

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Telephones                     | 477,339            | 51                       | 32,956            | 1                         | 32,650               | 99%        | 228                      | 1%         | 78                            | 0%        |
| Cable TV                       | 247,939            | 94                       | 32,499            | 2                         | 32,224               | 99%        | 253                      | 1%         | 22                            | 0%        |
| Cell Phone Supplies            | 232,512            | 109                      | 32,090            | 3                         | 31,597               | 98%        | 454                      | 1%         | 39                            | 0%        |
| New Car Dealers                | 1,664,355          | 11                       | 23,689            | 4                         | 20,281               | 86%        | 3,302                    | 14%        | 106                           | 0%        |
| Online Retailer                | 1,807,112          | 9                        | 16,396            | 5                         | 9,587                | 58%        | 6,343                    | 39%        | 466                           | 3%        |
| Collections Agencies           | 2,189,173          | 6                        | 15,842            | 6                         | 14,373               | 91%        | 1,190                    | 8%         | 279                           | 2%        |
| Used Car Dealers               | 2,270,600          | 5                        | 14,760            | 7                         | 10,554               | 72%        | 3,974                    | 27%        | 231                           | 2%        |
| Furniture Stores               | 944,233            | 27                       | 11,753            | 8                         | 10,360               | 88%        | 1,244                    | 11%        | 149                           | 1%        |
| Bank                           | 497,936            | 48                       | 10,880            | 9                         | 10,498               | 96%        | 351                      | 3%         | 31                            | 0%        |
| Home Warranty Plans            | 447,230            | 54                       | 9,230             | 10                        | 8,840                | 96%        | 351                      | 4%         | 39                            | 0%        |
| Insurance Companies            | 1,804,150          | 10                       | 9,227             | 11                        | 8,831                | 96%        | 367                      | 4%         | 29                            | 0%        |
| Online Shopping                | 1,093,404          | 23                       | 8,845             | 12                        | 6,727                | 76%        | 1,816                    | 21%        | 302                           | 3%        |
| Property Management            | 1,474,809          | 12                       | 8,096             | 13                        | 6,560                | 81%        | 1,484                    | 18%        | 52                            | 1%        |
| Department Stores              | 104,796            | 256                      | 7,662             | 14                        | 7,489                | 98%        | 164                      | 2%         | 9                             | 0%        |
| Credit Cards and Plans         | 273,895            | 85                       | 7,659             | 15                        | 7,524                | 98%        | 105                      | 1%         | 30                            | 0%        |
| Auto Repair                    | 1,336,018          | 15                       | 7,454             | 16                        | 5,111                | 69%        | 2,222                    | 30%        | 121                           | 2%        |
| Hotels                         | 178,718            | 155                      | 7,168             | 17                        | 4,931                | 69%        | 2,199                    | 31%        | 38                            | 1%        |
| Skin Care                      | 552,586            | 42                       | 6,652             | 18                        | 4,263                | 64%        | 2,225                    | 33%        | 164                           | 2%        |
| Apartments                     | 451,940            | 53                       | 6,569             | 19                        | 4,112                | 63%        | 2,368                    | 36%        | 89                            | 1%        |
| Airlines                       | 50,407             | 471                      | 6,488             | 20                        | 6,071                | 94%        | 404                      | 6%         | 13                            | 0%        |
| Auto Renting and Leasing       | 171,562            | 162                      | 6,023             | 21                        | 5,084                | 84%        | 916                      | 15%        | 23                            | 0%        |
| Roofing Contractors            | 5,175,373          | 1                        | 5,940             | 22                        | 4,031                | 68%        | 1,682                    | 28%        | 227                           | 4%        |
| Moving Companies               | 1,288,388          | 16                       | 5,715             | 23                        | 3,912                | 68%        | 1,667                    | 29%        | 136                           | 2%        |
| Internet Service               | 664,184            | 33                       | 5,392             | 24                        | 4,748                | 88%        | 592                      | 11%        | 52                            | 1%        |
| Burglar Alarm Systems          | 382,818            | 66                       | 5,067             | 25                        | 4,906                | 97%        | 147                      | 3%         | 14                            | 0%        |
| Consumer Finance Companies     | 893,041            | 28                       | 4,863             | 26                        | 4,644                | 95%        | 175                      | 4%         | 44                            | 1%        |
| Clothing                       | 621,633            | 36                       | 4,860             | 27                        | 2,718                | 56%        | 2,028                    | 42%        | 114                           | 2%        |
| Social Media Marketing         | 137,606            | 202                      | 4,800             | 28                        | 4,722                | 98%        | 72                       | 2%         | 6                             | 0%        |
| Ecommerce                      | 465,745            | 52                       | 4,766             | 29                        | 4,580                | 96%        | 161                      | 3%         | 25                            | 1%        |
| Travel Agency                  | 748,982            | 31                       | 4,588             | 30                        | 4,062                | 89%        | 494                      | 11%        | 32                            | 1%        |
| Restaurants                    | 415,744            | 58                       | 4,485             | 31                        | 2,375                | 53%        | 2,026                    | 45%        | 84                            | 2%        |
| Home Improvement               | 1,165,855          | 21                       | 4,317             | 32                        | 3,437                | 80%        | 811                      | 19%        | 69                            | 2%        |
| Credit Reporting Agencies      | 87,613             | 296                      | 4,248             | 33                        | 4,180                | 98%        | 56                       | 1%         | 12                            | 0%        |
| Wholesale Electronic Supplies  | 46,096             | 511                      | 4,195             | 34                        | 3,906                | 93%        | 284                      | 7%         | 5                             | 0%        |
| General Contractor             | 3,708,701          | 2                        | 3,869             | 35                        | 2,008                | 52%        | 1,732                    | 45%        | 129                           | 3%        |
| Electric Companies             | 245,286            | 97                       | 3,812             | 36                        | 3,644                | 96%        | 165                      | 4%         | 3                             | 0%        |
| Financial Services             | 1,372,429          | 14                       | 3,722             | 37                        | 3,357                | 90%        | 310                      | 8%         | 55                            | 1%        |
| Construction Services          | 2,628,154          | 3                        | 3,689             | 38                        | 1,709                | 46%        | 1,814                    | 49%        | 166                           | 4%        |
| Payment Processing Services    | 204,458            | 129                      | 3,664             | 39                        | 3,600                | 98%        | 61                       | 2%         | 3                             | 0%        |
| Home Builders                  | 1,992,334          | 7                        | 3,563             | 40                        | 2,959                | 83%        | 577                      | 16%        | 27                            | 1%        |
| Health Products                | 395,168            | 61                       | 3,506             | 41                        | 1,959                | 56%        | 1,411                    | 40%        | 136                           | 4%        |
| Loans                          | 1,195,983          | 19                       | 3,504             | 42                        | 2,950                | 84%        | 429                      | 12%        | 125                           | 4%        |
| Dating Services                | 125,395            | 218                      | 3,469             | 43                        | 3,353                | 97%        | 104                      | 3%         | 12                            | 0%        |
| Building Materials             | 152,126            | 187                      | 3,422             | 44                        | 3,343                | 98%        | 77                       | 2%         | 2                             | 0%        |
| Plumber                        | 2,273,998          | 4                        | 3,378             | 45                        | 2,506                | 74%        | 817                      | 24%        | 55                            | 2%        |
| Tablet Equipment               | 151,385            | 188                      | 3,356             | 46                        | 2,638                | 79%        | 680                      | 20%        | 38                            | 1%        |
| Pest Control                   | 994,381            | 25                       | 3,337             | 47                        | 2,881                | 86%        | 427                      | 13%        | 29                            | 1%        |
| Catalog Shopping               | 376,121            | 68                       | 3,290             | 48                        | 2,935                | 89%        | 340                      | 10%        | 15                            | 0%        |
| Dentist                        | 543,273            | 44                       | 3,103             | 49                        | 2,345                | 76%        | 733                      | 24%        | 25                            | 1%        |
| Health Club                    | 122,769            | 226                      | 3,097             | 50                        | 2,702                | 87%        | 371                      | 12%        | 24                            | 1%        |
| Electronic Equipment Dealers   | 163,744            | 172                      | 3,059             | 51                        | 2,752                | 90%        | 302                      | 10%        | 5                             | 0%        |
| Delivery Service               | 120,974            | 228                      | 2,999             | 52                        | 2,680                | 89%        | 289                      | 10%        | 30                            | 1%        |
| Heating and Air Conditioning   | 1,932,129          | 8                        | 2,967             | 53                        | 2,415                | 81%        | 502                      | 17%        | 50                            | 2%        |
| Prepaid Credit Cards           | 63,016             | 393                      | 2,876             | 54                        | 2,826                | 98%        | 30                       | 1%         | 20                            | 1%        |
| Computer Hardware              | 415,523            | 59                       | 2,834             | 55                        | 2,284                | 81%        | 499                      | 18%        | 51                            | 2%        |

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|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                                 | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Jewelry Stores                               | 584,975            | 38                       | 2,771             | 56                        | 1,937                | 70%        | 808                      | 29%        | 26                            | 1%        |
| Fitness Center                               | 112,355            | 243                      | 2,763             | 57                        | 1,899                | 69%        | 819                      | 30%        | 45                            | 2%        |
| Mortgage Broker                              | 996,487            | 24                       | 2,729             | 58                        | 2,573                | 94%        | 137                      | 5%         | 19                            | 1%        |
| Towing Company                               | 368,271            | 70                       | 2,718             | 59                        | 1,339                | 49%        | 1,341                    | 49%        | 38                            | 1%        |
| Major Appliance Dealers                      | 264,198            | 89                       | 2,714             | 60                        | 2,430                | 90%        | 223                      | 8%         | 61                            | 2%        |
| Event Ticket Sales                           | 395,085            | 62                       | 2,648             | 61                        | 2,423                | 92%        | 214                      | 8%         | 11                            | 0%        |
| Newspaper                                    | 52,884             | 453                      | 2,644             | 62                        | 2,449                | 93%        | 189                      | 7%         | 6                             | 0%        |
| Real Estate                                  | 751,800            | 30                       | 2,515             | 63                        | 1,799                | 72%        | 682                      | 27%        | 34                            | 1%        |
| New Auto Parts                               | 417,955            | 56                       | 2,511             | 64                        | 1,917                | 76%        | 570                      | 23%        | 24                            | 1%        |
| Credit Union                                 | 225,957            | 114                      | 2,479             | 65                        | 2,291                | 92%        | 183                      | 7%         | 5                             | 0%        |
| Home Accessories                             | 58,703             | 413                      | 2,389             | 66                        | 2,132                | 89%        | 220                      | 9%         | 37                            | 2%        |
| Coupon Books                                 | 56,917             | 427                      | 2,365             | 67                        | 2,330                | 99%        | 34                       | 1%         | 1                             | 0%        |
| Lawn Maintenance                             | 579,899            | 39                       | 2,332             | 68                        | 1,873                | 80%        | 422                      | 18%        | 37                            | 2%        |
| Air Conditioning Contractor                  | 1,115,751          | 22                       | 2,295             | 69                        | 1,883                | 82%        | 393                      | 17%        | 19                            | 1%        |
| Garbage Removal                              | 171,283            | 164                      | 2,262             | 70                        | 1,803                | 80%        | 433                      | 19%        | 26                            | 1%        |
| Retail Florist                               | 124,760            | 220                      | 2,217             | 71                        | 1,894                | 85%        | 309                      | 14%        | 14                            | 1%        |
| Computer Dealers                             | 158,048            | 179                      | 2,082             | 72                        | 1,942                | 93%        | 123                      | 6%         | 17                            | 1%        |
| Moving and Storage Companies                 | 320,154            | 77                       | 2,077             | 73                        | 1,412                | 68%        | 634                      | 31%        | 31                            | 1%        |
| Hospital                                     | 134,723            | 205                      | 2,059             | 74                        | 1,674                | 81%        | 380                      | 18%        | 5                             | 0%        |
| Security System Monitors                     | 308,504            | 79                       | 2,047             | 75                        | 1,810                | 88%        | 203                      | 10%        | 34                            | 2%        |
| Auto Body Repair and Painting                | 653,316            | 34                       | 2,027             | 76                        | 1,273                | 63%        | 723                      | 36%        | 31                            | 2%        |
| Home Electronics                             | 171,323            | 163                      | 2,020             | 77                        | 1,851                | 92%        | 145                      | 7%         | 24                            | 1%        |
| Transportation                               | 186,978            | 146                      | 2,012             | 78                        | 459                  | 23%        | 1,541                    | 77%        | 12                            | 1%        |
| Landscape Contractors                        | 1,217,116          | 18                       | 1,856             | 79                        | 916                  | 49%        | 875                      | 47%        | 65                            | 4%        |
| Information Bureaus                          | 114,578            | 240                      | 1,741             | 80                        | 1,590                | 91%        | 126                      | 7%         | 25                            | 1%        |
