electric Service                                 | 27        | 3,143             | 0          | 2,906              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Marine Surveyors  | 239       | 1,909             | 0          | 2,907              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Marketing - Home Based Business                         | 216       | 1,973             | 0          | 2,908              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Marketing Consultants - Mobile                          | 69        | 2,651             | 0          | 2,909              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Marketing Software                                      | 721       | 1,212             | 0          | 2,910              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Marriage, Family, Child, Individual Counselors          | 4,713     | 377               | 0          | 2,911              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Martial Arts Supplies & Equipment                       | 363       | 1,634             | 0          | 2,912              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mason Contractors Equipment & Supplies                  | 127       | 2,292             | 0          | 2,913              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Maternity Clothes                                       | 248       | 1,881             | 0          | 2,914              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mattresses - Renovating                                 | 2         | 3,845             | 0          | 2,915              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mausoleums  | 5         | 3,693             | 0          | 2,916              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Measurement & Metrology                                 | 23        | 3,226             | 0          | 2,917              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Meat - Bulk & Itinerant                                 | 2         | 3,845             | 0          | 2,918              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Meat - Processing                                       | 143       | 2,223             | 0          | 2,919              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Meat - Wholesale  | 272       | 1,818             | 0          | 2,920              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Meat Packers  | 591       | 1,330             | 0          | 2,921              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Meat Packers Equipment & Supplies                       | 228       | 1,937             | 0          | 2,922              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Media Buying Service                                    | 37        | 2,996             | 0          | 2,923              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Media Consultant  | 242       | 1,898             | 0          | 2,924              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mediation Services - Divorce                            | 56        | 2,788             | 0          | 2,925              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Medical Alarms  | 626       | 1,294             | 0          | 2,926              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Medical Alert Companies                                 | 123       | 2,312             | 0          | 2,927              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Medical Diagnostic Testing Facilities                   | 8         | 3,589             | 0          | 2,928              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Medical Imaging Services                                | 154       | 2,175             | 0          | 2,929              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Medical Record Service                                  | 350       | 1,656             | 0          | 2,930              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Medical Staffing  | 44        | 2,921             | 0          | 2,931              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Medical Testing Companies                               | 1,287     | 910               | 0          | 2,932              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Medical Tourism   | 84        | 2,541             | 0          | 2,933              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Medical Transcription                                   | 5         | 3,693             | 0          | 2,934              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Meditation Instruction                                  | 241       | 1,900             | 0          | 2,935              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Meeting Management                                      | 19        | 3,281             | 0          | 2,936              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mental Health Services                                  | 153       | 2,178             | 0          | 2,937              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Merchandise Brokers                                     | 36        | 3,011             | 0          | 2,938              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Merchandising Service                                   | 276       | 1,807             | 0          | 2,939              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Messenger Service                                       | 4,445     | 400               | 0          | 2,940              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Cleaning  | 46        | 2,887             | 0          | 2,941              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Detecting Equipment                               | 41        | 2,954             | 0          | 2,942              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Fabricating Machinery                             | 3         | 3,790             | 0          | 2,943              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Finishers   | 82        | 2,559             | 0          | 2,944              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Powder Fabricators                                | 315       | 1,721             | 0          | 2,945              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Rolling & Forming                                 | 33        | 3,058             | 0          | 2,946              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Salvage Yards                                     | 211       | 1,984             | 0          | 2,947              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Specialties                                       | 475       | 1,466             | 0          | 2,948              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Spinning  | 3         | 3,790             | 0          | 2,949              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Stamping  | 60        | 2,747             | 0          | 2,950              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Stamping Equipment                                | 22        | 3,237             | 0          | 2,951              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metallizing   | 5         | 3,693             | 0          | 2,952              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                     | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Metallurgists                               | 1         | 3,909             | 0          | 2,953              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metallurgists Equipment & Supplies          | 11        | 3,475             | 0          | 2,954              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metals - Base                               | 3         | 3,790             | 0          | 2,955              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metals - Clad                               | 29        | 3,112             | 0          | 2,956              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metals - Precious - Sheet, Wire, Tubing     | 50        | 2,853             | 0          | 2,957              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metaphysical Supplies & Service             | 53        | 2,816             | 0          | 2,958              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Meteorological Instruments                  | 4         | 3,743             | 0          | 2,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mexican Food Products                       | 1         | 3,909             | 0          | 2,960              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mezzanines & Platforms                      | 33        | 3,058             | 0          | 2,961              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Microfilm Service, Equipment & Supplies     | 18        | 3,309             | 0          | 2,962              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Microwave Communications                    | 3         | 3,790             | 0          | 2,963              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Microwave Ovens - Dealers                   | 24        | 3,205             | 0          | 2,964              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Midwives                                    | 10        | 3,514             | 0          | 2,965              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Military Goods                              | 71        | 2,632             | 0          | 2,966              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Millinery - Retail                          | 6         | 3,658             | 0          | 2,967              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Millinery - Wholesale & Manufacturers       | 3         | 3,790             | 0          | 2,968              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Milling Cutters                             | 8         | 3,589             | 0          | 2,969              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Milling Machines                            | 5         | 3,693             | 0          | 2,970              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Millwork                                    | 3,136     | 526               | 0          | 2,971              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Millwrights                                 | 452       | 1,494             | 0          | 2,972              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Minerals                                    | 42        | 2,941             | 0          | 2,973              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mining Companies                            | 1,007     | 1,040             | 0          | 2,974              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mining Consultants                          | 51        | 2,841             | 0          | 2,975              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mining Development                          | 194       | 2,031             | 0          | 2,976              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mining Equipment & Supplies                 | 324       | 1,707             | 0          | 2,977              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mirrors - Manufacturers Supplies            | 22        | 3,237             | 0          | 2,978              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mirrors - Resilver                          | 265       | 1,839             | 0          | 2,979              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mobile Refrigeration                        | 164       | 2,131             | 0          | 2,980              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Model Car Race Centers                      | 2         | 3,845             | 0          | 2,981              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Model Makers                                | 8         | 3,589             | 0          | 2,982              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Modeling & Acting - Training                | 77        | 2,594             | 0          | 2,983              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Modeling & Simulation                       | 2         | 3,845             | 0          | 2,984              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Modeling - Advance Fee                      | 19        | 3,281             | 0          | 2,985              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Modeling Schools                            | 701       | 1,233             | 0          | 2,986              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Modular/Mobile Home - Foundation Services   | 77        | 2,594             | 0          | 2,987              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mold & Mildew Inspection                    | 39        | 2,973             | 0          | 2,988              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mold & Mildew Remediation                   | 381       | 1,601             | 0          | 2,989              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mold Consulting & Testing                   | 431       | 1,516             | 0          | 2,990              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Moldings                                    | 550       | 1,373             | 0          | 2,991              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Molds                                       | 739       | 1,202             | 0          | 2,992              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Money Order Systems                         | 4         | 3,743             | 0          | 2,993              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Monograms                                   | 2         | 3,845             | 0          | 2,994              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Monuments - Cleaning & Restoration          | 26        | 3,157             | 0          | 2,995              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mopeds                                      | 25        | 3,184             | 0          | 2,996              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mops - Wholesale & Manufacturers            | 3         | 3,790             | 0          | 2,997              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mortgage Bankers                            | 424       | 1,526             | 0          | 2,998              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mosaics                                     | 2         | 3,845             | 0          | 2,999              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motel & Hotel Equipment & Supplies          | 15        | 3,379             | 0          | 3,000              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motel & Hotel Management                    | 114       | 2,360             | 0          | 3,001              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Film Distributors & Exchange | 206       | 1,999             | 0          | 3,002              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Film Editing                 | 60        | 2,747             | 0          | 3,003              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Laboratories                 | 1         | 3,909             | 0          | 3,004              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Producers & Studios          | 215       | 1,974             | 0          | 3,005              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Representatives              | 6         | 3,658             | 0          | 3,006              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Special Effects              | 9         | 3,549             | 0          | 3,007              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                                  | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Motor coach Companies                                    | 322       | 1,708             | 0          | 3,008              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motor Homes  | 365       | 1,630             | 0          | 3,009              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motorcycle Riding Instruction                            | 151       | 2,188             | 0          | 3,010              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motorcycles - Renting & Leasing                          | 49        | 2,863             | 0          | 3,011              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mountain Climbing Equipment                              | 101       | 2,430             | 0          | 3,012              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Movers - Office  | 543       | 1,381             | 0          | 3,013              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Moving Equipment Rental                                  | 513       | 1,419             | 0          | 3,014              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Moving Supplies  | 259       | 1,854             | 0          | 3,015              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| MRI (Magnetic Resonance Imaging)                         | 48        | 2,874             | 0          | 3,016              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mulches  | 139       | 2,238             | 0          | 3,017              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Multi-Level Selling Companies                            | 9,686     | 211               | 0          | 3,018              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Murals   | 20        | 3,265             | 0          | 3,019              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Museums  | 55        | 2,800             | 0          | 3,020              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Music Arrangers & Composers                              | 25        | 3,184             | 0          | 3,021              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Music Boxes  | 2         | 3,845             | 0          | 3,022              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Music Distribution Service                               | 93        | 2,480             | 0          | 3,023              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Music Instruction - Vocal                                | 190       | 2,039             | 0          | 3,024              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Music Publishers   | 44        | 2,921             | 0          | 3,025              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Musical Instruments - Rental                             | 29        | 3,112             | 0          | 3,026              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Musical Instruments - Repair                             | 626       | 1,294             | 0          | 3,027              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Musicians  | 78        | 2,589             | 0          | 3,028              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mutual Funds   | 411       | 1,546             | 0          | 3,029              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Myotherapy   | 4         | 3,743             | 0          | 3,030              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nailing Machinery  | 6         | 3,658             | 0          | 3,031              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nails & Tacks  | 1         | 3,909             | 0          | 3,032              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Name Plates  | 3         | 3,790             | 0          | 3,033              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Naval Architects   | 3         | 3,790             | 0          | 3,034              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Navigation Consultants                                   | 5         | 3,693             | 0          | 3,035              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Needlework Supplies - Retail, Wholesale, Manufacturing   | 79        | 2,579             | 0          | 3,036              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nets & Netting   | 3         | 3,790             | 0          | 3,037              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Network Cabling Installation                             | 11        | 3,475             | 0          | 3,038              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| News Dealers   | 22        | 3,237             | 0          | 3,039              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| News Publications - Trade, Association                   | 280       | 1,792             | 0          | 3,040              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| News Service   | 46        | 2,887             | 0          | 3,041              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Noise Control