| Insurance Services Office                    | 479,051            | 50                       | 1,736             | 81                        | 1,543                | 89%        | 159                      | 9%         | 34                            | 2%        |
| Auto Manufacturers                           | 39,911             | 560                      | 1,710             | 82                        | 1,613                | 94%        | 89                       | 5%         | 8                             | 0%        |
| Vacation Timeshare                           | 146,084            | 194                      | 1,702             | 83                        | 1,649                | 97%        | 38                       | 2%         | 15                            | 1%        |
| Storage Units                                | 118,900            | 230                      | 1,682             | 84                        | 1,363                | 81%        | 308                      | 18%        | 11                            | 1%        |
| Mattress                                     | 191,130            | 141                      | 1,676             | 85                        | 1,442                | 86%        | 213                      | 13%        | 21                            | 1%        |
| Major Appliance Services                     | 329,340            | 75                       | 1,674             | 86                        | 963                  | 58%        | 633                      | 38%        | 78                            | 5%        |
| Auto Insurance                               | 222,553            | 119                      | 1,673             | 87                        | 1,428                | 85%        | 232                      | 14%        | 13                            | 1%        |
| Health                                       | 343,401            | 72                       | 1,649             | 88                        | 1,155                | 70%        | 474                      | 29%        | 20                            | 1%        |
| Online Travel Agency                         | 164,556            | 170                      | 1,649             | 88                        | 1,481                | 90%        | 156                      | 9%         | 12                            | 1%        |
| Vitamins and Supplements                     | 375,831            | 69                       | 1,630             | 90                        | 1,133                | 70%        | 453                      | 28%        | 44                            | 3%        |
| Lawyers                                      | 1,381,208          | 13                       | 1,628             | 91                        | 1,161                | 71%        | 425                      | 26%        | 42                            | 3%        |
| Computer Software Developers                 | 193,287            | 138                      | 1,622             | 92                        | 1,453                | 90%        | 145                      | 9%         | 24                            | 1%        |
| Banking Services                             | 28,599             | 715                      | 1,598             | 93                        | 1,530                | 96%        | 67                       | 4%         | 1                             | 0%        |
| Car Wash                                     | 79,858             | 320                      | 1,575             | 94                        | 903                  | 57%        | 597                      | 38%        | 75                            | 5%        |
| New Carpet                                   | 311,474            | 78                       | 1,564             | 95                        | 1,448                | 93%        | 108                      | 7%         | 8                             | 1%        |
| Retail Shoes                                 | 206,882            | 127                      | 1,556             | 96                        | 1,080                | 69%        | 436                      | 28%        | 40                            | 3%        |
| Extended Warranty Contract Service Companies | 200,782            | 133                      | 1,544             | 97                        | 1,393                | 90%        | 98                       | 6%         | 53                            | 3%        |
| Motel  | 34,680             | 622                      | 1,514             | 98                        | 795                  | 53%        | 700                      | 46%        | 19                            | 1%        |
| Tire Dealers                                 | 159,366            | 178                      | 1,514             | 98                        | 1,075                | 71%        | 421                      | 28%        | 18                            | 1%        |
| Not Elsewhere Classified                     | 102,694            | 261                      | 1,507             | 100                       | 569                  | 38%        | 874                      | 58%        | 64                            | 4%        |
| Mailing Services                             | 76,985             | 331                      | 1,503             | 101                       | 1,322                | 88%        | 175                      | 12%        | 6                             | 0%        |
| Tree Service                                 | 988,461            | 26                       | 1,494             | 102                       | 631                  | 42%        | 758                      | 51%        | 105                           | 7%        |
| Internet Marketing Services                  | 642,128            | 35                       | 1,483             | 103                       | 1,246                | 84%        | 206                      | 14%        | 31                            | 2%        |
| Credit Card Merchant Services                | 196,826            | 135                      | 1,478             | 104                       | 1,374                | 93%        | 98                       | 7%         | 6                             | 0%        |
| Natural Gas Companies                        | 67,557             | 368                      | 1,448             | 105                       | 1,343                | 93%        | 105                      | 7%         | 0                             | 0%        |
| Wholesale Major Appliances                   | 29,233             | 700                      | 1,430             | 106                       | 1,383                | 97%        | 34                       | 2%         | 13                            | 1%        |
| Pool Contractors                             | 708,399            | 32                       | 1,406             | 107                       | 1,057                | 75%        | 330                      | 23%        | 19                            | 1%        |
| Web Hosting                                  | 144,746            | 195                      | 1,405             | 108                       | 1,257                | 89%        | 133                      | 9%         | 15                            | 1%        |
| Dry Cleaners                                 | 90,916             | 290                      | 1,402             | 109                       | 740                  | 53%        | 630                      | 45%        | 32                            | 2%        |
| Electronic Equipment Repair                  | 71,698             | 352                      | 1,386             | 110                       | 1,220                | 88%        | 155                      | 11%        | 11                            | 1%        |

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|--|--------------------|-------------------|----------------|--------------------|----------------|------------|--------------------|------------|-------------------------|-----------|
| <b>TOTAL</b>                             | <b>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>     | <b>19%</b> | <b>14,238</b>           | <b>2%</b> |
| Online Gaming                            | 71,815             | 351               | 1,380          | 111                | 1,015          | 74%        | 360                | 26%        | 5                       | 0%        |
| Sporting Goods Retail                    | 195,168            | 137               | 1,373          | 112                | 1,089          | 79%        | 264                | 19%        | 20                      | 1%        |
| Health Insurance                         | 211,210            | 123               | 1,354          | 113                | 1,217          | 90%        | 129                | 10%        | 8                       | 1%        |
| Tax Return Preparation                   | 384,051            | 65                | 1,338          | 114                | 871            | 65%        | 438                | 33%        | 29                      | 2%        |
| Womens Clothing                          | 100,058            | 268               | 1,322          | 115                | 545            | 41%        | 732                | 55%        | 45                      | 3%        |
| Magazine Sales                           | 114,215            | 241               | 1,287          | 116                | 995            | 77%        | 268                | 21%        | 24                      | 2%        |
| Hotel Reservation                        | 65,349             | 383               | 1,281          | 117                | 1,217          | 95%        | 61                 | 5%         | 3                       | 0%        |
| Medical Equipment                        | 196,127            | 136               | 1,279          | 118                | 992            | 78%        | 277                | 22%        | 10                      | 1%        |
| Painting Contractors                     | 1,268,001          | 17                | 1,278          | 119                | 645            | 50%        | 589                | 46%        | 44                      | 3%        |
| Auto Warranty Processing                 | 233,837            | 107               | 1,267          | 120                | 1,212          | 96%        | 34                 | 3%         | 21                      | 2%        |
| Beauty Salon                             | 184,136            | 149               | 1,228          | 121                | 656            | 53%        | 515                | 42%        | 57                      | 5%        |
| Camping Equipment                        | 12,594             | 1,195             | 1,222          | 122                | 62             | 5%         | 589                | 48%        | 571                     | 47%       |
| RV Dealers                               | 190,179            | 142               | 1,195          | 123                | 1,027          | 86%        | 153                | 13%        | 15                      | 1%        |
| Transmission                             | 227,224            | 112               | 1,165          | 124                | 805            | 69%        | 321                | 28%        | 39                      | 3%        |
| Cosmetics Sales                          | 129,397            | 213               | 1,162          | 125                | 965            | 83%        | 195                | 17%        | 2                       | 0%        |
| Beauty Supplies                          | 134,796            | 204               | 1,156          | 126                | 554            | 48%        | 546                | 47%        | 56                      | 5%        |
| Pre-Paid Phone Card                      | 22,976             | 805               | 1,152          | 127                | 1,079          | 94%        | 71                 | 6%         | 2                       | 0%        |
| Timeshare Companies                      | 159,975            | 176               | 1,145          | 128                | 952            | 83%        | 165                | 14%        | 28                      | 2%        |
| Travel Club                              | 239,430            | 102               | 1,139          | 129                | 885            | 78%        | 217                | 19%        | 37                      | 3%        |
| Business Process Management              | 16,257             | 1,021             | 1,138          | 130                | 1,131          | 99%        | 6                  | 1%         | 1                       | 0%        |
| Discount Stores                          | 65,907             | 381               | 1,130          | 131                | 979            | 87%        | 138                | 12%        | 13                      | 1%        |
| Directory Advertising                    | 96,380             | 280               | 1,125          | 132                | 941            | 84%        | 148                | 13%        | 36                      | 3%        |
| Resort                                   | 92,591             | 288               | 1,116          | 133                | 926            | 83%        | 185                | 17%        | 5                       | 0%        |
| Credit Card Processing Services          | 240,541            | 99                | 1,113          | 134                | 1,040          | 93%        | 64                 | 6%         | 9                       | 1%        |
| General Merchandise                      | 118,319            | 232               | 1,110          | 135                | 731            | 66%        | 351                | 32%        | 28                      | 3%        |
| Boutique                                 | 86,825             | 300               | 1,065          | 136                | 257            | 24%        | 735                | 69%        | 73                      | 7%        |
| Fence Contractors                        | 540,651            | 45                | 1,062          | 137                | 679            | 64%        | 354                | 33%        | 29                      | 3%        |
| Cruises                                  | 39,480             | 566               | 1,054          | 138                | 952            | 90%        | 101                | 10%        | 1                       | 0%        |
| Auto Services                            | 153,224            | 185               | 1,007          | 139                | 724            | 72%        | 263                | 26%        | 20                      | 2%        |
| T Shirts                                 | 112,298            | 245               | 986            | 140                | 576            | 58%        | 337                | 34%        | 73                      | 7%        |
| College and University                   | 188,311            | 144               | 982            | 141                | 819            | 83%        | 146                | 15%        | 17                      | 2%        |
| Retail Stores                            | 61,982             | 401               | 965            | 142                | 531            | 55%        | 409                | 42%        | 25                      | 3%        |
| Custom Shirts                            | 32,258             | 657               | 964            | 143                | 742            | 77%        | 221                | 23%        | 1                       | 0%        |
| Concrete Contractors                     | 806,409            | 29                | 960            | 144                | 434            | 45%        | 494                | 51%        | 32                      | 3%        |
| Window Installation                      | 555,046            | 41                | 957            | 145                | 773            | 81%        | 146                | 15%        | 38                      | 4%        |
| Medical Doctor                           | 128,100            | 215               | 943            | 146                | 637            | 68%        | 295                | 31%        | 11                      | 1%        |
| Exercise Programs                        | 85,832             | 301               | 929            | 147                | 759            | 82%        | 160                | 17%        | 10                      | 1%        |
| Rental Listings                          | 34,490             | 623               | 924            | 148                | 829            | 90%        | 40                 | 4%         | 55                      | 6%        |
| Payday Loans                             | 391,426            | 63                | 911            | 149                | 652            | 72%        | 150                | 16%        | 109                     | 12%       |
| Credit Services                          | 240,131            | 100               | 910            | 150                | 805            | 88%        | 84                 | 9%         | 21                      | 2%        |
| Grocery Store                            | 75,570             | 339               | 908            | 151                | 691            | 76%        | 212                | 23%        | 5                       | 1%        |
| Loan Servicing                           | 139,250            | 201               | 901            | 152                | 848            | 94%        | 52                 | 6%         | 1                       | 0%        |
| Residential Air Conditioning Contractors | 364,757            | 71                | 900            | 153                | 612            | 68%        | 255                | 28%        | 33                      | 4%        |
| Retail Sportswear                        | 61,225             | 404               | 898            | 154                | 483            | 54%        | 399                | 44%        | 16                      | 2%        |
| Vacation Rentals                         | 184,386            | 147               | 895            | 155                | 682            | 76%        | 179                | 20%        | 34                      | 4%        |
| Mortgage Banker                          | 549,940            | 43                | 880            | 156                | 851            | 97%        | 20                 | 2%         | 9                       | 1%        |
| Clinic                                   | 115,283            | 239               | 876            | 157                | 599            | 68%        | 268                | 31%        | 9                       | 1%        |
| Hospital Supplies                        | 143,173            | 197               | 870            | 158                | 721            | 83%        | 142                | 16%        | 7                       | 1%        |
| Parking Facilities                       | 42,939             | 530               | 869            | 159                | 580            | 67%        | 277                | 32%        | 12                      | 1%        |
| Handyman                                 | 503,148            | 47                | 859            | 160                | 327            | 38%        | 484                | 56%        | 48                      | 6%        |
| Bus Lines                                | 21,693             | 834               | 856            | 161                | 781            | 91%        | 69                 | 8%         | 6                       | 1%        |
| Computer Parts                           | 97,722             | 277               | 856            | 161                | 701            | 82%        | 153                | 18%        | 2                       | 0%        |
| Truck Rentals                            | 15,030             | 1,069             | 853            | 163                | 838            | 98%        | 15                 | 2%         | 0                       | 0%        |
| Rental Furniture                         | 51,591             | 461               | 852            | 164                | 817            | 96%        | 35                 | 4%         | 0                       | 0%        |
| Paving Contractors                       | 494,915            | 49                | 849            | 165                | 460            | 54%        | 342                | 40%        | 47                      | 6%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>        | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|---------------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                          | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Major Appliance Parts                 | 82,404             | 313                      | 845               | 166                       | 738                   | 87%        | 101                       | 12%        | 6                              | 1%        |
| Publishers Periodical                 | 224,931            | 115                      | 844               | 167                       | 782                   | 93%        | 61                        | 7%         | 1                              | 0%        |
| Vacation Certificates and Vouchers    | 172,450            | 160                      | 833               | 168                       | 532                   | 64%        | 239                       | 29%        | 62                             | 7%        |
| Windows                               | 438,752            | 55                       | 824               | 169                       | 690                   | 84%        | 118                       | 14%        | 16                             | 2%        |
| Utility Water Company                 | 44,076             | 524                      | 819               | 170                       | 694                   | 85%        | 125                       | 15%        | 0                              | 0%        |
| Network Computer                      | 69,182             | 363                      | 813               | 171                       | 724                   | 89%        | 86                        | 11%        | 3                              | 0%        |
| Food Delivery                         | 53,809             | 449                      | 800               | 172                       | 663                   | 83%        | 129                       | 16%        | 8                              | 1%        |
| Computer Repair                       | 276,727            | 84                       | 797               | 173                       | 362                   | 45%        | 376                       | 47%        | 59                             | 7%        |
| Carpet and Rug Cleaners               | 377,567            | 67                       | 786               | 174                       | 527                   | 67%        | 240                       | 31%        | 19                             | 2%        |
| Contractor Referral                   | 124,324            | 221                      | 772               | 175                       | 729                   | 94%        | 43                        | 6%         | 0                              | 0%        |
| Radio Stations                        | 26,043             | 746                      | 766               | 176                       | 750                   | 98%        | 16                        | 2%         | 0                              | 0%        |
| Retail Optical Goods                  | 140,214            | 200                      | 762               | 177                       | 668                   | 88%        | 93                        | 12%        | 1                              | 0%        |
| Solar Energy Contractors              | 200,276            | 134                      | 758               | 178                       | 688                   | 91%        | 61                        | 8%         | 9                              | 1%        |
| Searchers of Records                  | 181,486            | 151                      | 750               | 179                       | 655                   | 87%        | 92                        | 12%        | 3                              | 0%        |
| Nail Salon                            | 30,409             | 680                      | 747               | 180                       | 348                   | 47%        | 375                       | 50%        | 24                             | 3%        |
| Electrician                           | 1,167,700          | 20                       | 746               | 181                       | 510                   | 68%        | 227                       | 30%        | 9                              | 1%        |
| Market Research                       | 191,215            | 140                      | 742               | 182                       | 683                   | 92%        | 54                        | 7%         | 5                              | 1%        |
| Moving Brokers                        | 103,213            | 259                      | 737               | 183                       | 602                   | 82%        | 132                       | 18%        | 3                              | 0%        |
| Video Game Dealers                    | 28,323             | 718                      | 737               | 183                       | 575                   | 78%        | 150                       | 20%        | 12                             | 2%        |
| Auto Maintenance                      | 43,750             | 526                      | 725               | 185                       | 375                   | 52%        | 336                       | 46%        | 14                             | 2%        |
| Pharmacy                              | 106,496            | 255                      | 724               | 186                       | 663                   | 92%        | 52                        | 7%         | 9                              | 1%        |
| Real Estate Rentals                   | 141,399            | 199                      | 712               | 187                       | 485                   | 68%        | 219                       | 31%        | 8                              | 1%        |
| Mortgage Lenders                      | 385,515            | 64                       | 710               | 188                       | 655                   | 92%        | 52                        | 7%         | 3                              | 0%        |
| Billing Services                      | 98,482             | 273                      | 704               | 189                       | 608                   | 86%        | 91                        | 13%        | 5                              | 1%        |
| Debt Consolidation Services           | 416,391            | 57                       | 704               | 189                       | 496                   | 70%        | 148                       | 21%        | 60                             | 9%        |
| Wholesale Video Games                 | 16,666             | 1,006                    | 698               | 191                       | 655                   | 94%        | 39                        | 6%         | 4                              | 1%        |
| Bottled Water Companies               | 29,221             | 701                      | 693               | 192                       | 679                   | 98%        | 12                        | 2%         | 2                              | 0%        |
| Motorcycle Dealers                    | 109,958            | 250                      | 693               | 192                       | 511                   | 74%        | 167                       | 24%        | 15                             | 2%        |
| Office Supplies                       | 83,544             | 309                      | 691               | 194                       | 619                   | 90%        | 69                        | 10%        | 3                              | 0%        |
| TV Home Shopping                      | 31,265             | 668                      | 691               | 194                       | 660                   | 96%        | 28                        | 4%         | 3                              | 0%        |
| Rustic Furniture                      | 66,114             | 379                      | 689               | 196                       | 198                   | 29%        | 491                       | 71%        | 0                              | 0%        |
| Toys                                  | 48,727             | 485                      | 686               | 197                       | 583                   | 85%        | 95                        | 14%        | 8                              | 1%        |
| Information Technology Services       | 216,360            | 121                      | 682               | 198                       | 402                   | 59%        | 260                       | 38%        | 20                             | 3%        |
| Fire and Water Damage Restoration     | 411,239            | 60                       | 679               | 199                       | 576                   | 85%        | 97                        | 14%        | 6                              | 1%        |
| TV Program Distributors               | 6,517              | 1,639                    | 676               | 200                       | 674                   | 100%       | 2                         | 0%         | 0                              | 0%        |
| Locksmith                             | 147,183            | 192                      | 674               | 201                       | 259                   | 38%        | 354                       | 53%        | 61                             | 9%        |
| Internet Providers                    | 35,408             | 616                      | 669               | 202                       | 554                   | 83%        | 114                       | 17%        | 1                              | 0%        |
| Marketing Programs                    | 604,551            | 37                       | 665               | 203                       | 513                   | 77%        | 138                       | 21%        | 14                             | 2%        |
| Energy Service Company                | 229,732            | 111                      | 660               | 204                       | 619                   | 94%        | 39                        | 6%         | 2                              | 0%        |
| Sanitation Consultants                | 8,183              | 1,473                    | 641               | 205                       | 639                   | 100%       | 2                         | 0%         | 0                              | 0%        |
| Web Design                            | 247,872            | 95                       | 635               | 206                       | 294                   | 46%        | 322                       | 51%        | 19                             | 3%        |
| Massage Therapist                     | 63,349             | 390                      | 630               | 207                       | 363                   | 58%        | 239                       | 38%        | 28                             | 4%        |
| Gas Station                           | 65,063             | 384                      | 629               | 208                       | 347                   | 55%        | 266                       | 42%        | 16                             | 3%        |
| Marketing Consultant                  | 208,578            | 125                      | 629               | 208                       | 332                   | 53%        | 259                       | 41%        | 38                             | 6%        |
| Timeshare Resale and Rental Marketing | 206,592            | 128                      | 623               | 210                       | 299                   | 48%        | 246                       | 39%        | 78                             | 13%       |
| Weight Loss                           | 156,896            | 181                      | 623               | 210                       | 532                   | 85%        | 85                        | 14%        | 6                              | 1%        |
| Money Orders                          | 44,753             | 518                      | 611               | 212                       | 591                   | 97%        | 19                        | 3%         | 1                              | 0%        |
| Wholesale Computers                   | 17,056             | 990                      | 609               | 213                       | 590                   | 97%        | 11                        | 2%         | 8                              | 1%        |
| Pizza                                 | 33,598             | 641                      | 601               | 214                       | 247                   | 41%        | 343                       | 57%        | 11                             | 2%        |
| Pet Supplies                          | 102,672            | 262                      | 597               | 215                       | 465                   | 78%        | 123                       | 21%        | 9                              | 2%        |
| Building Contractors                  | 562,178            | 40                       | 589               | 216                       | 325                   | 55%        | 246                       | 42%        | 18                             | 3%        |
| Business Services                     | 166,941            | 169                      | 587               | 217                       | 294                   | 50%        | 244                       | 42%        | 49                             | 8%        |
| Producers                             | 70,494             | 357                      | 584               | 218                       | 501                   | 86%        | 75                        | 13%        | 8                              | 1%        |
| Financing                             | 121,051            | 227                      | 578               | 219                       | 510                   | 88%        | 61                        | 11%        | 7                              | 1%        |
| Publishers Book                       | 210,906            | 124                      | 577               | 220                       | 382                   | 66%        | 126                       | 22%        | 69                             | 12%       |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>  | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|---------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                    | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Car Service                     | 167,119            | 168                      | 576               | 221                       | 554                  | 96%        | 21                       | 4%         | 1                             | 0%        |
| Consignment Clothes             | 70,297             | 358                      | 573               | 222                       | 426                  | 74%        | 93                       | 16%        | 54                            | 9%        |
| Legal Document Help             | 268,432            | 88                       | 572               | 223                       | 406                  | 71%        | 137                      | 24%        | 29                            | 5%        |
| Amusement Parks                 | 30,504             | 678                      | 567               | 224                       | 486                  | 86%        | 78                       | 14%        | 3                             | 1%        |
| Children's Clothing Stores      | 62,037             | 397                      | 561               | 225                       | 421                  | 75%        | 115                      | 20%        | 25                            | 4%        |
| Online Auctions                 | 118,492            | 231                      | 552               | 226                       | 531                  | 96%        | 19                       | 3%         | 2                             | 0%        |
| Auto Transportation             | 330,399            | 74                       | 551               | 227                       | 324                  | 59%        | 222                      | 40%        | 5                             | 1%        |
| Windshield Repair               | 116,598            | 235                      | 551               | 227                       | 381                  | 69%        | 166                      | 30%        | 4                             | 1%        |
| Photographer                    | 56,203             | 431                      | 549               | 229                       | 192                  | 35%        | 323                      | 59%        | 34                            | 6%        |
| Small Appliance Services        | 84,581             | 305                      | 529               | 230                       | 226                  | 43%        | 278                      | 53%        | 25                            | 5%        |
| Tax Consultant                  | 246,392            | 96                       | 527               | 231                       | 430                  | 82%        | 85                       | 16%        | 12                            | 2%        |
| Gymnasium                       | 50,315             | 473                      | 523               | 232                       | 329                  | 63%        | 187                      | 36%        | 7                             | 1%        |
| Real Estate Services            | 184,253            | 148                      | 522               | 233                       | 403                  | 77%        | 109                      | 21%        | 10                            | 2%        |
| Auctioneer                      | 108,442            | 254                      | 521               | 234                       | 397                  | 76%        | 100                      | 19%        | 24                            | 5%        |
| Garage Doors                    | 264,000            | 90                       | 519               | 235                       | 387                  | 75%        | 116                      | 22%        | 16                            | 3%        |
| Debt Relief Services            | 280,370            | 83                       | 518               | 236                       | 377                  | 73%        | 121                      | 23%        | 20                            | 4%        |
| Health and Wellness             | 170,509            | 165                      | 518               | 236                       | 370                  | 71%        | 133                      | 26%        | 15                            | 3%        |
| Solar Energy Equipment Dealers  | 134,653            | 206                      | 517               | 238                       | 347                  | 67%        | 145                      | 28%        | 25                            | 5%        |
| Perfume                         | 114,200            | 242                      | 513               | 239                       | 360                  | 70%        | 148                      | 29%        | 5                             | 1%        |
| Business School                 | 234,093            | 106                      | 512               | 240                       | 371                  | 72%        | 110                      | 21%        | 31                            | 6%        |
| Insurance Agency                | 237,870            | 103                      | 512               | 240                       | 415                  | 81%        | 93                       | 18%        | 4                             | 1%        |
| Event Planner                   | 53,533             | 452                      | 511               | 242                       | 181                  | 35%        | 320                      | 63%        | 10                            | 2%        |
| Subscription Agents             | 64,634             | 387                      | 509               | 243                       | 412                  | 81%        | 88                       | 17%        | 9                             | 2%        |