Consultants                                | 24        | 3,205             | 0          | 3,042              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Novelties - Wholesale & Manufacturers                    | 19        | 3,281             | 0          | 3,043              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Numismatics  | 16        | 3,350             | 0          | 3,044              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nursery Stock Dealers                                    | 72        | 2,624             | 0          | 3,045              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nurses Registries  | 512       | 1,422             | 0          | 3,046              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nurses Schools   | 19        | 3,281             | 0          | 3,047              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nursing Home Information & Referral                      | 3         | 3,790             | 0          | 3,048              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nursing Homes  | 973       | 1,062             | 0          | 3,049              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nutrition  | 1,823     | 740               | 0          | 3,050              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nutritionists  | 435       | 1,511             | 0          | 3,051              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nuts - Edible  | 13        | 3,419             | 0          | 3,052              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Observatories  | 22        | 3,237             | 0          | 3,053              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Occupational Therapists                                  | 237       | 1,918             | 0          | 3,054              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oceanographic Equipment                                  | 24        | 3,205             | 0          | 3,055              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Odor Neutralizer   | 134       | 2,260             | 0          | 3,056              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Office Furniture & Equipment - Installation              | 997       | 1,049             | 0          | 3,057              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Office Furniture & Equipment - Rental & Leasing          | 567       | 1,350             | 0          | 3,058              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Office Furniture & Equipment - Repair & Refinishing      | 301       | 1,750             | 0          | 3,059              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Office Furniture & Equipment - Used                      | 26        | 3,157             | 0          | 3,060              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Office Furniture & Equipment - Wholesale & Manufacturing | 201       | 2,008             | 0          | 3,061              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                      | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Office Records - Destruction                 | 63        | 2,713             | 0          | 3,062              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Office Records Stored                        | 505       | 1,429             | 0          | 3,063              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Additives - Manufacturers & Distributors | 116       | 2,349             | 0          | 3,064              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Burners                                  | 72        | 2,624             | 0          | 3,065              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Handling Equipment                       | 1         | 3,909             | 0          | 3,066              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Land Leases                              | 69        | 2,651             | 0          | 3,067              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Marketers                                | 63        | 2,713             | 0          | 3,068              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Producers                                | 96        | 2,461             | 0          | 3,069              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Property Management                      | 1         | 3,909             | 0          | 3,070              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Refiners                                 | 1         | 3,909             | 0          | 3,071              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Tank Installation                        | 315       | 1,721             | 0          | 3,072              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Drilling Mud & Additives            | 62        | 2,722             | 0          | 3,073              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Equipment & Supplies                | 257       | 1,859             | 0          | 3,074              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Equipment & Supplies - Rental       | 6         | 3,658             | 0          | 3,075              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Fishing Tools                       | 16        | 3,350             | 0          | 3,076              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Logging & Perforating               | 17        | 3,326             | 0          | 3,077              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Services                            | 156       | 2,168             | 0          | 3,078              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oilfield Consultants                         | 567       | 1,350             | 0          | 3,079              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oilfield Equipment                           | 1,091     | 995               | 0          | 3,080              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oilfield Equipment & Supplies                | 270       | 1,824             | 0          | 3,081              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oilfield Hauling                             | 1,050     | 1,015             | 0          | 3,082              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oilfield Service                             | 5,795     | 322               | 0          | 3,083              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oilfield Supplies                            | 111       | 2,378             | 0          | 3,084              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oils - Essential                             | 13        | 3,419             | 0          | 3,085              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oils - Fuel - Treatment Compounds            | 69        | 2,651             | 0          | 3,086              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oils - Petroleum                             | 288       | 1,780             | 0          | 3,087              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oils - Vegetables                            | 45        | 2,901             | 0          | 3,088              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oils - Waste                                 | 10        | 3,514             | 0          | 3,089              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Olive Oil                                    | 46        | 2,887             | 0          | 3,090              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Online Shipping Broker                       | 361       | 1,642             | 0          | 3,091              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Opera Companies                              | 1         | 3,909             | 0          | 3,092              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Optical Goods - Wholesale & Manufacturers    | 9         | 3,549             | 0          | 3,093              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Optical Imaging Equipment & Systems          | 1         | 3,909             | 0          | 3,094              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Orchards                                     | 54        | 2,807             | 0          | 3,095              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Orchestras & Bands                           | 30        | 3,096             | 0          | 3,096              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ore  | 6         | 3,658             | 0          | 3,097              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Organ & Tissue Banks                         | 16        | 3,350             | 0          | 3,098              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Organic Soil Fertilizer                      | 17        | 3,326             | 0          | 3,099              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Organic/Green Products                       | 301       | 1,750             | 0          | 3,100              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Organs                                       | 146       | 2,207             | 0          | 3,101              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Organs - Tune & Repair                       | 84        | 2,541             | 0          | 3,102              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ornamental Metal Work                        | 347       | 1,659             | 0          | 3,103              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Outboard Motors                              | 164       | 2,131             | 0          | 3,104              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Outplacement Consultants                     | 70        | 2,646             | 0          | 3,105              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ovens - Bakers                               | 25        | 3,184             | 0          | 3,106              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ovens - Brick Pizza                          | 4         | 3,743             | 0          | 3,107              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oxygen Therapy Equipment                     | 209       | 1,991             | 0          | 3,108              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ozone Machines                               | 230       | 1,933             | 0          | 3,109              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Package Design & Development                 | 186       | 2,056             | 0          | 3,110              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Packaging Materials                          | 1,012     | 1,037             | 0          | 3,111              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Packing & Crating Service                    | 262       | 1,842             | 0          | 3,112              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Packing - Mechanical                         | 2         | 3,845             | 0          | 3,113              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paging Equipment & Service                   | 150       | 2,192             | 0          | 3,114              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paint Manufacturing Equipment & Materials    | 52        | 2,826             | 0          | 3,115              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paint Manufacturing Materials                | 9         | 3,549             | 0          | 3,116              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                    | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Paint Removing                             | 34        | 3,039             | 0          | 3,117              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paintball - Games & Supplies               | 718       | 1,215             | 0          | 3,118              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Painters Equipment & Supplies              | 56        | 2,788             | 0          | 3,119              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Painting - Faux Finishing                  | 61        | 2,733             | 0          | 3,120              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pallets & Skids                            | 340       | 1,676             | 0          | 3,121              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paneling                                   | 43        | 2,931             | 0          | 3,122              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper & Plastic Cups, Containers           | 43        | 2,931             | 0          | 3,123              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Brokers & Mill Reps                  | 5         | 3,693             | 0          | 3,124              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Converters                           | 9         | 3,549             | 0          | 3,125              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Distributors                         | 155       | 2,173             | 0          | 3,126              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Manufacturers                        | 29        | 3,112             | 0          | 3,127              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Products                             | 263       | 1,841             | 0          | 3,128              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Shredding Machines                   | 56        | 2,788             | 0          | 3,129              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Parachute Jumping Instruction              | 53        | 2,816             | 0          | 3,130              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paramedics                                 | 9         | 3,549             | 0          | 3,131              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Parapsychologists                          | 31        | 3,083             | 0          | 3,132              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Parasail Service & Supplies                | 17        | 3,326             | 0          | 3,133              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Parcel Post Assembly Service               | 72        | 2,624             | 0          | 3,134              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Parking Meters                             | 5         | 3,693             | 0          | 3,135              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Parties - Children                         | 277       | 1,803             | 0          | 3,136              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Partitions                                 | 74        | 2,613             | 0          | 3,137              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Party Facilities                           | 113       | 2,368             | 0          | 3,138              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Party Plans - In-Home                      | 684       | 1,246             | 0          | 3,139              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Party Supplies                             | 2,007     | 695               | 0          | 3,140              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Passive Home Building                      | 26        | 3,157             | 0          | 3,141              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Patent Agents                              | 1,095     | 994               | 0          | 3,142              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Patent Searchers                           | 1,797     | 746               | 0          | 3,143              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paternity Tests & Services                 | 25        | 3,184             | 0          | 3,144              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Patio Builder                              | 39        | 2,973             | 0          | 3,145              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Patio Cover                                | 1,621     | 800               | 0          | 3,146              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Patio Design                               | 1         | 3,909             | 0          | 3,147              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pattern Makers                             | 34        | 3,039             | 0          | 3,148              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pavement & Floor Marking Services          | 262       | 1,842             | 0          | 3,149              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paving Equipment                           | 68        | 2,666             | 0          | 3,150              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pay Phone Booths - Equipment & Service     | 2         | 3,845             | 0          | 3,151              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pearls                                     | 232       | 1,927             | 0          | 3,152              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pens & Pencils - Retail                    | 10        | 3,514             | 0          | 3,153              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pens & Pencils - Wholesale & Manufacturers | 8         | 3,589             | 0          | 3,154              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pension & Profit Sharing Plans             | 271       | 1,822             | 0          | 3,155              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Perforating Machines                       | 3         | 3,790             | 0          | 3,156              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Perfume - Wholesale & Manufacturers        | 228       | 1,937             | 0          | 3,157              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Perfumes - Raw Materials & Supplies        | 55        | 2,800             | 0          | 3,158              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Personal Security Guard Service            | 327       | 1,703             | 0          | 3,159              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Personnel Consultants                      | 1,064     | 1,002             | 0          | 3,160              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pet Cemeteries, Crematories & Supplies     | 1,428     | 861               | 0          | 3,161              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pet Clothing Designer                      | 3         | 3,790             | 0          | 3,162              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pet Exercising Service                     | 708       | 1,224             | 0          | 3,163              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pet Foods - Wholesale & Manufacturers      | 555       | 1,367             | 0          | 3,164              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pet Grooming - Mobile                      | 433       | 1,513             | 0          | 3,165              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pet Supplies & Foods - Wholesale           | 398       | 1,572             | 0          | 3,166              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pet Transporting                           | 420       | 1,535             | 0          | 3,167              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pet Waste Removal                          | 266       | 1,836             | 0          | 3,168              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Petroleum                                  | 280       | 1,792             | 0          | 3,169              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Petroleum Products                         | 202       | 2,005             | 0          | 3,170              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pewterware                                 | 5         | 3,693             | 0          | 3,171              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification  | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Pharmaceutical Products - Research                                 | 116       | 2,349             | 0          | 3,172              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pharmacies - Specialty   | 3         | 3,790             | 0          | 3,173              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Photo Booth Rentals  | 388       | 1,592             | 0          | 3,174              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Photo Copying  | 241       | 1,900             | 0          | 3,175              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Photo Finishing - Wholesale  | 2         | 3,845             | 0          | 3,176              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Photo Retouching   | 11        | 3,475             | 0          | 3,177              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Photographers - Pet  | 45        | 2,901             | 0          | 3,178              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Photographers - Sports   | 122       | 2,317             | 0          | 3,179              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Photographic Darkroom Rental                                       | 4         | 3,743             | 0          | 3,180              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Photographic Research Service                                      | 51        | 2,841             | 0          | 3,181              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Photography Schools  | 182       | 2,062             | 0          | 3,182              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physical Therapy Equipment   | 83        | 2,552             | 0          | 3,183              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physician - Nephrology   | 6         | 3,658             | 0          | 3,184              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Anesthesiologists                          | 5         | 3,693             | 0          | 3,185              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Cardiology Services                        | 55        | 2,800             | 0          | 3,186              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery | 2,148     | 672               | 0          | 3,187              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Dermatology                                | 794       | 1,172             | 0          | 3,188              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Ear, Nose & Throat                         | 152       | 2,182             | 0          | 3,189              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Gastroenterology                           | 847       | 1,133             | 0          | 3,190              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Hormone Replacement Therapy                | 7         | 3,621             | 0          | 3,191              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Internal Medicine                          | 61        | 2,733             | 0          | 3,192              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - OB/GYN                                     | 204       | 2,001             | 0          | 3,193              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Ophthalmology                              | 586       | 1,334             | 0          | 3,194              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Orthopedic Surgery                         | 304       | 1,744             | 0          | 3,195              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Osteopathic-D.O.                           | 1,136     | 979               | 0          | 3,196              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Pediatrics                                 | 37        | 2,996             | 0          | 3,197              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Pulmonary Diseases                         | 3         | 3,790             | 0          | 3,198              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Radiology                                  | 26        | 3,157             | 0          | 3,199              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons Equipment & Supplies                         | 8         | 3,589             | 0          | 3,200              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons Information Bureaus                          | 1         | 3,909             | 0          | 3,201              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians - Specialists   | 1,136     | 979               | 0          | 3,202              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians - Surgeons & Neurosurgeons                              | 107       | 2,394             | 0          | 3,203              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pianos   | 1,459     | 851               | 0          | 3,204              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pianos - Parts   | 28        | 3,133             | 0          | 3,205              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pianos - Restoration & Refinishing                                 | 5         | 3,693             | 0          | 3,206              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pianos - Tuning & Repair   | 585       | 1,335             | 0          | 3,207              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Picture Frames - Manufacturers Supplies                            | 24        | 3,205             | 0          | 3,208              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Picture Frames - Restore & Repair                                  | 160       | 2,148             | 0          | 3,209              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Picture Frames - Wholesale & Manufacturers                         | 65        | 2,692             | 0          | 3,210              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Picture Restoring  | 37        | 2,996             | 0          | 3,211              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pictures   | 113       | 2,368             | 0          | 3,212              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pies   | 2         | 3,845             | 0          | 3,213              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pilates  | 42        | 2,941             | 0          | 3,214              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pile Driving   | 74        | 2,613             | 0          | 3,215              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pile Driving Equipment   | 37        | 2,996             | 0          | 3,216              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Piling   | 948       | 1,077             | 0          | 3,217              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pilot Car Service  | 20        | 3,265             | 0          | 3,218              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pinball Sales & Service  | 107       | 2,394             | 0          | 3,219              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pins - Lapel   | 5         | 3,693             | 0          | 3,220              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe & Boiler Covering Contractors                                 | 24        | 3,205             | 0          | 3,221              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe & Boiler Covering Materials                                   | 3         | 3,790             | 0          | 3,222              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe & Valve Fitters - Gas   | 79        | 2,579             | 0          | 3,223              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Bending & Fabricating   | 137       | 2,242             | 0          | 3,224              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Cutting & Threading   | 35        | 3,025             | 0          | 3,225              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                              | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Pipe Fittings  | 66        | 2,688             | 0          | 3,226              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Inspection                                      | 166       | 2,127             | 0          | 3,227              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Joint Compounds                                 | 15        | 3,379             | 0          | 3,228              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Line Companies                                  | 240       | 1,904             | 0          | 3,229              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Line Contractors                                | 504       | 1,431             | 0          | 3,230              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Line Equipment                                  | 65        | 2,692             | 0          | 3,231              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Lining & Coating                                | 5         | 3,693             | 0          | 3,232              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Locating Equipment                              | 14        | 3,401             | 0          | 3,233              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Thread Protector                                | 9         | 3,549             | 0          | 3,234              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Piping Contractors                                   | 47        | 2,882             | 0          | 3,235              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plants - Interior Design & Maintenance               | 248       | 1,881             | 0          | 3,236              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plants - Retail                                      | 161       | 2,144             | 0          | 3,237              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plants - Wholesale                                   | 19        | 3,281             | 0          | 3,238              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plaques  | 53        | 2,816             | 0          | 3,239              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plaster  | 119       | 2,332             | 0          | 3,240              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plaster Craft Products & Supplies                    | 276       | 1,807             | 0          | 3,241              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastering Contractors                               | 1,030     | 1,027             | 0          | 3,242              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Extruders                                 | 52        | 2,826             | 0          | 3,243              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Fabrics, Film, Sheets - Prod.             | 75        | 2,606             | 0          | 3,244              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Foam                                      | 51        | 2,841             | 0          | 3,245              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - High Pressure Laminates                   | 6         | 3,658             | 0          | 3,246              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Machinery & Equipment                     | 21        | 3,251             | 0          | 3,247              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Molders                                   | 159       | 2,155             | 0          | 3,248              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Raw Materials, Powder, Liquid             | 83        | 2,552             | 0          | 3,249              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Reinforced                                | 29        | 3,112             | 0          | 3,250              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Research & Consulting                     | 81        | 2,568             | 0          | 3,251              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Rods, Sheets - Sup Center                 | 18        | 3,309             | 0          | 3,252              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Scrap                                     | 43        | 2,931             | 0          | 3,253              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Vacuum, Pressure, Thermoform              | 13        | 3,419             | 0          | 3,254              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plating  | 527       | 1,403             | 0          | 3,255              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plating Equipment & Supplies                         | 1         | 3,909             | 0          | 3,256              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Playing Cards  | 3         | 3,790             | 0          | 3,257              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plumbers - Commercial                                | 1,435     | 859               | 0          | 3,258              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plumbing Fixtures, Parts, Supplies - Used            | 7         | 3,621             | 0          | 3,259              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg | 857       | 1,127             | 0          | 3,260              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plywood & Veneers                                    | 60        | 2,747             | 0          | 3,261              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pole Fitness   | 52        | 2,826             | 0          | 3,262              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pole Line Contractors                                | 4         | 3,743             | 0          | 3,263              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Poles  | 4         | 3,743             | 0          | 3,264              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Police & Fire Organizations                          | 45        | 2,901             | 0          | 3,265              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Police Departments                                   | 30        | 3,096             | 0          | 3,266              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Police Equipment                                     | 105       | 2,407             | 0          | 3,267              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Polishes   | 2         | 3,845             | 0          | 3,268              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Polyethylene Materials & Products                    | 67        | 2,677             | 0          | 3,269              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Polyurethane Products                                | 61        | 2,733             | 0          | 3,270              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ponzi Schemes  | 6         | 3,658             | 0          | 3,271              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pool Tables Sales                                    | 26        | 3,157             | 0          | 3,272              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pools - Therapy                                      | 1         | 3,909             | 0          | 3,273              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Popcorn & Supplies                                   | 372       | 1,612             | 0          | 3,274              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Popcorn Machines                                     | 59        | 2,761             | 0          | 3,275              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Porcelain Enameling                                  | 1         | 3,909             | 0          | 3,276              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Porcelain Products                                   | 5         | 3,693             | 0          | 3,277              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Port Authorities                                     | 6         | 3,658             | 0          | 3,278              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Portfolios   | 10        | 3,514             | 0          | 3,279              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Post Offices   | 53        | 2,816             | 0          | 3,280              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                      | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Post-Construction Clean Up                   | 823       | 1,151             | 0          | 3,281              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Posters                                      | 9         | 3,549             | 0          | 3,282              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Potatoes - Processed                         | 372       | 1,612             | 0          | 3,283              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pottery                                      | 300       | 1,753             | 0          | 3,284              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pottery Equipment & Supplies                 | 4         | 3,743             | 0          | 3,285              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Poultry - Retail                             | 34        | 3,039             | 0          | 3,286              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Poultry - Wholesale                          | 69        | 2,651             | 0          | 3,287              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Powder Processing - Industrial               | 24        | 3,205             | 0          | 3,288              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Power Plant Consultants                      | 13        | 3,419             | 0          | 3,289              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Power Plant Equipment                        | 21        | 3,251             | 0          | 3,290              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Power Plant Equipment - Repairing            | 107       | 2,394             | 0          | 3,291              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Precious, Semi-Precious & Synthetic          | 5         | 3,693             | 0          | 3,292              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Preserves, Jams & Jellies                    | 42        | 2,941             | 0          | 3,293              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Presses - Power-Equipment                    | 140       | 2,233             | 0          | 3,294              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pressurization Equipment                     | 1         | 3,909             | 0          | 3,295              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Print Cutters                                | 1         | 3,909             | 0          | 3,296              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Printed & Etched Circuits                    | 110       | 2,381             | 0          | 3,297              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Printer & Printer Supplies- Manufacturer     | 19        | 3,281             | 0          | 3,298              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Printers - Cellophane, Foil                  | 1         | 3,909             | 0          | 3,299              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Printers - Glass, Metal, Plastic             | 1         | 3,909             | 0          | 3,300              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Printing Supplies                            | 362       | 1,638             | 0          | 3,301              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Printing Technician                          | 86        | 2,523             | 0          | 3,302              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Private Health Services Plans                | 26        | 3,157             | 0          | 3,303              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Prize Promotions                             | 492       | 1,446             | 0          | 3,304              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Product Sales via Telephone                  | 19        | 3,281             | 0          | 3,305              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Professional Services - General              | 1,534     | 831               | 0          | 3,306              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Programmed Instruction                       | 20        | 3,265             | 0          | 3,307              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Project Management                           | 1,494     | 842               | 0          | 3,308              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Projection Apparatus                         | 182       | 2,062             | 0          | 3,309              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Promotional Products - Non-Wearable          | 2         | 3,845             | 0          | 3,310              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Proofreading                                 | 1,123     | 986               | 0          | 3,311              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Propane Gas Plumbing                         | 65        | 2,692             | 0          | 3,312              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Propellers                                   | 45        | 2,901             | 0          | 3,313              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Prosthetic Devices                           | 189       | 2,044             | 0          | 3,314              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Psychiatrists & Psychiatric Services         | 71        | 2,632             | 0          | 3,315              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Psychologist Information & Referral Services | 42        | 2,941             | 0          | 3,316              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Psychologists                                | 1,761     | 755               | 0          | 3,317              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pub Food                                     | 29        | 3,112             | 0          | 3,318              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Public Opinion Analysts                      | 10        | 3,514             | 0          | 3,319              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Public Relations Counselors                  | 391       | 1,586             | 0          | 3,320              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Publicity Service                            | 19        | 3,281             | 0          | 3,321              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Publishers Representatives                   | 251       | 1,872             | 0          | 3,322              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pulleys                                      | 1         | 3,909             | 0          | 3,323              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pulp & Pulp Products                         | 59        | 2,761             | 0          | 3,324              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pumping Contractors                          | 85        | 2,532             | 0          | 3,325              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pumps - Dealers                              | 811       | 1,162             | 0          | 3,326              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pumps - Service & Repair                     | 2,061     | 685               | 0          | 3,327              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pumps - Supplies & Parts                     | 267       | 1,834             | 0          | 3,328              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pyramid Companies                            | 201       | 2,008             | 0          | 3,329              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Quarries                                     | 88        | 2,513             | 0          | 3,330              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Quilting                                     | 68        | 2,666             | 0          | 3,331              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Quilts                                       | 45        | 2,901             | 0          | 3,332              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Race Tracks                                  | 116       | 2,349             | 0          | 3,333              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rack Merchandise Service                     | 26        | 3,157             | 0          | 3,334              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Racks  | 76        | 2,602             | 0          | 3,335              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                                    | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Racquetball Courts - Private                               | 7         | 3,621             | 0          | 3,336              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Racquetball Courts - Public                                | 13        | 3,419             | 0          | 3,337              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radar Equipment  | 40        | 2,964             | 0          | 3,338              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radiant Heating  | 86        | 2,523             | 0          | 3,339              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radiator Covers & Enclosures                               | 1         | 3,909             | 0          | 3,340              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radiator Sales   | 73        | 2,619             | 0          | 3,341              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radio Program Producers                                    | 18        | 3,309             | 0          | 3,342              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radio Station Equipment                                    | 65        | 2,692             | 0          | 3,343              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radio Stations & Broadcast Companies                       | 946       | 1,079             | 0          | 3,344              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radioactivity & Radiation Instruments, Supplies & Services | 15        | 3,379             | 0          | 3,345              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radios - Citizen Band                                      | 14        | 3,401             | 0          | 3,346              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radiotelephone Communication - Equipment & Systems         | 82        | 2,559             | 0          | 3,347              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radiotelephone Communications - Common Carrier             | 81        | 2,568             | 0          | 3,348              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radon Mitigation   | 460       | 1,485             | 0          | 3,349              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radon Testing & Service                                    | 122       | 2,317             | 0          | 3,350              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Raft Trips & Tours   | 9         | 3,549             | 0          | 3,351              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Railroad Contractors                                       | 59        | 2,761             | 0          | 3,352              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Railroad Equipment & Supplies                              | 9         | 3,549             | 0          | 3,353              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Railroads - Freight  | 12        | 3,448             | 0          | 3,354              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Railroads - Ticket Agencies                                | 14        | 3,401             | 0          | 3,355              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rails & Accessories  | 20        | 3,265             | 0          | 3,356              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Range Hoods & Canopies                                     | 7         | 3,621             | 0          | 3,357              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ranges & Ovens - Dealers                                   | 48        | 2,874             | 0          | 3,358              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Reading Instruction  | 28        | 3,133             | 0          | 3,359              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Real Estate - Industrial                                   | 69        | 2,651             | 0          | 3,360              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Real Estate - Rentals by Individuals                       | 1,370     | 883               | 0          | 3,361              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Real Estate Loans  | 129       | 2,285             | 0          | 3,362              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Recording Instruments - Industrial & Scientific            | 11        | 3,475             | 0          | 3,363              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Recording Service - Sound & Video                          | 545       | 1,378             | 0          | 3,364              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Recording Studio Equipment                                 | 325       | 1,706             | 0          | 3,365              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Records Management   | 79        | 2,579             | 0          | 3,366              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Recreation Program Consultants                             | 83        | 2,552             | 0          | 3,367              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Recreational Vehicles - Transportation                     | 10        | 3,514             | 0          | 3,368              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Recruiting - Armed Forces                                  | 2         | 3,845             | 0          | 3,369              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Recruiting - Technical                                     | 38        | 2,987             | 0          | 3,370              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Recycling - Metal  | 191       | 2,037             | 0          | 3,371              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Reels  | 13        | 3,419             | 0          | 3,372              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Referral - Debt Relief Services                            | 37        | 2,996             | 0          | 3,373              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Referral - Doctor  | 342       | 1,671             | 0          | 3,374              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Referral - Storage Facility                                | 27        | 3,143             | 0          | 3,375              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Reflexologists   | 199       | 2,019             | 0          | 3,376              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Refractories   | 51        | 2,841             | 0          | 3,377              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Refrigeration Equipment - Supplies & Parts                 | 519       | 1,413             | 0          | 3,378              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Refrigerators & Freezers - Dealers                         | 447       | 1,499             | 0          | 3,379              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Refrigerators & Freezers - Rent & Lease                    | 69        | 2,651             | 0          | 3,380              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Refrigerators & Freezers - Wholesale & Manufacturers       | 235       | 1,922             | 0          | 3,381              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rehabilitation Products - Pediatric                        | 2         | 3,845             | 0          | 3,382              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rehabilitation Services                                    | 1,646     | 794               | 0          | 3,383              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Reiki Therapy  | 65        | 2,692             | 0          | 3,384              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Religious Organizations                                    | 87        | 2,520             | 0          | 3,385              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Reloader Schemes   | 1         | 3,909             | 0          | 3,386              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rendering Companies  | 185       | 2,058             | 0          | 3,387              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Renewable Energy   | 244       | 1,894             | 0          | 3,388              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                            | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Renovation Inspection                              | 106       | 2,398             | 0          | 3,389              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Repossession Service                               | 174       | 2,091             | 0          | 3,390              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Reptiles   | 283       | 1,787             | 0          | 3,391              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Reserve Study                                      | 19        | 3,281             | 0          | 3,392              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Resilient & Vinyl Flooring                         | 275       | 1,809             | 0          | 3,393              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Resins   | 2         | 3,845             | 0          | 3,394              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rest Homes   | 50        | 2,853             | 0          | 3,395              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Restaurant Management                              | 132       | 2,274             | 0          | 3,396              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Restaurant Work Wear & Supplies                    | 6         | 3,658             | 0          | 3,397              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Restaurants - Breakfast                            | 62        | 2,722             | 0          | 3,398              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Retirement & Life Care Communities & Homes         | 3,486     | 472               | 0          | 3,399              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Retirement Planning Service                        | 525       | 1,405             | 0          | 3,400              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ribbon Printing                                    | 30        | 3,096             | 0          | 3,401              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ribbons  | 13        | 3,419             | 0          | 3,402              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rice   | 10        | 3,514             | 0          | 3,403              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Riding Apparel & Equipment                         | 297       | 1,760             | 0          | 3,404              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rifle & Pistol Ranges                              | 60        | 2,747             | 0          | 3,405              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Riggers  | 9         | 3,549             | 0          | 3,406              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Riggers Equipment & Supplies                       | 113       | 2,368             | 0          | 3,407              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Right of Way Acquisition Service                   | 7         | 3,621             | 0          | 3,408              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Risk Management                                    | 140       | 2,233             | 0          | 3,409              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Road Building Equipment                            | 39        | 2,973             | 0          | 3,410              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Road Oiling & Dust Control                         | 14        | 3,401             | 0          | 3,411              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Robots   | 31        | 3,083             | 0          | 3,412              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rock Shops   | 82        | 2,559             | 0          | 3,413              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rolling Mill Machinery                             | 7         | 3,621             | 0          | 3,414              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Roof Cleaning & Stain Removal                      | 1,555     | 821               | 0          | 3,415              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rooming Houses                                     | 221       | 1,957             | 0          | 3,416              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Roommate Referral Service                          | 26        | 3,157             | 0          | 3,417              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rope   | 44        | 2,921             | 0          | 3,418              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rubber Bands                                       | 8         | 3,589             | 0          | 3,419              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rubber Products                                    | 291       | 1,776             | 0          | 3,420              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rubber Stamps                                      | 173       | 2,096             | 0          | 3,421              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rubber Stamps - Manufacturers Equipment & Supplies | 52        | 2,826             | 0          | 3,422              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rubbish & Garbage Removal Contractors Equipment    | 190       | 2,039             | 0          | 3,423              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rust Preventatives & Removers                      | 61        | 2,733             | 0          | 3,424              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Safe & Vault Movers                                | 57        | 2,779             | 0          | 3,425              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Safes & Vaults                                     | 278       | 1,798             | 0          | 3,426              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Safety & Rescue Equipment Sales & Services         | 554       | 1,369             | 0          | 3,427              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sailmakers   | 60        | 2,747             | 0          | 3,428              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Salads   | 6         | 3,658             | 0          | 3,429              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sales Lead Generation                              | 1,187     | 951               | 0          | 3,430              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sales Organizations                                | 234       | 1,924             | 0          | 3,431              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sales Presentations                                | 133       | 2,266             | 0          | 3,432              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sales Training                                     | 327       | 1,703             | 0          | 3,433              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Saltwater Pools - Equipment & Supplies             | 38        | 2,987             | 0          | 3,434              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Salvage - Marine                                   | 8         | 3,589             | 0          | 3,435              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sand & Gravel                                      | 3,773     | 450               | 0          | 3,436              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sand & Gravel Handling Equipment                   | 51        | 2,841             | 0          | 3,437              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sandblasting Equipment & Supplies                  | 275       | 1,809             | 0          | 3,438              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sandwiches   | 135       | 2,256             | 0          | 3,439              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sanitary Napkins                                   | 91        | 2,494             | 0          | 3,440              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sanitation Consultants                             | 34        | 3,039             | 0          | 3,441              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sausage Casings                                    | 2         | 3,845             | 0          | 3,442              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sausages   | 288       | 1,780             | 0          | 3,443              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification   | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Savings & Loan Associations   | 71        | 2,632             | 0          | 3,444              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sawdust & Shavings  | 38        | 2,987             | 0          | 3,445              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sawmill Equipment & Supplies  | 11        | 3,475             | 0          | 3,446              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sawmills  | 319       | 1,714             | 0          | 3,447              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Saws  | 68        | 2,666             | 0          | 3,448              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Saws - Sharpen & Repair   | 131       | 2,280             | 0          | 3,449              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scaffolding & Aerial Lifts  | 737       | 1,203             | 0          | 3,450              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scales  | 438       | 1,508             | 0          | 3,451              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scalp Care  | 150       | 2,192             | 0          | 3,452              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scenery Studio  | 1         | 3,909             | 0          | 3,453              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scholastic Prep Courses, Books & Materials                                    | 188       | 2,047             | 0          | 3,454              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| School Furniture & Equipment  | 188       | 2,047             | 0          | 3,455              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| School Information  | 64        | 2,703             | 0          | 3,456              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Schools - Academic - College Preparatory                                      | 564       | 1,354             | 0          | 3,457              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Schools - Holistic  | 190       | 2,039             | 0          | 3,458              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Schools - Home Study  | 620       | 1,302             | 0          | 3,459              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Schools - Online Trading & Investment   | 45        | 2,901             | 0          | 3,460              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scientific Apparatus & Instruments  | 244       | 1,894             | 0          | 3,461              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scooters - Repair   | 109       | 2,384             | 0          | 3,462              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scoreboards   | 9         | 3,549             | 0          | 3,463              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scrapbooking  | 75        | 2,606             | 0          | 3,464              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screen Enclosures   | 370       | 1,622             | 0          | 3,465              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screen Manufacturers Equipment & Supplies                                     | 195       | 2,027             | 0          | 3,466              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screen Printing - Equipment & Supplies  | 87        | 2,520             | 0          | 3,467              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screen Repair   | 560       | 1,361             | 0          | 3,468              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screening - Background & Employment   | 16        | 3,350             | 0          | 3,469              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screening - Tenant  | 11        | 3,475             | 0          | 3,470              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screens - Decorative  | 177       | 2,081             | 0          | 3,471              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screens - Security Door   | 171       | 2,104             | 0          | 3,472              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screens - Windows   | 404       | 1,558             | 0          | 3,473              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screw Machine Products  | 16        | 3,350             | 0          | 3,474              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sculptors   | 37        | 2,996             | 0          | 3,475              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sculptors Equipment & Supplies  | 4         | 3,743             | 0          | 3,476              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seal Coating  | 181       | 2,068             | 0          | 3,477              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seals - Oil, Grease   | 15        | 3,379             | 0          | 3,478              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Search Engine Marketing   | 5         | 3,693             | 0          | 3,479              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seating Companies   | 63        | 2,713             | 0          | 3,480              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seed Cleaning Equipment   | 1         | 3,909             | 0          | 3,481              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seeding   | 200       | 2,013             | 0          | 3,482              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seeds & Bulbs - Wholesale   | 99        | 2,440             | 0          | 3,483              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seismograph Equipment & Supplies  | 1         | 3,909             | 0          | 3,484              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Self Defense  | 291       | 1,776             | 0          | 3,485              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| SemiConductor Devices   | 20        | 3,265             | 0          | 3,486              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seminar Marketing   | 14        | 3,401             | 0          | 3,487              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seminars & Training - Wealth Building & Real Estate Results not Substantiated | 299       | 1,755             | 0          | 3,488              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Senior Care Information and Resources   | 11        | 3,475             | 0          | 3,489              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Senior Citizens Service Organization  | 1,298     | 906               | 0          | 3,490              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Senior Home Care  | 2,854     | 563               | 0          | 3,491              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Senior Move Manager   | 242       | 1,898             | 0          | 3,492              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seniors Moving & Delivery Services  | 29        | 3,112             | 0          | 3,493              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Septic Tanks & Systems Wholesale & Manufacturers                              | 57        | 2,779             | 0          | 3,494              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| ServiceStation Equipment  | 196       | 2,026             | 0          | 3,495              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| ServiceStation Supplies   | 8         | 3,589             | 0          | 3,496              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sewage Disposal Systems   | 93        | 2,480             | 0          | 3,497              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sewage Treatment Equipment  | 14        | 3,401             | 0          | 3,498              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                     | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Sewer Cleaner Vacuum Service                | 25        | 3,184             | 0          | 3,499              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sewer Cleaning Equipment & Supplies         | 93        | 2,480             | 0          | 3,500              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sewer Inspection                            | 98        | 2,447             | 0          | 3,501              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sewer Pipe                                  | 68        | 2,666             | 0          | 3,502              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sewing Contractors                          | 481       | 1,458             | 0          | 3,503              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sewing Instruction                          | 203       | 2,003             | 0          | 3,504              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sewing Machines - Industrial & Commercial   | 108       | 2,389             | 0          | 3,505              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sewing Machines - Supplies & Parts          | 480       | 1,459             | 0          | 3,506              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sewing Machines - Wholesale & Manufacturers | 7         | 3,621             | 0          | 3,507              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shade Sails                                 | 17        | 3,326             | 0          | 3,508              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shavers - Electric                          | 114       | 2,360             | 0          | 3,509              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shavers - Electric Repair                   | 385       | 1,595             | 0          | 3,510              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shears & Scissors                           | 14        | 3,401             | 0          | 3,511              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sheet Metal Equipment & Supplies            | 224       | 1,950             | 0          | 3,512              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shelving                                    | 707       | 1,226             | 0          | 3,513              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shingles                                    | 415       | 1,540             | 0          | 3,514              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ship Builders & Repair                      | 62        | 2,722             | 0          | 3,515              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ship Chandlers                              | 22        | 3,237             | 0          | 3,516              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shipping Masters                            | 188       | 2,047             | 0          | 3,517              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shipping Room Supplies                      | 86        | 2,523             | 0          | 3,518              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shoe Dyers                                  | 2         | 3,845             | 0          | 3,519              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shoe Findings & Supplies                    | 44        | 2,921             | 0          | 3,520              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shoe Manufacturers Supplies                 | 9         | 3,549             | 0          | 3,521              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shoe Shining                                | 84        | 2,541             | 0          | 3,522              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shoplifting Prevention Devices              | 21        | 3,251             | 0          | 3,523              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shoppers News Publications                  | 22        | 3,237             | 0          | 3,524              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shopping Carts & Baskets                    | 16        | 3,350             | 0          | 3,525              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shopping Service - Protective, Comparative  | 44        | 2,921             | 0          | 3,526              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shoring                                     | 91        | 2,494             | 0          | 3,527              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shoring Contractors                         | 3         | 3,790             | 0          | 3,528              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Show Cases                                  | 17        | 3,326             | 0          | 3,529              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shower Curtains - Wholesale & Manufacturers | 5         | 3,693             | 0          | 3,530              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shuttle Bus                                 | 595       | 1,324             | 0          | 3,531              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Siding Cleaning                             | 56        | 2,788             | 0          | 3,532              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Signals                                     | 1         | 3,909             | 0          | 3,533              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Signs - Erectors & Hangers                  | 22        | 3,237             | 0          | 3,534              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Signs - Photoluminescent                    | 7         | 3,621             | 0          | 3,535              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Silks - Wholesale & Manufacturers           | 8         | 3,589             | 0          | 3,536              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Silverware Clean, Repair & Replate          | 26        | 3,157             | 0          | 3,537              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Singing Telegrams                           | 3         | 3,790             | 0          | 3,538              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sink Manufacturers                          | 39        | 2,973             | 0          | 3,539              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sitting Services                            | 545       | 1,378             | 0          | 3,540              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Skate Sharpening                            | 307       | 1,738             | 0          | 3,541              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Skateboard Parks & Rinks                    | 3         | 3,790             | 0          | 3,542              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Skating Equipment & Supplies                | 622       | 1,299             | 0          | 3,543              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Skating Instruction                         | 103       | 2,415             | 0          | 3,544              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Skating Rinks                               | 75        | 2,606             | 0          | 3,545              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ski Equipment - Repair                      | 9         | 3,549             | 0          | 3,546              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ski Equipment - Retail                      | 269       | 1,827             | 0          | 3,547              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ski Equipment - Wholesale & Manufacturers   | 33        | 3,058             | 0          | 3,548              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ski Equipment Rental                        | 12        | 3,448             | 0          | 3,549              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ski Instruction                             | 42        | 2,941             | 0          | 3,550              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ski Tours                                   | 67        | 2,677             | 0          | 3,551              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Skip Tracing                                | 11        | 3,475             | 0          | 3,552              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sky Diving                                  | 58        | 2,773             | 0          | 3,553              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                             | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Skylights - Distributors                            | 52        | 2,826             | 0          | 3,554              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Slate   | 39        | 2,973             | 0          | 3,555              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sleep Disorders - Sleep Apnea                       | 680       | 1,252             | 0          | 3,556              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Slippers - Wholesale & Manufacturers                | 25        | 3,184             | 0          | 3,557              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Smart Phone Software Support                        | 86        | 2,523             | 0          | 3,558              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Smelters & Refiners - Base Metals                   | 9         | 3,549             | 0          | 3,559              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Smelters & Refiners Equipment & Supplies            | 192       | 2,035             | 0          | 3,560              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Smoke Abatement Equipment                           | 1         | 3,909             | 0          | 3,561              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Smoke Odor Counteracting Service                    | 81        | 2,568             | 0          | 3,562              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Snow Melting Systems                                | 24        | 3,205             | 0          | 3,563              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Snow Removal Equipment                              | 167       | 2,123             | 0          | 3,564              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Snow Removal Service - Roof                         | 379       | 1,604             | 0          | 3,565              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soap Dispensers                                     | 29        | 3,112             | 0          | 3,566              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soaps & Detergents                                  | 114       | 2,360             | 0          | 3,567              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Social Security Services                            | 3         | 3,790             | 0          | 3,568              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Social Service Organizations                        | 390       | 1,588             | 0          | 3,569              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Social Workers                                      | 125       | 2,303             | 0          | 3,570              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soda Fountain Shops                                 | 15        | 3,379             | 0          | 3,571              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soil Conditioners                                   | 59        | 2,761             | 0          | 3,572              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soil Conservation Service                           | 114       | 2,360             | 0          | 3,573              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soil Solidification                                 | 72        | 2,624             | 0          | 3,574              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soil Testing  | 10        | 3,514             | 0          | 3,575              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Solar Energy Equipment & Systems Supplies & Parts   | 262       | 1,842             | 0          | 3,576              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Solar Energy Products Service & Repair              | 210       | 1,987             | 0          | 3,577              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Solar Energy Research & Development                 | 13        | 3,419             | 0          | 3,578              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Solar Energy System Design & Installation           | 544       | 1,380             | 0          | 3,579              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Solvents  | 14        | 3,401             | 0          | 3,580              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sound Control Structures & Equipment                | 53        | 2,816             | 0          | 3,581              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sound Effect Records                                | 3         | 3,790             | 0          | 3,582              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sound Systems & Equipment                           | 1,898     | 727               | 0          | 3,583              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Souvenirs - Retail                                  | 506       | 1,427             | 0          | 3,584              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Souvenirs - Wholesale & Manufacturers               | 62        | 2,722             | 0          | 3,585              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soy