| Auto Warranty Services          | 103,378            | 258                      | 506               | 244                       | 466                  | 92%        | 31                       | 6%         | 9                             | 2%        |
| Optometrist                     | 56,754             | 428                      | 506               | 244                       | 389                  | 77%        | 111                      | 22%        | 6                             | 1%        |
| Remodel Contractors             | 204,188            | 130                      | 505               | 246                       | 211                  | 42%        | 273                      | 54%        | 21                            | 4%        |
| Watch Dealers                   | 156,067            | 183                      | 505               | 246                       | 381                  | 75%        | 113                      | 22%        | 11                            | 2%        |
| Photography Equipment           | 130,386            | 210                      | 503               | 248                       | 412                  | 82%        | 78                       | 16%        | 13                            | 3%        |
| Sunglasses                      | 30,040             | 687                      | 497               | 249                       | 233                  | 47%        | 254                      | 51%        | 10                            | 2%        |
| Auto Service Contract Companies | 188,518            | 143                      | 494               | 250                       | 372                  | 75%        | 77                       | 16%        | 45                            | 9%        |
| Tanning Salons                  | 27,860             | 724                      | 491               | 251                       | 255                  | 52%        | 197                      | 40%        | 39                            | 8%        |
| Home Inspection                 | 325,751            | 76                       | 490               | 252                       | 352                  | 72%        | 132                      | 27%        | 6                             | 1%        |
| Optician                        | 38,517             | 576                      | 490               | 252                       | 439                  | 90%        | 49                       | 10%        | 2                             | 0%        |
| Medical Lab                     | 39,797             | 562                      | 488               | 254                       | 425                  | 87%        | 62                       | 13%        | 1                             | 0%        |
| High Risk Behavior/Practices    | 42,162             | 535                      | 484               | 255                       | 48                   | 10%        | 273                      | 56%        | 163                           | 34%       |
| Pool Service                    | 202,883            | 132                      | 483               | 256                       | 282                  | 58%        | 193                      | 40%        | 8                             | 2%        |
| Veterinarian                    | 128,879            | 214                      | 482               | 257                       | 342                  | 71%        | 137                      | 28%        | 3                             | 1%        |
| Cable Installation              | 44,755             | 517                      | 480               | 258                       | 348                  | 73%        | 123                      | 26%        | 9                             | 2%        |
| Buying Clubs                    | 57,735             | 421                      | 472               | 259                       | 454                  | 96%        | 15                       | 3%         | 3                             | 1%        |
| Cleaning Services               | 223,773            | 117                      | 466               | 260                       | 274                  | 59%        | 177                      | 38%        | 15                            | 3%        |
| Remodeling                      | 245,059            | 98                       | 464               | 261                       | 145                  | 31%        | 306                      | 66%        | 13                            | 3%        |
| Exercise Machines               | 46,790             | 503                      | 463               | 262                       | 345                  | 75%        | 106                      | 23%        | 12                            | 3%        |
| Wigs                            | 77,000             | 330                      | 463               | 262                       | 261                  | 56%        | 182                      | 39%        | 20                            | 4%        |
| Online Dating Services          | 19,758             | 892                      | 459               | 264                       | 411                  | 90%        | 44                       | 10%        | 4                             | 1%        |
| State Government                | 22,837             | 806                      | 456               | 265                       | 381                  | 84%        | 75                       | 16%        | 0                             | 0%        |
| Credit Card Equipment           | 34,924             | 619                      | 453               | 266                       | 437                  | 96%        | 13                       | 3%         | 3                             | 1%        |
| Computer Rental                 | 10,716             | 1,288                    | 450               | 267                       | 449                  | 100%       | 1                        | 0%         | 0                             | 0%        |
| Plant Nursery                   | 62,026             | 398                      | 449               | 268                       | 202                  | 45%        | 241                      | 54%        | 6                             | 1%        |
| Life Insurance                  | 232,763            | 108                      | 448               | 269                       | 404                  | 90%        | 40                       | 9%         | 4                             | 1%        |
| Mobile Apps                     | 68,892             | 364                      | 438               | 270                       | 333                  | 76%        | 101                      | 23%        | 4                             | 1%        |
| Collection Systems              | 80,290             | 319                      | 432               | 271                       | 377                  | 87%        | 42                       | 10%        | 13                            | 3%        |
| Real Estate Agent               | 103,198            | 260                      | 431               | 272                       | 300                  | 70%        | 128                      | 30%        | 3                             | 1%        |
| Auto Accessories                | 48,985             | 482                      | 427               | 273                       | 238                  | 56%        | 175                      | 41%        | 14                            | 3%        |
| Furniture Manufacturers         | 127,965            | 216                      | 426               | 274                       | 363                  | 85%        | 55                       | 13%        | 8                             | 2%        |
| Used Auto Parts                 | 29,769             | 696                      | 422               | 275                       | 285                  | 68%        | 130                      | 31%        | 7                             | 2%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>                | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                                  | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Auto Warranty Plans                           | 118,286            | 233                      | 420               | 276                       | 299                   | 71%        | 74                        | 18%        | 47                             | 11%       |
| Fulfillment Services                          | 42,898             | 531                      | 420               | 276                       | 354                   | 84%        | 47                        | 11%        | 19                             | 5%        |
| Gunsmiths                                     | 87,095             | 297                      | 420               | 276                       | 288                   | 69%        | 129                       | 31%        | 3                              | 1%        |
| Advertising Agencies                          | 153,081            | 186                      | 418               | 279                       | 324                   | 78%        | 86                        | 21%        | 8                              | 2%        |
| Auto Lube                                     | 18,855             | 917                      | 416               | 280                       | 333                   | 80%        | 80                        | 19%        | 3                              | 1%        |
| Pet Shop                                      | 102,519            | 263                      | 416               | 280                       | 301                   | 72%        | 112                       | 27%        | 3                              | 1%        |
| Hearing Assistive Devices                     | 164,241            | 171                      | 412               | 282                       | 321                   | 78%        | 84                        | 20%        | 7                              | 2%        |
| Business Consultant                           | 300,107            | 80                       | 411               | 283                       | 290                   | 71%        | 105                       | 26%        | 16                             | 4%        |
| Toll Booth                                    | 16,397             | 1,018                    | 410               | 284                       | 363                   | 89%        | 46                        | 11%        | 1                              | 0%        |
| Hair Products                                 | 48,842             | 484                      | 406               | 285                       | 232                   | 57%        | 169                       | 42%        | 5                              | 1%        |
| Online Education                              | 157,254            | 180                      | 405               | 286                       | 335                   | 83%        | 61                        | 15%        | 9                              | 2%        |
| Relocation Services                           | 178,190            | 156                      | 404               | 287                       | 314                   | 78%        | 80                        | 20%        | 10                             | 2%        |
| Dog Breeders                                  | 215,046            | 122                      | 403               | 288                       | 148                   | 37%        | 192                       | 48%        | 63                             | 16%       |
| Mobile Advertising                            | 4,300              | 1,968                    | 403               | 288                       | 401                   | 100%       | 1                         | 0%         | 1                              | 0%        |
| Spa   | 48,634             | 487                      | 397               | 290                       | 181                   | 46%        | 161                       | 41%        | 55                             | 14%       |
| Convenience Store                             | 28,950             | 708                      | 396               | 291                       | 178                   | 45%        | 204                       | 52%        | 14                             | 4%        |
| Pool Supplies                                 | 89,513             | 293                      | 392               | 292                       | 296                   | 76%        | 93                        | 24%        | 3                              | 1%        |
| Publishers Directory                          | 81,021             | 317                      | 392               | 292                       | 324                   | 83%        | 52                        | 13%        | 16                             | 4%        |
| Roadside Assistance                           | 31,470             | 666                      | 392               | 292                       | 360                   | 92%        | 30                        | 8%         | 2                              | 1%        |
| Wedding Supplies                              | 50,830             | 465                      | 391               | 295                       | 267                   | 68%        | 96                        | 25%        | 28                             | 7%        |
| Limo Service                                  | 123,343            | 224                      | 388               | 296                       | 194                   | 50%        | 174                       | 45%        | 20                             | 5%        |
| Water Purification Equipment                  | 179,113            | 154                      | 388               | 296                       | 314                   | 81%        | 68                        | 18%        | 6                              | 2%        |
| Animal Hospital                               | 47,359             | 496                      | 387               | 298                       | 346                   | 89%        | 41                        | 11%        | 0                              | 0%        |
| Audio Visual Equipment                        | 56,670             | 429                      | 387               | 298                       | 297                   | 77%        | 86                        | 22%        | 4                              | 1%        |
| Carry Out Food                                | 29,922             | 691                      | 387               | 298                       | 209                   | 54%        | 175                       | 45%        | 3                              | 1%        |
| Loan Modification                             | 88,565             | 295                      | 387               | 298                       | 147                   | 38%        | 131                       | 34%        | 109                            | 28%       |
| Computer Services                             | 31,085             | 671                      | 385               | 302                       | 322                   | 84%        | 52                        | 14%        | 11                             | 3%        |
| Gun Dealers                                   | 82,419             | 312                      | 385               | 302                       | 247                   | 64%        | 130                       | 34%        | 8                              | 2%        |
| Commercial Manufacturers                      | 30,090             | 684                      | 382               | 304                       | 352                   | 92%        | 29                        | 8%         | 1                              | 0%        |
| Debt Relief Service                           | 151,157            | 190                      | 380               | 305                       | 190                   | 50%        | 145                       | 38%        | 45                             | 12%       |
| Advertising Specialties                       | 92,794             | 285                      | 377               | 306                       | 234                   | 62%        | 134                       | 36%        | 9                              | 2%        |
| Child Care Centers                            | 182,239            | 150                      | 376               | 307                       | 241                   | 64%        | 127                       | 34%        | 8                              | 2%        |
| Motorcycle Supplies                           | 54,485             | 441                      | 375               | 308                       | 235                   | 63%        | 138                       | 37%        | 2                              | 1%        |
| Siding Contractors                            | 296,793            | 81                       | 375               | 308                       | 282                   | 75%        | 80                        | 21%        | 13                             | 3%        |
| Fuel Oil                                      | 111,554            | 246                      | 373               | 310                       | 327                   | 88%        | 45                        | 12%        | 1                              | 0%        |
| Cell Phone Equipment                          | 19,958             | 886                      | 371               | 311                       | 236                   | 64%        | 126                       | 34%        | 9                              | 2%        |
| Commercial Products Wholesale and Distributor | 29,124             | 702                      | 368               | 312                       | 342                   | 93%        | 25                        | 7%         | 1                              | 0%        |
| Collectibles                                  | 76,833             | 334                      | 363               | 313                       | 317                   | 87%        | 38                        | 10%        | 8                              | 2%        |
| Freight Forwarding                            | 76,607             | 335                      | 361               | 314                       | 267                   | 74%        | 91                        | 25%        | 3                              | 1%        |
| Training Program                              | 151,369            | 189                      | 361               | 314                       | 251                   | 70%        | 104                       | 29%        | 6                              | 2%        |
| Cabinets                                      | 129,704            | 211                      | 359               | 316                       | 168                   | 47%        | 177                       | 49%        | 14                             | 4%        |
| Flooring Contractors                          | 161,987            | 174                      | 359               | 316                       | 197                   | 55%        | 147                       | 41%        | 15                             | 4%        |
| Medical Billing                               | 64,844             | 386                      | 350               | 318                       | 225                   | 64%        | 114                       | 33%        | 11                             | 3%        |
| Mason Contractors                             | 334,670            | 73                       | 347               | 319                       | 146                   | 42%        | 174                       | 50%        | 27                             | 8%        |
| Title Agent                                   | 159,616            | 177                      | 346               | 320                       | 262                   | 76%        | 72                        | 21%        | 12                             | 3%        |
| Textbooks                                     | 66,621             | 375                      | 345               | 321                       | 292                   | 85%        | 34                        | 10%        | 19                             | 6%        |
| Manufactured Homes Sales                      | 99,984             | 269                      | 343               | 322                       | 280                   | 82%        | 56                        | 16%        | 7                              | 2%        |
| Gutters                                       | 240,021            | 101                      | 342               | 323                       | 252                   | 74%        | 74                        | 22%        | 16                             | 5%        |
| Timeshare Transfer                            | 219,386            | 120                      | 341               | 324                       | 231                   | 68%        | 88                        | 26%        | 22                             | 6%        |
| Investment Security                           | 70,097             | 360                      | 334               | 325                       | 314                   | 94%        | 18                        | 5%         | 2                              | 1%        |
| New Books                                     | 47,907             | 492                      | 332               | 326                       | 227                   | 68%        | 94                        | 28%        | 11                             | 3%        |
| Telephone System Dealers                      | 37,003             | 597                      | 331               | 327                       | 269                   | 81%        | 60                        | 18%        | 2                              | 1%        |
| Product Development and Marketing             | 79,256             | 322                      | 329               | 328                       | 307                   | 93%        | 20                        | 6%         | 2                              | 1%        |
| Administrative Services                       | 25,975             | 747                      | 327               | 329                       | 106                   | 32%        | 8                         | 2%         | 213                            | 65%       |
| Interactive Media                             | 5,490              | 1,779                    | 326               | 330                       | 319                   | 98%        | 7                         | 2%         | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>              | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                                | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Genealogy                                   | 67,176             | 370                      | 325               | 331                       | 318                  | 98%        | 7                        | 2%         | 0                             | 0%        |
| Bathroom Design                             | 271,626            | 86                       | 324               | 332                       | 218                  | 67%        | 101                      | 31%        | 5                             | 2%        |
| Medical Alarm                               | 46,169             | 510                      | 324               | 332                       | 312                  | 96%        | 11                       | 3%         | 1                             | 0%        |
| Electronic Cigarettes                       | 48,517             | 489                      | 323               | 334                       | 225                  | 70%        | 87                       | 27%        | 11                            | 3%        |
| Used and Rebuilt Auto Parts                 | 58,425             | 414                      | 323               | 334                       | 199                  | 62%        | 115                      | 36%        | 9                             | 3%        |
| Lawn and Garden                             | 57,643             | 423                      | 321               | 336                       | 254                  | 79%        | 61                       | 19%        | 6                             | 2%        |
| Apartment Rental Service                    | 55,310             | 436                      | 320               | 337                       | 186                  | 58%        | 121                      | 38%        | 13                            | 4%        |
| Lube Service                                | 14,701             | 1,088                    | 320               | 337                       | 187                  | 58%        | 127                      | 40%        | 6                             | 2%        |
| Auto Detailing                              | 70,195             | 359                      | 319               | 339                       | 141                  | 44%        | 172                      | 54%        | 6                             | 2%        |
| Moving Services                             | 66,290             | 377                      | 317               | 340                       | 190                  | 60%        | 118                      | 37%        | 9                             | 3%        |
| Travel Insurance                            | 34,387             | 626                      | 317               | 340                       | 309                  | 97%        | 7                        | 2%         | 1                             | 0%        |
| Electric Equipment Repair                   | 28,495             | 717                      | 314               | 342                       | 273                  | 87%        | 39                       | 12%        | 2                             | 1%        |
| Bed Sales                                   | 34,459             | 625                      | 312               | 343                       | 293                  | 94%        | 19                       | 6%         | 0                             | 0%        |
| Deceptive Telemarketing Office Supply Sales | 41,935             | 537                      | 312               | 343                       | 188                  | 60%        | 119                      | 38%        | 5                             | 2%        |
| Coffee and Tea                              | 37,864             | 585                      | 310               | 345                       | 256                  | 83%        | 51                       | 16%        | 3                             | 1%        |
| Educational Consultant                      | 160,075            | 175                      | 310               | 345                       | 240                  | 77%        | 59                       | 19%        | 11                            | 4%        |
| Credit Repair No Advanced Fee               | 187,107            | 145                      | 309               | 347                       | 279                  | 90%        | 11                       | 4%         | 19                            | 6%        |
| Gift Shop                                   | 48,609             | 488                      | 308               | 348                       | 188                  | 61%        | 112                      | 36%        | 8                             | 3%        |
| Data Storage                                | 8,425              | 1,452                    | 306               | 349                       | 293                  | 96%        | 7                        | 2%         | 6                             | 2%        |
| Insurance Claims Processing                 | 54,036             | 446                      | 306               | 349                       | 257                  | 84%        | 37                       | 12%        | 12                            | 4%        |
| Floor Installation                          | 169,908            | 166                      | 305               | 351                       | 203                  | 67%        | 94                       | 31%        | 8                             | 3%        |
| Portrait Photographers                      | 54,825             | 438                      | 305               | 351                       | 195                  | 64%        | 99                       | 32%        | 11                            | 4%        |
| Security Systems Consultants                | 61,546             | 402                      | 305               | 351                       | 247                  | 81%        | 54                       | 18%        | 4                             | 1%        |
| Sewer Cleaning                              | 132,002            | 208                      | 305               | 351                       | 225                  | 74%        | 75                       | 25%        | 5                             | 2%        |
| Brake Service                               | 25,501             | 753                      | 302               | 355                       | 213                  | 71%        | 84                       | 28%        | 5                             | 2%        |
| Real Estate Development                     | 133,192            | 207                      | 302               | 355                       | 224                  | 74%        | 77                       | 25%        | 1                             | 0%        |
| Bill Paying Services                        | 39,125             | 569                      | 300               | 357                       | 294                  | 98%        | 6                        | 2%         | 0                             | 0%        |
| Heating Contractors                         | 232,195            | 110                      | 300               | 357                       | 238                  | 79%        | 59                       | 20%        | 3                             | 1%        |
| Association Management                      | 62,394             | 395                      | 295               | 359                       | 251                  | 85%        | 42                       | 14%        | 2                             | 1%        |
| Consignment Services                        | 13,867             | 1,129                    | 291               | 360                       | 66                   | 23%        | 169                      | 58%        | 56                            | 19%       |
| Doors                                       | 81,366             | 315                      | 291               | 360                       | 233                  | 80%        | 55                       | 19%        | 3                             | 1%        |
| Hardwood Floors                             | 77,485             | 328                      | 290               | 362                       | 237                  | 82%        | 53                       | 18%        | 0                             | 0%        |
| Real Estate Investing                       | 294,627            | 82                       | 289               | 363                       | 226                  | 78%        | 56                       | 19%        | 7                             | 2%        |
| Correspondence Schools                      | 143,851            | 196                      | 286               | 364                       | 263                  | 92%        | 20                       | 7%         | 3                             | 1%        |
| Plastic Surgery                             | 94,625             | 281                      | 286               | 364                       | 194                  | 68%        | 68                       | 24%        | 24                            | 8%        |
| Monogram                                    | 10,492             | 1,298                    | 284               | 366                       | 119                  | 42%        | 158                      | 56%        | 7                             | 2%        |
| Waterproofing Contractors                   | 192,634            | 139                      | 282               | 367                       | 240                  | 85%        | 28                       | 10%        | 14                            | 5%        |
| Rentals by Owner                            | 51,889             | 460                      | 280               | 368                       | 150                  | 54%        | 125                      | 45%        | 5                             | 2%        |
| Publishers Magazine                         | 36,626             | 602                      | 279               | 369                       | 132                  | 47%        | 143                      | 51%        | 4                             | 1%        |
| Chiropractors D.C.                          | 127,222            | 217                      | 277               | 370                       | 213                  | 77%        | 59                       | 21%        | 5                             | 2%        |
| Hot Tub Dealers                             | 79,035             | 323                      | 276               | 371                       | 205                  | 74%        | 66                       | 24%        | 5                             | 2%        |
| Bedding                                     | 44,613             | 519                      | 275               | 372                       | 215                  | 78%        | 52                       | 19%        | 8                             | 3%        |
| Vacuum Cleaners                             | 86,828             | 299                      | 273               | 373                       | 163                  | 60%        | 99                       | 36%        | 11                            | 4%        |
| Hardware Sales                              | 44,255             | 521                      | 272               | 374                       | 200                  | 74%        | 69                       | 25%        | 3                             | 1%        |
| Theatre                                     | 15,522             | 1,053                    | 272               | 374                       | 148                  | 54%        | 121                      | 44%        | 3                             | 1%        |
| Garage Door Repair                          | 72,071             | 349                      | 268               | 376                       | 155                  | 58%        | 99                       | 37%        | 14                            | 5%        |
| Ambulance Services                          | 29,103             | 703                      | 267               | 377                       | 221                  | 83%        | 45                       | 17%        | 1                             | 0%        |
| Foundation Contractors                      | 234,477            | 105                      | 267               | 377                       | 200                  | 75%        | 58                       | 22%        | 9                             | 3%        |
| Manufactured Home Manufacturers             | 100,291            | 265                      | 264               | 379                       | 218                  | 83%        | 46                       | 17%        | 0                             | 0%        |
| Storm Windows and Doors                     | 94,234             | 282                      | 264               | 379                       | 234                  | 89%        | 30                       | 11%        | 0                             | 0%        |
| Drone Sales                                 | 7,184              | 1,553                    | 263               | 381                       | 254                  | 97%        | 7                        | 3%         | 2                             | 1%        |
| Hair Styling                                | 22,076             | 826                      | 263               | 381                       | 142                  | 54%        | 120                      | 46%        | 1                             | 0%        |
| Payroll Services                            | 57,964             | 418                      | 262               | 383                       | 245                  | 94%        | 16                       | 6%         | 1                             | 0%        |
| Commercial Air Conditioning Contractors     | 149,964            | 191                      | 260               | 384                       | 179                  | 69%        | 75                       | 29%        | 6                             | 2%        |
| HMOs  | 33,883             | 639                      | 259               | 385                       | 219                  | 85%        | 40                       | 15%        | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Purses                         | 21,412             | 839                      | 259               | 385                       | 176                  | 68%        | 68                       | 26%        | 15                            | 6%        |
| Sports and Recreation          | 23,937             | 787                      | 259               | 385                       | 143                  | 55%        | 108                      | 42%        | 8                             | 3%        |
| Tobacco Store                  | 29,073             | 705                      | 259               | 385                       | 146                  | 56%        | 107                      | 41%        | 6                             | 2%        |
| Check Cashing Services         | 53,827             | 448                      | 255               | 389                       | 204                  | 80%        | 46                       | 18%        | 5                             | 2%        |
| Electronics Recycling          | 31,661             | 663                      | 255               | 389                       | 187                  | 73%        | 67                       | 26%        | 1                             | 0%        |
| Urgent Care Clinic             | 15,476             | 1,056                    | 255               | 389                       | 166                  | 65%        | 89                       | 35%        | 0                             | 0%        |
| Solar Energy Design            | 116,336            | 237                      | 253               | 392                       | 216                  | 85%        | 26                       | 10%        | 11                            | 4%        |
| Specialists                    | 52,471             | 458                      | 252               | 393                       | 164                  | 65%        | 85                       | 34%        | 3                             | 1%        |
| Carport                        | 54,081             | 445                      | 250               | 394                       | 206                  | 82%        | 44                       | 18%        | 0                             | 0%        |
| Propane                        | 46,232             | 509                      | 250               | 394                       | 227                  | 91%        | 22                       | 9%         | 1                             | 0%        |
| Used Appliances                | 24,374             | 775                      | 250               | 394                       | 104                  | 42%        | 134                      | 54%        | 12                            | 5%        |
| Asphalt                        | 100,280            | 266                      | 248               | 397                       | 91                   | 37%        | 129                      | 52%        | 28                            | 11%       |
| House Cleaning                 | 175,504            | 159                      | 248               | 397                       | 153                  | 62%        | 82                       | 33%        | 13                            | 5%        |
| Associations                   | 141,461            | 198                      | 246               | 399                       | 207                  | 84%        | 34                       | 14%        | 5                             | 2%        |
| Lingerie                       | 36,358             | 606                      | 246               | 399                       | 182                  | 74%        | 60                       | 24%        | 4                             | 2%        |