Bean Products                                   | 36        | 3,011             | 0          | 3,586              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Spark Plugs   | 8         | 3,589             | 0          | 3,587              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Spas & Hot Tubs - Supplies & Parts                  | 536       | 1,393             | 0          | 3,588              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Speakers - Rebuild & Repair                         | 279       | 1,797             | 0          | 3,589              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Speech Aid Devices                                  | 11        | 3,475             | 0          | 3,590              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Speedometers  | 2,045     | 689               | 0          | 3,591              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Spices  | 93        | 2,480             | 0          | 3,592              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Spill Control Equipment & Materials                 | 2         | 3,845             | 0          | 3,593              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Spiritualists                                       | 86        | 2,523             | 0          | 3,594              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sport Fishing                                       | 34        | 3,039             | 0          | 3,595              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sports Bar  | 355       | 1,649             | 0          | 3,596              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Spraying Equipment                                  | 105       | 2,407             | 0          | 3,597              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Springs - Coil, Flat - Distributors & Manufacturing | 40        | 2,964             | 0          | 3,598              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sprinkler Supervisory Service                       | 44        | 2,921             | 0          | 3,599              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sprinklers - Automatic - Fire                       | 900       | 1,106             | 0          | 3,600              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Square Dance Apparel                                | 6         | 3,658             | 0          | 3,601              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stables   | 908       | 1,102             | 0          | 3,602              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Staffing - Technical                                | 297       | 1,760             | 0          | 3,603              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stair Builders                                      | 3,160     | 519               | 0          | 3,604              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stamp Pads  | 1         | 3,909             | 0          | 3,605              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stamps - Collectors                                 | 399       | 1,569             | 0          | 3,606              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Staples, Staplers & Tackers                         | 8         | 3,589             | 0          | 3,607              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Starters - Engine                                   | 117       | 2,344             | 0          | 3,608              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                         | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Stationery - Wholesale & Manufacturers          | 314       | 1,725             | 0          | 3,609              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Statistical Service                             | 61        | 2,733             | 0          | 3,610              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steam Bath Equipment & Supplies                 | 175       | 2,088             | 0          | 3,611              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steam Cleaning - Industrial                     | 169       | 2,115             | 0          | 3,612              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steam Cleaning Equipment                        | 33        | 3,058             | 0          | 3,613              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steam Specialties                               | 4         | 3,743             | 0          | 3,614              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steam Traps                                     | 8         | 3,589             | 0          | 3,615              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steamship Companies                             | 1         | 3,909             | 0          | 3,616              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steel - Used                                    | 7         | 3,621             | 0          | 3,617              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steel Distributors & Warehouses                 | 676       | 1,254             | 0          | 3,618              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steel Erectors                                  | 641       | 1,278             | 0          | 3,619              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steel Fabricators                               | 3,850     | 440               | 0          | 3,620              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steel Mills                                     | 155       | 2,173             | 0          | 3,621              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steel Processing                                | 100       | 2,434             | 0          | 3,622              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steel Processing & Fabricating Equipment        | 28        | 3,133             | 0          | 3,623              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steeple & Spires                                | 5         | 3,693             | 0          | 3,624              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steering Systems & Equipment                    | 250       | 1,876             | 0          | 3,625              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stencil Cutting Machines                        | 3         | 3,790             | 0          | 3,626              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stencils & Stencil Supplies                     | 6         | 3,658             | 0          | 3,627              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stenographers - Public                          | 9         | 3,549             | 0          | 3,628              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sterilizing Service                             | 1         | 3,909             | 0          | 3,629              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stevedoring Contractors                         | 30        | 3,096             | 0          | 3,630              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stock & Bond Transfer Agents                    | 452       | 1,494             | 0          | 3,631              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stock Certificates                              | 11        | 3,475             | 0          | 3,632              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stone - Cast                                    | 118       | 2,336             | 0          | 3,633              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stone - Crushed                                 | 97        | 2,453             | 0          | 3,634              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stone Cutters                                   | 174       | 2,091             | 0          | 3,635              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stone Slinger                                   | 9         | 3,549             | 0          | 3,636              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Storage - Data                                  | 41        | 2,954             | 0          | 3,637              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Store Fixtures                                  | 219       | 1,963             | 0          | 3,638              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Store Fronts                                    | 36        | 3,011             | 0          | 3,639              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Strapping & Strapping Equipment                 | 5         | 3,693             | 0          | 3,640              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Street Cleaning                                 | 1         | 3,909             | 0          | 3,641              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stress Relief Equipment & Supplies - Industrial | 7         | 3,621             | 0          | 3,642              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Structural Imaging                              | 1         | 3,909             | 0          | 3,643              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Structural Support - Underground                | 4         | 3,743             | 0          | 3,644              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Student Exchange Programs                       | 274       | 1,813             | 0          | 3,645              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Studio Rental                                   | 91        | 2,494             | 0          | 3,646              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sugar Brokers & Wholesalers                     | 2         | 3,845             | 0          | 3,647              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sugar Refiners                                  | 11        | 3,475             | 0          | 3,648              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Suits - Custom Made                             | 569       | 1,348             | 0          | 3,649              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sump Pump Contractors                           | 18        | 3,309             | 0          | 3,650              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sundries Stores                                 | 9         | 3,549             | 0          | 3,651              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Support Groups                                  | 156       | 2,168             | 0          | 3,652              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Surface Plates                                  | 1         | 3,909             | 0          | 3,653              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Surfing Instruction                             | 16        | 3,350             | 0          | 3,654              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Surgical Appliances & Supplies                  | 121       | 2,323             | 0          | 3,655              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Surveillance Equipment, Sales & Service         | 487       | 1,451             | 0          | 3,656              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Surveying Instruments                           | 46        | 2,887             | 0          | 3,657              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Surveyors - Aerial                              | 9         | 3,549             | 0          | 3,658              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Swap Shops                                      | 136       | 2,249             | 0          | 3,659              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sweaters  | 5         | 3,693             | 0          | 3,660              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sweaters - Trimming Service                     | 5         | 3,693             | 0          | 3,661              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sweepers - Power                                | 45        | 2,901             | 0          | 3,662              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sweeping Service - Power                        | 128       | 2,290             | 0          | 3,663              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                                 | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Sweepstakes   | 550       | 1,373             | 0          | 3,664              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Swimming Pool Cover Sales & Service                     | 151       | 2,188             | 0          | 3,665              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Swimming Pool Enclosures                                | 49        | 2,863             | 0          | 3,666              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Swimming Pools - Public                                 | 174       | 2,091             | 0          | 3,667              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Switches - Electric                                     | 1         | 3,909             | 0          | 3,668              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Table Tennis Equipment                                  | 17        | 3,326             | 0          | 3,669              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Table Tops  | 19        | 3,281             | 0          | 3,670              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tags  | 60        | 2,747             | 0          | 3,671              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Talent Listing Service                                  | 85        | 2,532             | 0          | 3,672              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Talent Representation                                   | 3         | 3,790             | 0          | 3,673              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tank Cleaning   | 25        | 3,184             | 0          | 3,674              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tank Heads  | 658       | 1,265             | 0          | 3,675              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tank Lining & Coating                                   | 4         | 3,743             | 0          | 3,676              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tank Testing & Inspection                               | 76        | 2,602             | 0          | 3,677              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tanks - Concrete  | 3         | 3,790             | 0          | 3,678              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tanks - Fiber Glass, Plastic                            | 29        | 3,112             | 0          | 3,679              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tanks - Repair  | 66        | 2,688             | 0          | 3,680              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tanks - Used  | 29        | 3,112             | 0          | 3,681              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tanning Salons Equipment & Supplies                     | 63        | 2,713             | 0          | 3,682              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tape Recorders - Sound - Service & Repair               | 5         | 3,693             | 0          | 3,683              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tapes   | 1         | 3,909             | 0          | 3,684              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tapes - Adhesive-Dispensers                             | 5         | 3,693             | 0          | 3,685              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tapes - Industrial                                      | 6         | 3,658             | 0          | 3,686              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tapes - Sound - Dealers                                 | 5         | 3,693             | 0          | 3,687              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tarps   | 54        | 2,807             | 0          | 3,688              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tattoos - Removed                                       | 478       | 1,465             | 0          | 3,689              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tax Reporting Service                                   | 152       | 2,182             | 0          | 3,690              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tax Return Preparation - OTR Truck Drivers              | 1         | 3,909             | 0          | 3,691              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Taxes - Property Tax Consultants                        | 19        | 3,281             | 0          | 3,692              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Teachers Agencies                                       | 459       | 1,487             | 0          | 3,693              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Technology - Litigation Support                         | 17        | 3,326             | 0          | 3,694              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Teleconference Service                                  | 138       | 2,239             | 0          | 3,695              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Telegrams - Novelty                                     | 12        | 3,448             | 0          | 3,696              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Telegraph Service                                       | 375       | 1,608             | 0          | 3,697              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Telephone 900 Number Resellers                          | 87        | 2,520             | 0          | 3,698              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Telephone Answering Equipment & Systems                 | 133       | 2,266             | 0          | 3,699              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Telephone Equipment & Systems Supplies & Parts          | 172       | 2,101             | 0          | 3,700              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Telephone Equipment & Systems Wholesale & Manufacturing | 40        | 2,964             | 0          | 3,701              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Telephone Solicitation Companies                        | 2         | 3,845             | 0          | 3,702              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Television & Radio - Rent & Lease                       | 6         | 3,658             | 0          | 3,703              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Television & Radio Broadcast Schools                    | 45        | 2,901             | 0          | 3,704              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Television & Radio Parts - Retail                       | 249       | 1,879             | 0          | 3,705              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Television & Radio Parts - Wholesale & Manufacturers    | 38        | 2,987             | 0          | 3,706              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Television Home Shopping                                | 239       | 1,909             | 0          | 3,707              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Television Program Producers                            | 713       | 1,221             | 0          | 3,708              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Television Station Reps                                 | 1         | 3,909             | 0          | 3,709              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Television Sys & Equipment - Closed Circuit             | 199       | 2,019             | 0          | 3,710              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Temperature Measuring Materials                         | 4         | 3,743             | 0          | 3,711              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Templates   | 214       | 1,978             | 0          | 3,712              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tennis Court Construction                               | 19        | 3,281             | 0          | 3,713              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tennis Courts - Private                                 | 63        | 2,713             | 0          | 3,714              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tennis Equipment & Supplies                             | 44        | 2,921             | 0          | 3,715              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tennis Instruction                                      | 45        | 2,901             | 0          | 3,716              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tents   | 642       | 1,276             | 0          | 3,717              