| Campgrounds                    | 46,675             | 505                      | 244               | 401                       | 192                  | 79%        | 50                       | 20%        | 2                             | 1%        |
| Fashion Accessories            | 13,421             | 1,148                    | 244               | 401                       | 133                  | 55%        | 108                      | 44%        | 3                             | 1%        |
| Magazines Sales                | 43,678             | 527                      | 244               | 401                       | 81                   | 33%        | 143                      | 59%        | 20                            | 8%        |
| Fence Sales                    | 92,600             | 287                      | 243               | 404                       | 143                  | 59%        | 91                       | 37%        | 9                             | 4%        |
| Health and Medical Products    | 74,797             | 340                      | 241               | 405                       | 112                  | 46%        | 114                      | 47%        | 15                            | 6%        |
| Resume Services                | 62,022             | 399                      | 241               | 405                       | 198                  | 82%        | 29                       | 12%        | 14                            | 6%        |
| Advance Fee Brokers            | 77,918             | 327                      | 238               | 407                       | 28                   | 12%        | 116                      | 49%        | 94                            | 39%       |
| Commercial Painter             | 71,364             | 353                      | 238               | 407                       | 91                   | 38%        | 139                      | 58%        | 8                             | 3%        |
| Dental Supplies                | 89,270             | 294                      | 237               | 409                       | 218                  | 92%        | 19                       | 8%         | 0                             | 0%        |
| Direct Mail Advertising        | 63,062             | 392                      | 237               | 409                       | 176                  | 74%        | 60                       | 25%        | 1                             | 0%        |
| Leasing Services               | 59,673             | 408                      | 237               | 409                       | 205                  | 86%        | 32                       | 14%        | 0                             | 0%        |
| Home Health Care               | 250,215            | 93                       | 236               | 412                       | 164                  | 69%        | 67                       | 28%        | 5                             | 2%        |
| Truck Dealers                  | 49,834             | 476                      | 236               | 412                       | 181                  | 77%        | 53                       | 22%        | 2                             | 1%        |
| Boat Dealers                   | 64,896             | 385                      | 235               | 414                       | 169                  | 72%        | 66                       | 28%        | 0                             | 0%        |
| Digital Advertising            | 93,487             | 284                      | 234               | 415                       | 125                  | 53%        | 54                       | 23%        | 55                            | 24%       |
| Credit and Debt Counseling     | 508,484            | 46                       | 232               | 416                       | 157                  | 68%        | 51                       | 22%        | 24                            | 10%       |
| Scholarships and Financial Aid | 43,116             | 528                      | 231               | 417                       | 222                  | 96%        | 7                        | 3%         | 2                             | 1%        |
| Small Business Loans           | 172,061            | 161                      | 231               | 417                       | 191                  | 83%        | 36                       | 16%        | 4                             | 2%        |
| Electrical Contractors         | 224,256            | 116                      | 229               | 419                       | 179                  | 78%        | 47                       | 21%        | 3                             | 1%        |
| Credit Repair Advanced Fee     | 112,317            | 244                      | 228               | 420                       | 97                   | 43%        | 114                      | 50%        | 17                            | 7%        |
| Mailing Equipment              | 13,271             | 1,160                    | 228               | 420                       | 226                  | 99%        | 2                        | 1%         | 0                             | 0%        |
| Pawnbroker                     | 40,258             | 557                      | 226               | 422                       | 153                  | 68%        | 71                       | 31%        | 2                             | 1%        |
| Driving Lessons                | 57,650             | 422                      | 224               | 423                       | 167                  | 75%        | 55                       | 25%        | 2                             | 1%        |
| Contact Lenses                 | 101,242            | 264                      | 223               | 424                       | 176                  | 79%        | 44                       | 20%        | 3                             | 1%        |
| Fax Service                    | 5,751              | 1,737                    | 223               | 424                       | 213                  | 96%        | 10                       | 4%         | 0                             | 0%        |
| Employment Background Check    | 81,116             | 316                      | 222               | 426                       | 169                  | 76%        | 51                       | 23%        | 2                             | 1%        |
| Landscape Maintenance          | 122,804            | 225                      | 222               | 426                       | 91                   | 41%        | 125                      | 56%        | 6                             | 3%        |
| Data Communication Equipment   | 20,451             | 868                      | 221               | 428                       | 217                  | 98%        | 4                        | 2%         | 0                             | 0%        |
| Gift Cards                     | 50,557             | 468                      | 220               | 429                       | 196                  | 89%        | 21                       | 10%        | 3                             | 1%        |
| Employee Benefit Plan          | 16,183             | 1,025                    | 219               | 430                       | 214                  | 98%        | 5                        | 2%         | 0                             | 0%        |
| Retail Photo Finishing         | 8,736              | 1,422                    | 219               | 430                       | 163                  | 74%        | 56                       | 26%        | 0                             | 0%        |
| Utility Contractors            | 35,477             | 614                      | 219               | 430                       | 193                  | 88%        | 24                       | 11%        | 2                             | 1%        |
| Air Duct Cleaning              | 91,598             | 289                      | 217               | 433                       | 135                  | 62%        | 66                       | 30%        | 16                            | 7%        |
| Lawn Care                      | 50,978             | 464                      | 217               | 433                       | 116                  | 53%        | 95                       | 44%        | 6                             | 3%        |
| Martial Arts                   | 36,880             | 599                      | 217               | 433                       | 128                  | 59%        | 86                       | 40%        | 3                             | 1%        |
| Art                            | 17,272             | 983                      | 216               | 436                       | 76                   | 35%        | 21                       | 10%        | 119                           | 55%       |
| Newspaper Distributors         | 6,271              | 1,668                    | 216               | 436                       | 211                  | 98%        | 3                        | 1%         | 2                             | 1%        |
| Custom Shoes                   | 6,894              | 1,596                    | 215               | 438                       | 180                  | 84%        | 31                       | 14%        | 4                             | 2%        |
| Rebuilt Engines                | 66,804             | 374                      | 215               | 438                       | 150                  | 70%        | 63                       | 29%        | 2                             | 1%        |
| Mens Clothing                  | 27,870             | 723                      | 214               | 440                       | 115                  | 54%        | 83                       | 39%        | 16                            | 7%        |



**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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|---------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                    | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Repossession Services           | 54,440             | 442                      | 214               | 440                       | 136                  | 64%        | 68                       | 32%        | 10                            | 5%        |
| Water and Sewer Line Protection | 82,673             | 311                      | 214               | 440                       | 212                  | 99%        | 2                        | 1%         | 0                             | 0%        |
| Water Softener Supplies         | 108,595            | 253                      | 214               | 440                       | 178                  | 83%        | 34                       | 16%        | 2                             | 1%        |
| Party Supplies                  | 41,291             | 541                      | 213               | 444                       | 120                  | 56%        | 88                       | 41%        | 5                             | 2%        |
| Charity - Local                 | 116,935            | 234                      | 212               | 445                       | 150                  | 71%        | 62                       | 29%        | 0                             | 0%        |
| Sales Lead Generation           | 109,319            | 252                      | 212               | 445                       | 144                  | 68%        | 64                       | 30%        | 4                             | 2%        |
| Telecommunication Equipment     | 21,389             | 842                      | 212               | 445                       | 189                  | 89%        | 19                       | 9%         | 4                             | 2%        |
| Tour Operators                  | 109,355            | 251                      | 212               | 445                       | 139                  | 66%        | 73                       | 34%        | 0                             | 0%        |
| Computer System Designers       | 84,454             | 306                      | 211               | 449                       | 153                  | 73%        | 49                       | 23%        | 9                             | 4%        |
| Healthcare Management           | 33,931             | 637                      | 211               | 449                       | 171                  | 81%        | 39                       | 18%        | 1                             | 0%        |
| Passports and Visas             | 67,358             | 369                      | 211               | 449                       | 87                   | 41%        | 121                      | 57%        | 3                             | 1%        |
| Dentist Information Bureaus     | 2,312              | 2,441                    | 210               | 452                       | 72                   | 34%        | 138                      | 66%        | 0                             | 0%        |
| Digital Media                   | 25,451             | 754                      | 210               | 452                       | 149                  | 71%        | 61                       | 29%        | 0                             | 0%        |
| Food Manufacturer               | 59,779             | 407                      | 210               | 452                       | 158                  | 75%        | 41                       | 20%        | 11                            | 5%        |
| Work-At-Home Companies          | 236,724            | 104                      | 210               | 452                       | 65                   | 31%        | 113                      | 54%        | 32                            | 15%       |
| Casino                          | 19,011             | 913                      | 209               | 456                       | 153                  | 73%        | 56                       | 27%        | 0                             | 0%        |
| Countertops                     | 111,027            | 249                      | 209               | 456                       | 139                  | 67%        | 64                       | 31%        | 6                             | 3%        |
| Music Instrument Store          | 46,780             | 504                      | 209               | 456                       | 168                  | 80%        | 33                       | 16%        | 8                             | 4%        |
| Propane Supplies                | 18,596             | 931                      | 209               | 456                       | 195                  | 93%        | 13                       | 6%         | 1                             | 0%        |
| Property Maintenance            | 82,688             | 310                      | 209               | 456                       | 120                  | 57%        | 83                       | 40%        | 6                             | 3%        |
| Taxi                            | 38,912             | 573                      | 209               | 456                       | 97                   | 46%        | 100                      | 48%        | 12                            | 6%        |
| Monuments                       | 41,117             | 544                      | 208               | 462                       | 125                  | 60%        | 77                       | 37%        | 6                             | 3%        |
| Signs                           | 72,090             | 348                      | 206               | 463                       | 111                  | 54%        | 91                       | 44%        | 4                             | 2%        |
| Home Repair                     | 51,528             | 462                      | 205               | 464                       | 76                   | 37%        | 117                      | 57%        | 12                            | 6%        |
| Wholesale Campers               | 66,432             | 376                      | 204               | 465                       | 200                  | 98%        | 3                        | 1%         | 1                             | 0%        |
| Window Glass                    | 111,105            | 247                      | 204               | 465                       | 131                  | 64%        | 72                       | 35%        | 1                             | 0%        |
| Industrial Property Management  | 36,341             | 607                      | 203               | 467                       | 159                  | 78%        | 42                       | 21%        | 2                             | 1%        |
| Laser Hair Removal              | 26,536             | 738                      | 203               | 467                       | 118                  | 58%        | 54                       | 27%        | 31                            | 15%       |
| Wholesale Auto Parts            | 44,535             | 520                      | 203               | 467                       | 106                  | 52%        | 90                       | 44%        | 7                             | 3%        |
| Baseball Cards                  | 18,189             | 949                      | 202               | 470                       | 111                  | 55%        | 86                       | 43%        | 5                             | 2%        |
| Market Survey                   | 68,186             | 366                      | 202               | 470                       | 153                  | 76%        | 45                       | 22%        | 4                             | 2%        |
| Retail Light Fixtures           | 62,513             | 394                      | 202               | 470                       | 145                  | 72%        | 56                       | 28%        | 1                             | 0%        |
| Collection Attorney             | 59,334             | 411                      | 201               | 473                       | 149                  | 74%        | 31                       | 15%        | 21                            | 10%       |
| Electronic Instruments          | 6,461              | 1,645                    | 201               | 473                       | 41                   | 20%        | 127                      | 63%        | 33                            | 16%       |
| Body Care                       | 13,746             | 1,135                    | 199               | 475                       | 111                  | 56%        | 85                       | 43%        | 3                             | 2%        |
| Sitting Services                | 15,740             | 1,045                    | 199               | 475                       | 199                  | 100%       | 0                        | 0%         | 0                             | 0%        |
| Bathroom Remodel                | 129,643            | 212                      | 198               | 477                       | 148                  | 75%        | 49                       | 25%        | 1                             | 1%        |
| Electric Scooter                | 14,439             | 1,101                    | 198               | 477                       | 167                  | 84%        | 31                       | 16%        | 0                             | 0%        |
| Energy Conservation Products    | 84,846             | 304                      | 198               | 477                       | 158                  | 80%        | 35                       | 18%        | 5                             | 3%        |
| Family Practice                 | 19,624             | 896                      | 198               | 477                       | 135                  | 68%        | 62                       | 31%        | 1                             | 1%        |
| Pet Grooming                    | 76,147             | 338                      | 198               | 477                       | 122                  | 62%        | 75                       | 38%        | 1                             | 1%        |
| Recycling Services              | 21,125             | 851                      | 198               | 477                       | 43                   | 22%        | 155                      | 78%        | 0                             | 0%        |
| Event Center                    | 15,586             | 1,052                    | 197               | 483                       | 119                  | 60%        | 74                       | 38%        | 4                             | 2%        |
| Home Based Business Marketing   | 50,453             | 470                      | 197               | 483                       | 189                  | 96%        | 7                        | 4%         | 1                             | 1%        |
| Retail Floor Materials          | 92,767             | 286                      | 197               | 483                       | 154                  | 78%        | 37                       | 19%        | 6                             | 3%        |
| Yellow Pages Advertising        | 16,641             | 1,009                    | 197               | 483                       | 127                  | 64%        | 68                       | 35%        | 2                             | 1%        |
| Multi-Level Sales               | 222,852            | 118                      | 196               | 487                       | 169                  | 86%        | 26                       | 13%        | 1                             | 1%        |
| Wholesale Health Products       | 39,284             | 567                      | 196               | 487                       | 90                   | 46%        | 101                      | 52%        | 5                             | 3%        |
| Floor Coverings                 | 66,930             | 373                      | 195               | 489                       | 130                  | 67%        | 59                       | 30%        | 6                             | 3%        |
| Retail Bakers                   | 61,324             | 403                      | 194               | 490                       | 103                  | 53%        | 88                       | 45%        | 3                             | 2%        |
| Trade Publications              | 23,725             | 789                      | 194               | 490                       | 179                  | 92%        | 15                       | 8%         | 0                             | 0%        |
| Candles                         | 14,727             | 1,086                    | 192               | 492                       | 27                   | 14%        | 164                      | 85%        | 1                             | 1%        |
| Cosmetic Manufacturers          | 23,744             | 788                      | 192               | 492                       | 150                  | 78%        | 40                       | 21%        | 2                             | 1%        |
| Property Insurance              | 69,778             | 361                      | 192               | 492                       | 183                  | 95%        | 9                        | 5%         | 0                             | 0%        |
| Retail Hobby Supplies           | 29,921             | 692                      | 191               | 495                       | 138                  | 72%        | 50                       | 26%        | 3                             | 2%        |

**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Sightseeing Tours                              | 22,392             | 817               | 191            | 495                | 102            | 53%        | 83                | 43%        | 6                      | 3%        |
| Steel Fabrication                              | 39,737             | 564               | 191            | 495                | 185            | 97%        | 5                 | 3%         | 1                      | 1%        |
| Tire Manufacturers                             | 7,072              | 1,569             | 189            | 498                | 183            | 97%        | 6                 | 3%         | 0                      | 0%        |
| TV Stations                                    | 16,867             | 998               | 189            | 498                | 149            | 79%        | 39                | 21%        | 1                      | 1%        |
| Tattoos  | 35,822             | 610               | 188            | 500                | 89             | 47%        | 91                | 48%        | 8                      | 4%        |
| Awnings  | 62,087             | 396               | 187            | 501                | 114            | 61%        | 69                | 37%        | 4                      | 2%        |
| Bicycle Dealers                                | 33,989             | 634               | 187            | 501                | 132            | 71%        | 51                | 27%        | 4                      | 2%        |
| Business Opportunities                         | 125,119            | 219               | 185            | 503                | 149            | 81%        | 32                | 17%        | 4                      | 2%        |
| Radiology                                      | 20,384             | 874               | 185            | 503                | 132            | 71%        | 50                | 27%        | 3                      | 2%        |
| TV and Radio Repair                            | 33,042             | 648               | 184            | 505                | 94             | 51%        | 82                | 45%        | 8                      | 4%        |
| Caterer  | 85,248             | 302               | 183            | 506                | 75             | 41%        | 99                | 54%        | 9                      | 5%        |
| Online Car Dealers                             | 38,069             | 582               | 183            | 506                | 136            | 74%        | 45                | 25%        | 2                      | 1%        |
| Timeshare Advocates                            | 203,668            | 131               | 183            | 506                | 155            | 85%        | 27                | 15%        | 1                      | 1%        |
| Chimney Cleaning                               | 134,931            | 203               | 182            | 509                | 114            | 63%        | 63                | 35%        | 5                      | 3%        |
| Granite  | 73,414             | 346               | 182            | 509                | 116            | 64%        | 61                | 34%        | 5                      | 3%        |
| Mobile Auto Repair                             | 37,119             | 596               | 182            | 509                | 98             | 54%        | 77                | 42%        | 7                      | 4%        |
| Small Appliance Dealers                        | 25,316             | 758               | 182            | 509                | 111            | 61%        | 69                | 38%        | 2                      | 1%        |
| Ammunition Supplies                            | 14,757             | 1,085             | 181            | 513                | 43             | 24%        | 126               | 70%        | 12                     | 7%        |
| Voice Over Internet Protocol Sales and Service | 11,570             | 1,251             | 181            | 513                | 178            | 98%        | 2                 | 1%         | 1                      | 1%        |
| Muffler  | 18,557             | 932               | 180            | 515                | 100            | 56%        | 79                | 44%        | 1                      | 1%        |
| Online Event Registration                      | 9,879              | 1,347             | 180            | 515                | 154            | 86%        | 24                | 13%        | 2                      | 1%        |
| Online Payment                                 | 19,962             | 885               | 180            | 515                | 173            | 96%        | 7                 | 4%         | 0                      | 0%        |
| Title Loans                                    | 33,338             | 645               | 179            | 518                | 109            | 61%        | 61                | 34%        | 9                      | 5%        |
| Games  | 27,107             | 734               | 178            | 519                | 77             | 43%        | 99                | 56%        | 2                      | 1%        |
| Job Listing Service                            | 268,603            | 87                | 178            | 519                | 143            | 80%        | 35                | 20%        | 0                      | 0%        |
| Uniform  | 31,169             | 670               | 178            | 519                | 136            | 76%        | 40                | 22%        | 2                      | 1%        |
| Auto Auction                                   | 32,429             | 654               | 176            | 522                | 102            | 58%        | 72                | 41%        | 2                      | 1%        |
| General Services                               | 17,629             | 968               | 176            | 522                | 60             | 34%        | 104               | 59%        | 12                     | 7%        |
| Gift Baskets                                   | 18,515             | 935               | 174            | 524                | 69             | 40%        | 104               | 60%        | 1                      | 1%        |
| Truck Repair                                   | 55,443             | 435               | 174            | 524                | 125            | 72%        | 49                | 28%        | 0                      | 0%        |
| Wedding Photographers                          | 22,822             | 808               | 173            | 526                | 48             | 28%        | 108               | 62%        | 17                     | 10%       |
| Food and Beverage Services                     | 22,072             | 827               | 172            | 527                | 88             | 51%        | 71                | 41%        | 13                     | 8%        |
| Jewelry Designers                              | 56,182             | 432               | 172            | 527                | 89             | 52%        | 74                | 43%        | 9                      | 5%        |
| Cooking Utensils                               | 30,526             | 677               | 171            | 529                | 141            | 82%        | 28                | 16%        | 2                      | 1%        |
| Music Distribution Companies                   | 12,138             | 1,217             | 171            | 529                | 138            | 81%        | 33                | 19%        | 0                      | 0%        |
| Musical Instrument Rental                      | 5,114              | 1,832             | 171            | 529                | 169            | 99%        | 2                 | 1%         | 0                      | 0%        |
| RV Equipment                                   | 30,003             | 688               | 171            | 529                | 132            | 77%        | 34                | 20%        | 5                      | 3%        |
| Long Distance Phone Service                    | 28,030             | 719               | 169            | 533                | 117            | 69%        | 50                | 30%        | 2                      | 1%        |
| Product Sales                                  | 38,033             | 583               | 169            | 533                | 94             | 56%        | 61                | 36%        | 14                     | 8%        |
| Wholesale Small Appliances                     | 20,395             | 873               | 169            | 533                | 160            | 95%        | 9                 | 5%         | 0                      | 0%        |
| Charter Bus                                    | 35,822             | 610               | 168            | 536                | 89             | 53%        | 77                | 46%        | 2                      | 1%        |
| Designer Apparel                               | 12,511             | 1,200             | 168            | 536                | 67             | 40%        | 97                | 58%        | 4                      | 2%        |
| Granite Installation                           | 78,463             | 324               | 168            | 536                | 97             | 58%        | 66                | 39%        | 5                      | 3%        |
| Logistics                                      | 47,876             | 493               | 168            | 536                | 111            | 66%        | 54                | 32%        | 3                      | 2%        |
| Ink Cartridge Refill                           | 20,530             | 866               | 165            | 540                | 145            | 88%        | 20                | 12%        | 0                      | 0%        |
| Insulation Contractors                         | 155,396            | 184               | 165            | 540                | 125            | 76%        | 34                | 21%        | 6                      | 4%        |
| Medicine Consultant                            | 34,472             | 624               | 165            | 540                | 159            | 96%        | 5                 | 3%         | 1                      | 1%        |
| Optical Equipment                              | 26,171             | 743               | 165            | 540                | 151            | 92%        | 14                | 8%         | 0                      | 0%        |
| Protective Covers                              | 13,325             | 1,157             | 165            | 540                | 132            | 80%        | 32                | 19%        | 1                      | 1%        |
| Sportswear Manufacturer                        | 5,894              | 1,720             | 165            | 540                | 104            | 63%        | 60                | 36%        | 1                      | 1%        |
| Balloons Manned                                | 7,998              | 1,488             | 164            | 546                | 15             | 9%         | 83                | 51%        | 66                     | 40%       |
| Copier   | 41,644             | 540               | 164            | 546                | 136            | 83%        | 27                | 16%        | 1                      | 1%        |
| Employment Agencies                            | 177,827            | 157               | 164            | 546                | 97             | 59%        | 58                | 35%        | 9                      | 5%        |
| Septic Tank Contractors                        | 96,680             | 279               | 164            | 546                | 112            | 68%        | 51                | 31%        | 1                      | 1%        |
| Therapeutic Massage                            | 16,967             | 994               | 164            | 546                | 93             | 57%        | 64                | 39%        | 7                      | 4%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>       | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                         | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Virtual Currency                     | 6,736              | 1,612                    | 164               | 546                       | 141                  | 86%        | 23                       | 14%        | 0                             | 0%        |
| Water Damage Restoration             | 71,819             | 350                      | 163               | 552                       | 116                  | 71%        | 44                       | 27%        | 3                             | 2%        |
| Family Entertainment                 | 13,681             | 1,140                    | 162               | 553                       | 91                   | 56%        | 70                       | 43%        | 1                             | 1%        |
| Point of Sale Systems                | 23,020             | 804                      | 162               | 553                       | 155                  | 96%        | 7                        | 4%         | 0                             | 0%        |
| Printers                             | 63,816             | 389                      | 162               | 553                       | 68                   | 42%        | 89                       | 55%        | 5                             | 3%        |
| Vehicle Transport                    | 66,213             | 378                      | 162               | 553                       | 92                   | 57%        | 66                       | 41%        | 4                             | 2%        |
| Airport Transportation               | 15,180             | 1,062                    | 161               | 557                       | 125                  | 78%        | 35                       | 22%        | 1                             | 1%        |
| Digital Marketing                    | 98,037             | 275                      | 161               | 557                       | 106                  | 66%        | 52                       | 32%        | 3                             | 2%        |
| Air Conditioning Repair              | 69,484             | 362                      | 160               | 559                       | 85                   | 53%        | 67                       | 42%        | 8                             | 5%        |
| Orthopedic Surgeon                   | 34,329             | 629                      | 160               | 559                       | 137                  | 86%        | 22                       | 14%        | 1                             | 1%        |
| Kitchen Accessories                  | 24,667             | 770                      | 158               | 561                       | 54                   | 34%        | 104                      | 66%        | 0                             | 0%        |
| Foreign Currency Exchange Broker     | 10,825             | 1,284                    | 157               | 562                       | 119                  | 76%        | 22                       | 14%        | 16                            | 10%       |
| Industrial Supply                    | 85,234             | 303                      | 157               | 562                       | 120                  | 76%        | 34                       | 22%        | 3                             | 2%        |
| Mobile Auto Lube and Oil             | 7,873              | 1,497                    | 157               | 562                       | 87                   | 55%        | 68                       | 43%        | 2                             | 1%        |
| Shutters                             | 78,419             | 325                      | 157               | 562                       | 96                   | 61%        | 61                       | 39%        | 0                             | 0%        |
| TV and Radio Dealers                 | 22,656             | 813                      | 157               | 562                       | 64                   | 41%        | 75                       | 48%        | 18                            | 11%       |
| ATV                                  | 37,839             | 587                      | 156               | 567                       | 112                  | 72%        | 41                       | 26%        | 3                             | 2%        |
| Ceramic Tile Contractors             | 115,373            | 238                      | 156               | 567                       | 73                   | 47%        | 77                       | 49%        | 6                             | 4%        |