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                           | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Terminals - River & Marine                        | 2         | 3,845             | 0          | 3,718              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Termite Control                                   | 21        | 3,251             | 0          | 3,719              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Terra Cotta                                       | 5         | 3,693             | 0          | 3,720              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Test Publishers                                   | 152       | 2,182             | 0          | 3,721              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Testing Apparatus                                 | 46        | 2,887             | 0          | 3,722              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Textile Brokers                                   | 5         | 3,693             | 0          | 3,723              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Textile Converting                                | 8         | 3,589             | 0          | 3,724              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Textile Mill Supplies                             | 4         | 3,743             | 0          | 3,725              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Textile Printing Equipment & Supplies             | 12        | 3,448             | 0          | 3,726              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Theater Stage Play Houses                         | 84        | 2,541             | 0          | 3,727              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Theatrical & Stage Lighting Equipment             | 32        | 3,069             | 0          | 3,728              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Theatrical Agencies                               | 1,477     | 846               | 0          | 3,729              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Theatrical Equipment & Supplies                   | 20        | 3,265             | 0          | 3,730              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Theatrical Make-Up                                | 31        | 3,083             | 0          | 3,731              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Theatrical Managers & Producers                   | 70        | 2,646             | 0          | 3,732              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Therapeutic and Educational Supplies              | 18        | 3,309             | 0          | 3,733              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thermal Remediation                               | 1         | 3,909             | 0          | 3,734              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thermocouples                                     | 123       | 2,312             | 0          | 3,735              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thermography - Infrared                           | 15        | 3,379             | 0          | 3,736              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thermometers                                      | 31        | 3,083             | 0          | 3,737              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thermostats                                       | 40        | 2,964             | 0          | 3,738              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thread  | 2         | 3,845             | 0          | 3,739              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Threat & Fraud Assessment                         | 1         | 3,909             | 0          | 3,740              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ticket Issuing Machines                           | 10        | 3,514             | 0          | 3,741              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tickets & Coupons - Printers & Suppliers          | 278       | 1,798             | 0          | 3,742              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tile - Ceramic - Manufacturers & Distributors     | 1,498     | 841               | 0          | 3,743              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tile - Non-Ceramic - Manufacturers & Distributors | 23        | 3,226             | 0          | 3,744              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tile Restoration                                  | 129       | 2,285             | 0          | 3,745              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tiling  | 32        | 3,069             | 0          | 3,746              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Timber & Timberland Companies                     | 99        | 2,440             | 0          | 3,747              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Timber Framing                                    | 191       | 2,037             | 0          | 3,748              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Time Recorders                                    | 113       | 2,368             | 0          | 3,749              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Timeshare Deed and/or Title Transfer              | 1,052     | 1,013             | 0          | 3,750              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Timing Devices                                    | 2         | 3,845             | 0          | 3,751              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tire Additives & Sealants                         | 5         | 3,693             | 0          | 3,752              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tire Changing Equipment                           | 19        | 3,281             | 0          | 3,753              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tire Distributors & Manufacturers                 | 140       | 2,233             | 0          | 3,754              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tire Retread & Repair - Equipment & Supplies      | 245       | 1,891             | 0          | 3,755              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Title Companies & Agents                          | 573       | 1,339             | 0          | 3,756              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Toilet Seats                                      | 4         | 3,743             | 0          | 3,757              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Toilets - Composting                              | 69        | 2,651             | 0          | 3,758              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tool & Die Makers                                 | 201       | 2,008             | 0          | 3,759              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tool Grinding - Industrial                        | 1         | 3,909             | 0          | 3,760              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tool Holders                                      | 36        | 3,011             | 0          | 3,761              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tool Salvage Companies                            | 19        | 3,281             | 0          | 3,762              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tools - Hydraulic                                 | 56        | 2,788             | 0          | 3,763              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tools - Pneumatic                                 | 75        | 2,606             | 0          | 3,764              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tools - Power Actuated                            | 168       | 2,120             | 0          | 3,765              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tourist Information                               | 101       | 2,430             | 0          | 3,766              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tourists Homes                                    | 683       | 1,247             | 0          | 3,767              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Towel Supply Service                              | 164       | 2,131             | 0          | 3,768              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Towels - Cloths-Wholesale & Manufacturers         | 21        | 3,251             | 0          | 3,769              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Towing - Marine                                   | 39        | 2,973             | 0          | 3,770              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Toy Manufacturers Supplies                        | 59        | 2,761             | 0          | 3,771              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tractor Dealers                                   | 490       | 1,450             | 0          | 3,772              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                                  | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Tractor Rent & Lease                                     | 7         | 3,621             | 0          | 3,773              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tractor Repair & Service                                 | 100       | 2,434             | 0          | 3,774              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trademark Agents & Consultants                           | 915       | 1,092             | 0          | 3,775              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trading Stamps   | 246       | 1,886             | 0          | 3,776              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Traffic Control & Flagging Service                       | 359       | 1,646             | 0          | 3,777              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Traffic Engineers & Planning Service                     | 15        | 3,379             | 0          | 3,778              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Traffic School   | 7         | 3,621             | 0          | 3,779              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Traffic Signs, Signals & Equipment                       | 466       | 1,477             | 0          | 3,780              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trailer Hitches  | 788       | 1,176             | 0          | 3,781              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trailers - Automotive Utility                            | 799       | 1,168             | 0          | 3,782              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trailers - Camping & Travel                              | 607       | 1,314             | 0          | 3,783              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trailers - Horse   | 35        | 3,025             | 0          | 3,784              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trailers - Rent & Lease                                  | 1,381     | 879               | 0          | 3,785              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trailers - Transporting                                  | 129       | 2,285             | 0          | 3,786              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trailers - Truck   | 633       | 1,285             | 0          | 3,787              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Transfers - Dry  | 10        | 3,514             | 0          | 3,788              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Transformers   | 25        | 3,184             | 0          | 3,789              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Transit Lines  | 253       | 1,870             | 0          | 3,790              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Transitional Housing                                     | 35        | 3,025             | 0          | 3,791              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Translators & Interpreters                               | 2,330     | 643               | 0          | 3,792              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Translators Equipment                                    | 4         | 3,743             | 0          | 3,793              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Transmissions - Truck, Tractor                           | 63        | 2,713             | 0          | 3,794              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trap & Skeeet Ranges                                     | 11        | 3,475             | 0          | 3,795              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trapping Equipment & Supplies                            | 94        | 2,470             | 0          | 3,796              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Travel & Tourism Development and Education               | 75        | 2,606             | 0          | 3,797              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Travel Agent Mills                                       | 746       | 1,195             | 0          | 3,798              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Travel Escorts   | 116       | 2,349             | 0          | 3,799              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Travelers Checks   | 2         | 3,845             | 0          | 3,800              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Treatment Centers & Rest Homes - Information & Placement | 205       | 2,000             | 0          | 3,801              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tree Service - Pruning                                   | 1,156     | 965               | 0          | 3,802              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tree Service - Transplant                                | 86        | 2,523             | 0          | 3,803              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trenching Contractors                                    | 97        | 2,453             | 0          | 3,804              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trike Conversions, Sales & Service                       | 57        | 2,779             | 0          | 3,805              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trophies   | 835       | 1,142             | 0          | 3,806              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tropical Fish  | 79        | 2,579             | 0          | 3,807              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Bedliner - Spray On                                | 32        | 3,069             | 0          | 3,808              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Bodies   | 68        | 2,666             | 0          | 3,809              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Driver Leasing                                     | 11        | 3,475             | 0          | 3,810              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Driver Training                                    | 1,576     | 814               | 0          | 3,811              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Painting & Lettering                               | 67        | 2,677             | 0          | 3,812              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Permits  | 34        | 3,039             | 0          | 3,813              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Refrigeration Equipment                            | 34        | 3,039             | 0          | 3,814              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Service & Repair - Mobile                          | 125       | 2,303             | 0          | 3,815              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Washing & Cleaning                                 | 538       | 1,388             | 0          | 3,816              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Washing & Cleaning - Equipment & Supplies          | 1,217     | 939               | 0          | 3,817              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trucking - Dump  | 116       | 2,349             | 0          | 3,818              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trucking - Light Hauling                                 | 1,020     | 1,032             | 0          | 3,819              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trucking - Liquid Or Dry Bulk                            | 146       | 2,207             | 0          | 3,820              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trucks - Forklifts                                       | 226       | 1,943             | 0          | 3,821              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trucks - Industrial                                      | 203       | 2,003             | 0          | 3,822              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tube Bending & Fabricating                               | 11        | 3,475             | 0          | 3,823              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tubing - Metal   | 43        | 2,931             | 0          | 3,824              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Turbines   | 18        | 3,309             | 0          | 3,825              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Turbochargers  | 11        | 3,475             | 0          | 3,826              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Turntables   | 39        | 2,973             | 0          | 3,827              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                             | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Tuxedo Sales & Rentals                              | 36        | 3,011             | 0          | 3,828              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Twines & Cordage                                    | 3         | 3,790             | 0          | 3,829              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Two-Way Radio Sales & Service                       | 72        | 2,624             | 0          | 3,830              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Typesetting   | 3         | 3,790             | 0          | 3,831              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Typewriters   | 15        | 3,379             | 0          | 3,832              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| U-Catch Fishing                                     | 81        | 2,568             | 0          | 3,833              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ultrasonic Equipment & Supplies                     | 5         | 3,693             | 0          | 3,834              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ultrasound - Medical                                | 95        | 2,464             | 0          | 3,835              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ultrasound - Nonmedical                             | 134       | 2,260             | 0          | 3,836              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Umbrellas   | 34        | 3,039             | 0          | 3,837              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Unclaimed Funds Retrieval Services                  | 451       | 1,496             | 0          | 3,838              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Underground Sprinkler Lawn Sprinkler Parts          | 118       | 2,336             | 0          | 3,839              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Underwear - Wholesale & Manufacturers               | 118       | 2,336             | 0          | 3,840              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Uniforms - Accessories                              | 72        | 2,624             | 0          | 3,841              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Uniforms - Medical                                  | 282       | 1,790             | 0          | 3,842              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Urgent Care Centers                                 | 19        | 3,281             | 0          | 3,843              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Utilities Underground - Installation                | 35        | 3,025             | 0          | 3,844              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Utilities Underground - Locating                    | 1,312     | 904               | 0          | 3,845              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vacuum Cleaners - Industrial & Commercial           | 99        | 2,440             | 0          | 3,846              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vacuum Cleaners - Supplies & Parts                  | 34        | 3,039             | 0          | 3,847              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vacuum Cleaning - Industrial                        | 10        | 3,514             | 0          | 3,848              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Valves  | 173       | 2,096             | 0          | 3,849              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Valves - Repairing                                  | 24        | 3,205             | 0          | 3,850              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vanity Publishers                                   | 5         | 3,693             | 0          | 3,851              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Variety Store Merchandise - Wholesale               | 29        | 3,112             | 0          | 3,852              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vehicle Graphics                                    | 344       | 1,663             | 0          | 3,853              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vehicle Sales - Manufacturing Companies             | 317       | 1,718             | 0          | 3,854              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vending Machines - Supplies & Parts                 | 149       | 2,195             | 0          | 3,855              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Venetian Blinds - Supplies & Parts                  | 49        | 2,863             | 0          | 3,856              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Venetian Blinds - Wholesale & Manufacturers         | 456       | 1,490             | 0          | 3,857              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ventilating Equipment                               | 125       | 2,303             | 0          | 3,858              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vertical Blinds                                     | 105       | 2,407             | 0          | 3,859              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vessels - Pressure                                  | 49        | 2,863             | 0          | 3,860              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Veterans & Military Organizations                   | 47        | 2,882             | 0          | 3,861              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Veterinarians Information & Referral                | 12        | 3,448             | 0          | 3,862              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Veterinary Surgery                                  | 22        | 3,237             | 0          | 3,863              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vibration Control                                   | 24        | 3,205             | 0          | 3,864              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vibrators - Industrial                              | 11        | 3,475             | 0          | 3,865              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Video Editing                                       | 21        | 3,251             | 0          | 3,866              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Video Equipment - Sales & Rentals                   | 115       | 2,357             | 0          | 3,867              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Video Equipment - Service & Repair                  | 257       | 1,859             | 0          | 3,868              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Video Equipment - Supplies & Parts                  | 9         | 3,549             | 0          | 3,869              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Video Equipment - Wholesale & Manufacturers         | 12        | 3,448             | 0          | 3,870              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Video Tape Duplication Service                      | 214       | 1,978             | 0          | 3,871              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Video Tapes & Discs - Dealers                       | 171       | 2,104             | 0          | 3,872              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Video Tapes & Discs - Wholesale & Manufacturers     | 22        | 3,237             | 0          | 3,873              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Videoconferencing Services                          | 171       | 2,104             | 0          | 3,874              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vinyl Decking                                       | 1,271     | 920               | 0          | 3,875              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vinyl Repair  | 278       | 1,798             | 0          | 3,876              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Virtual Currency                                    | 5         | 3,693             | 0          | 3,877              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Virtual Tours                                       | 8         | 3,589             | 0          | 3,878              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| VOIP (Voice Over Internet Protocol) Sales & Service | 437       | 1,510             | 0          | 3,879              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wait Staff  | 2         | 3,845             | 0          | 3,880              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wall & Ceiling Texturing                            | 238       | 1,915             | 0          | 3,881              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wall Bed Manufacturer                               | 10        | 3,514             | 0          | 3,882              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                      | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Wall Bed Sales                               | 176       | 2,083             | 0          | 3,883              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wall Cleaning                                | 20        | 3,265             | 0          | 3,884              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wall Coatings                                | 54        | 2,807             | 0          | 3,885              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wallboard & Plasterboard                     | 12        | 3,448             | 0          | 3,886              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Warehouses - Cold Storage                    | 397       | 1,576             | 0          | 3,887              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Warehouses - Merchandise                     | 540       | 1,386             | 0          | 3,888              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Warehousing Services                         | 421       | 1,531             | 0          | 3,889              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Washers                                      | 26        | 3,157             | 0          | 3,890              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Washing Machines & Dryers - Dealers          | 258       | 1,857             | 0          | 3,891              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Washing Machines & Dryers - Service & Repair | 34        | 3,039             | 0          | 3,892              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Waste Containers                             | 946       | 1,079             | 0          | 3,893              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Watch Bands                                  | 10        | 3,514             | 0          | 3,894              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Watchmakers Equipment & Supplies             | 6         | 3,658             | 0          | 3,895              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water & Sewer Line Protection                | 30        | 3,096             | 0          | 3,896              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Analysis                               | 414       | 1,542             | 0          | 3,897              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Conservation                           | 116       | 2,349             | 0          | 3,898              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Gardens Fountains & Ponds              | 307       | 1,738             | 0          | 3,899              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Heaters - Parts & Supplies             | 119       | 2,332             | 0          | 3,900              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Heaters - Wholesale & Manufacturers    | 239       | 1,909             | 0          | 3,901              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Leak Detection                         | 168       | 2,120             | 0          | 3,902              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Main Contractors                       | 102       | 2,422             | 0          | 3,903              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Pollution Control                      | 109       | 2,384             | 0          | 3,904              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Skiing Equipment & Supplies            | 31        | 3,083             | 0          | 3,905              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Skiing Instruction                     | 7         | 3,621             | 0          | 3,906              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Taxi Service                           | 74        | 2,613             | 0          | 3,907              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Well Drilling Equipment & Supplies     | 198       | 2,022             | 0          | 3,908              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Wells - Inspection                     | 26        | 3,157             | 0          | 3,909              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Wells - Pumps Sales & Service          | 313       | 1,729             | 0          | 3,910              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Works Contractors                      | 201       | 2,008             | 0          | 3,911              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Works Equipment & Supplies             | 35        | 3,025             | 0          | 3,912              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water/Pool Heating - Solar                   | 98        | 2,447             | 0          | 3,913              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Waterbeds - Dealers                          | 74        | 2,613             | 0          | 3,914              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Waterbeds - Service & Repair                 | 7         | 3,621             | 0          | 3,915              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Waterbeds - Supplies & Parts                 | 2         | 3,845             | 0          | 3,916              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Waterbeds - Wholesale & Manufacturers        | 84        | 2,541             | 0          | 3,917              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Waterproofing Materials                      | 143       | 2,223             | 0          | 3,918              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wax  | 1         | 3,909             | 0          | 3,919              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Weather Stripping                            | 14        | 3,401             | 0          | 3,920              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Weatherization                               | 1         | 3,909             | 0          | 3,921              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Weaving & Mending                            | 5         | 3,693             | 0          | 3,922              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Weaving Supplies & Equipment                 | 13        | 3,419             | 0          | 3,923              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Web Conferencing                             | 30        | 3,096             | 0          | 3,924              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Webbing                                      | 61        | 2,733             | 0          | 3,925              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wedding Officiant                            | 4,039     | 429               | 0          | 3,926              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Weed Control Equipment & Supplies            | 9         | 3,549             | 0          | 3,927              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Weighers                                     | 4         | 3,743             | 0          | 3,928              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Welding Equipment & Supplies                 | 463       | 1,482             | 0          | 3,929              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Welding Equipment - Rent                     | 499       | 1,437             | 0          | 3,930              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Welding Equipment - Repair                   | 513       | 1,419             | 0          | 3,931              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Welding Inspectors                           | 9         | 3,549             | 0          | 3,932              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Western Apparel                              | 419       | 1,536             | 0          | 3,933              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wheel Chair Lifts & Ramps                    | 415       | 1,540             | 0          | 3,934              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wheels                                       | 633       | 1,285             | 0          | 3,935              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wicker Products                              | 156       | 2,168             | 0          | 3,936              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Window Cleaning Equipment & Supplies         | 16        | 3,350             | 0          | 3,937              | 0             | 0% | 0                 | 0% | 0                      | 0% |

| Industry Classification                    | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpis Settled | %  | Cmpis Not Settled | %  | Cmpis Unable To Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Window Security Laminates                  | 106       | 2,398             | 0          | 3,938              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Window Shades - Cleaning & Repair          | 29        | 3,112             | 0          | 3,939              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Window Shades - Equipment & Supplies       | 164       | 2,131             | 0          | 3,940              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Window Shades - Repair                     | 5         | 3,693             | 0          | 3,941              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Window Tinting & Coating - Commercial      | 50        | 2,853             | 0          | 3,942              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Windows - Vinyl                            | 602       | 1,316             | 0          | 3,943              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Windows - Wells & Covers                   | 53        | 2,816             | 0          | 3,944              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Windows - Wood                             | 100       | 2,434             | 0          | 3,945              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wine Bar                                   | 2         | 3,845             | 0          | 3,946              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wine Brokers                               | 269       | 1,827             | 0          | 3,947              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wine Cellars                               | 82        | 2,559             | 0          | 3,948              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wine Storage Equipment                     | 100       | 2,434             | 0          | 3,949              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wines - Wholesale                          | 7         | 3,621             | 0          | 3,950              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wiping Cloths                              | 13        | 3,419             | 0          | 3,951              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wire & Cable - Electric                    | 222       | 1,952             | 0          | 3,952              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wire & Cable - Non-Electric                | 76        | 2,602             | 0          | 3,953              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wire Products                              | 68        | 2,666             | 0          | 3,954              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wire Rope                                  | 26        | 3,157             | 0          | 3,955              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Womens Apparel - Wholesale & Manufacturers | 81        | 2,568             | 0          | 3,956              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wood Carving                               | 69        | 2,651             | 0          | 3,957              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wood Preservatives                         | 2         | 3,845             | 0          | 3,958              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wood Products - Sawdust & Shavings         | 30        | 3,096             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wood Technologists                         | 442       | 1,504             | 0          | 3,960              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wood Turning                               | 94        | 2,470             | 0          | 3,961              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Woodworking Equipment & Supplies           | 397       | 1,576             | 0          | 3,962              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wool                                       | 71        | 2,632             | 0          | 3,963              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Woolen Goods - Wholesale & Manufacturers   | 132       | 2,274             | 0          | 3,964              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Word Process System, Consultant, Designer  | 2         | 3,845             | 0          | 3,965              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Word Processing Service                    | 13        | 3,419             | 0          | 3,966              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Work Clothes - Retail                      | 231       | 1,930             | 0          | 3,967              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Work Clothes - Wholesale & Manufacturers   | 198       | 2,022             | 0          | 3,968              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Writer                                     | 12        | 3,448             | 0          | 3,969              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Writer - Freelance                         | 20        | 3,265             | 0          | 3,970              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| X-Ray Apparatus & Supplies                 | 57        | 2,779             | 0          | 3,971              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| X-Ray Labs - Industrial                    | 12        | 3,448             | 0          | 3,972              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| X-Ray Labs - Medical & Dental              | 53        | 2,816             | 0          | 3,973              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Yacht Brokers                              | 124       | 2,308             | 0          | 3,974              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Yarn - Retail                              | 79        | 2,579             | 0          | 3,975              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Yarn - Wholesale & Manufacturers           | 11        | 3,475             | 0          | 3,976              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Yoga Supplies                              | 12        | 3,448             | 0          | 3,977              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Yogurt                                     | 48        | 2,874             | 0          | 3,978              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Youth Organizations & Centers              | 470       | 1,473             | 0          | 3,979              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Zippers                                    | 1         | 3,909             | 0          | 3,980              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Zippers - Repair                           | 10        | 3,514             | 0          | 3,981              | 0             | 0% | 0                 | 0% | 0                      | 0% |