| Christmas Tree                       | 14,039             | 1,120                    | 156               | 567                       | 88                   | 56%        | 68                       | 44%        | 0                             | 0%        |
| Craft Supplies                       | 24,741             | 769                      | 156               | 567                       | 87                   | 56%        | 58                       | 37%        | 11                            | 7%        |
| Car Dealers                          | 14,420             | 1,102                    | 155               | 571                       | 123                  | 79%        | 32                       | 21%        | 0                             | 0%        |
| Dermatologist                        | 23,302             | 799                      | 155               | 571                       | 107                  | 69%        | 48                       | 31%        | 0                             | 0%        |
| Insured Property Replacement Service | 8,074              | 1,482                    | 155               | 571                       | 155                  | 100%       | 0                        | 0%         | 0                             | 0%        |
| Funeral Services                     | 46,015             | 512                      | 154               | 574                       | 113                  | 73%        | 39                       | 25%        | 2                             | 1%        |
| Farm Equipment                       | 29,899             | 693                      | 153               | 575                       | 107                  | 70%        | 45                       | 29%        | 1                             | 1%        |
| Blinds                               | 34,800             | 621                      | 152               | 576                       | 87                   | 57%        | 54                       | 36%        | 11                            | 7%        |
| Dental Plans                         | 38,858             | 575                      | 152               | 576                       | 136                  | 89%        | 16                       | 11%        | 0                             | 0%        |
| Employment Services                  | 62,010             | 400                      | 152               | 576                       | 62                   | 41%        | 85                       | 56%        | 5                             | 3%        |
| Health Consultants                   | 38,163             | 581                      | 152               | 576                       | 82                   | 54%        | 62                       | 41%        | 8                             | 5%        |
| Landscape Design                     | 90,645             | 291                      | 152               | 576                       | 87                   | 57%        | 54                       | 36%        | 11                            | 7%        |
| Septic Tank Cleaning                 | 74,068             | 344                      | 152               | 576                       | 99                   | 65%        | 52                       | 34%        | 1                             | 1%        |
| Water Heater Dealers                 | 11,507             | 1,254                    | 152               | 576                       | 142                  | 93%        | 9                        | 6%         | 1                             | 1%        |
| Car Window Tinting                   | 40,676             | 554                      | 151               | 583                       | 72                   | 48%        | 74                       | 49%        | 5                             | 3%        |
| Estate Appraisal                     | 48,990             | 481                      | 151               | 583                       | 81                   | 54%        | 69                       | 46%        | 1                             | 1%        |
| Furniture Designers                  | 27,367             | 728                      | 151               | 583                       | 74                   | 49%        | 74                       | 49%        | 3                             | 2%        |
| Orthodontist                         | 31,556             | 664                      | 151               | 583                       | 103                  | 68%        | 38                       | 25%        | 10                            | 7%        |
| Personal Trainer                     | 20,142             | 880                      | 151               | 583                       | 122                  | 81%        | 26                       | 17%        | 3                             | 2%        |
| Wholesalers and Distributors         | 42,949             | 529                      | 151               | 583                       | 91                   | 60%        | 60                       | 40%        | 0                             | 0%        |
| Computer Consultant                  | 49,478             | 479                      | 149               | 589                       | 100                  | 67%        | 45                       | 30%        | 4                             | 3%        |
| Crowdfunding                         | 13,425             | 1,147                    | 149               | 589                       | 145                  | 97%        | 4                        | 3%         | 0                             | 0%        |
| Decorative Concrete                  | 45,367             | 514                      | 149               | 589                       | 82                   | 55%        | 65                       | 44%        | 2                             | 1%        |
| Driving School                       | 35,956             | 609                      | 149               | 589                       | 75                   | 50%        | 69                       | 46%        | 5                             | 3%        |
| Imported Car Dealers                 | 16,240             | 1,022                    | 149               | 589                       | 118                  | 79%        | 31                       | 21%        | 0                             | 0%        |
| Laundry                              | 7,053              | 1,573                    | 149               | 589                       | 62                   | 42%        | 82                       | 55%        | 5                             | 3%        |
| Cabin rentals                        | 19,927             | 888                      | 148               | 595                       | 110                  | 74%        | 26                       | 18%        | 12                            | 8%        |
| Financial Planning Consultants       | 255,373            | 92                       | 148               | 595                       | 105                  | 71%        | 32                       | 22%        | 11                            | 7%        |
| Auto Customization                   | 40,071             | 558                      | 147               | 597                       | 74                   | 50%        | 72                       | 49%        | 1                             | 1%        |
| Car Stereos                          | 23,417             | 797                      | 147               | 597                       | 94                   | 64%        | 52                       | 35%        | 1                             | 1%        |
| Graphic Printing                     | 146,176            | 193                      | 146               | 599                       | 84                   | 58%        | 61                       | 42%        | 1                             | 1%        |
| Investigator                         | 120,401            | 229                      | 146               | 599                       | 98                   | 67%        | 36                       | 25%        | 12                            | 8%        |
| Manufactured Home Park               | 37,475             | 591                      | 146               | 599                       | 70                   | 48%        | 70                       | 48%        | 6                             | 4%        |
| Battery Supplies                     | 27,857             | 725                      | 145               | 602                       | 100                  | 69%        | 41                       | 28%        | 4                             | 3%        |
| Pharmaceutical Manufacturing         | 19,556             | 897                      | 145               | 602                       | 92                   | 63%        | 51                       | 35%        | 2                             | 1%        |
| Candy                                | 14,270             | 1,108                    | 144               | 604                       | 52                   | 36%        | 91                       | 63%        | 1                             | 1%        |
| Insurance                            | 22,265             | 820                      | 143               | 605                       | 142                  | 99%        | 1                        | 1%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Telemarketing Services         | 68,262             | 365                      | 143               | 605                       | 71                   | 50%        | 55                       | 38%        | 17                            | 12%       |
| Baby Accessories               | 14,134             | 1,113                    | 142               | 607                       | 63                   | 44%        | 57                       | 40%        | 22                            | 15%       |
| Hazardous Waste Services       | 13,360             | 1,155                    | 142               | 607                       | 139                  | 98%        | 3                        | 2%         | 0                             | 0%        |
| Real Estate Consultant         | 76,976             | 332                      | 142               | 607                       | 99                   | 70%        | 41                       | 29%        | 2                             | 1%        |
| Fireplace                      | 40,902             | 551                      | 141               | 610                       | 106                  | 75%        | 31                       | 22%        | 4                             | 3%        |
| Foundation Repair              | 98,661             | 272                      | 141               | 610                       | 86                   | 61%        | 50                       | 35%        | 5                             | 4%        |
| Hunting Gear                   | 59,385             | 410                      | 141               | 610                       | 79                   | 56%        | 60                       | 43%        | 2                             | 1%        |
| Legal Services                 | 76,344             | 337                      | 141               | 610                       | 106                  | 75%        | 31                       | 22%        | 4                             | 3%        |
| Precious Metal Dealers         | 116,460            | 236                      | 141               | 610                       | 117                  | 83%        | 23                       | 16%        | 1                             | 1%        |
| Pet Boarding                   | 89,878             | 292                      | 140               | 615                       | 100                  | 71%        | 38                       | 27%        | 2                             | 1%        |
| Art Consultant                 | 31,536             | 665                      | 139               | 616                       | 84                   | 60%        | 55                       | 40%        | 0                             | 0%        |
| Pool Manufacturers             | 10,883             | 1,280                    | 139               | 616                       | 135                  | 97%        | 4                        | 3%         | 0                             | 0%        |
| RV Repair                      | 31,974             | 660                      | 139               | 616                       | 82                   | 59%        | 54                       | 39%        | 3                             | 2%        |
| Wholesale Candles              | 18,827             | 918                      | 139               | 616                       | 138                  | 99%        | 1                        | 1%         | 0                             | 0%        |
| Accountant                     | 111,083            | 248                      | 138               | 620                       | 77                   | 56%        | 58                       | 42%        | 3                             | 2%        |
| Medical Imaging                | 14,470             | 1,099                    | 138               | 620                       | 100                  | 72%        | 36                       | 26%        | 2                             | 1%        |
| Medical Plans                  | 17,683             | 967                      | 138               | 620                       | 113                  | 82%        | 21                       | 15%        | 4                             | 3%        |
| Coin Dealers                   | 123,789            | 223                      | 137               | 623                       | 110                  | 80%        | 26                       | 19%        | 1                             | 1%        |
| Investment Advisory Services   | 131,062            | 209                      | 137               | 623                       | 75                   | 55%        | 52                       | 38%        | 10                            | 7%        |
| Physical Therapist             | 38,885             | 574                      | 137               | 623                       | 103                  | 75%        | 34                       | 25%        | 0                             | 0%        |
| Sprinkler System               | 74,197             | 343                      | 137               | 623                       | 95                   | 69%        | 36                       | 26%        | 6                             | 4%        |
| Cable Contractors              | 21,614             | 835                      | 136               | 627                       | 59                   | 43%        | 76                       | 56%        | 1                             | 1%        |
| Promotional Products           | 48,664             | 486                      | 136               | 627                       | 70                   | 51%        | 60                       | 44%        | 6                             | 4%        |
| Window Cleaning                | 99,175             | 270                      | 136               | 627                       | 68                   | 50%        | 65                       | 48%        | 3                             | 2%        |
| Custom Rims                    | 26,545             | 737                      | 135               | 630                       | 85                   | 63%        | 49                       | 36%        | 1                             | 1%        |
| Homeowners Insurance           | 76,864             | 333                      | 135               | 630                       | 104                  | 77%        | 30                       | 22%        | 1                             | 1%        |
| Pressure Washing               | 97,723             | 276                      | 135               | 630                       | 80                   | 59%        | 51                       | 38%        | 4                             | 3%        |
| Wholesale Shoes                | 7,761              | 1,512                    | 135               | 630                       | 118                  | 87%        | 12                       | 9%         | 5                             | 4%        |
| Janitor Service                | 176,329            | 158                      | 134               | 634                       | 67                   | 50%        | 61                       | 46%        | 6                             | 4%        |
| Landscaping Clean Up           | 15,356             | 1,059                    | 134               | 634                       | 39                   | 29%        | 86                       | 64%        | 9                             | 7%        |
| Window and Door Installation   | 52,568             | 456                      | 134               | 634                       | 100                  | 75%        | 33                       | 25%        | 1                             | 1%        |
| Medical Service Organization   | 47,230             | 499                      | 133               | 637                       | 91                   | 68%        | 36                       | 27%        | 6                             | 5%        |
| Retail Wine                    | 33,997             | 633                      | 133               | 637                       | 111                  | 83%        | 16                       | 12%        | 6                             | 5%        |
| Upholstery Cleaning            | 40,621             | 555                      | 133               | 637                       | 59                   | 44%        | 68                       | 51%        | 6                             | 5%        |
| Gutters Contractors            | 47,286             | 497                      | 132               | 640                       | 66                   | 50%        | 64                       | 48%        | 2                             | 2%        |
| Management Consultant          | 63,921             | 388                      | 132               | 640                       | 83                   | 63%        | 48                       | 36%        | 1                             | 1%        |
| Patios and Decks               | 74,765             | 341                      | 132               | 640                       | 62                   | 47%        | 68                       | 52%        | 2                             | 2%        |
| Animal Breeding                | 41,813             | 538                      | 130               | 643                       | 36                   | 28%        | 88                       | 68%        | 6                             | 5%        |
| Holding Company                | 15,637             | 1,050                    | 130               | 643                       | 119                  | 92%        | 10                       | 8%         | 1                             | 1%        |
| Trucking                       | 77,070             | 329                      | 130               | 643                       | 69                   | 53%        | 58                       | 45%        | 3                             | 2%        |
| Video Game Rental              | 7,827              | 1,506                    | 130               | 643                       | 121                  | 93%        | 9                        | 7%         | 0                             | 0%        |
| Excavating Contractors         | 260,516            | 91                       | 129               | 647                       | 70                   | 54%        | 56                       | 43%        | 3                             | 2%        |
| Magazine Distributors          | 15,036             | 1,068                    | 129               | 647                       | 76                   | 59%        | 45                       | 35%        | 8                             | 6%        |
| Rehabilitation                 | 39,217             | 568                      | 129               | 647                       | 84                   | 65%        | 41                       | 32%        | 4                             | 3%        |
| Bulk Food Store                | 19,131             | 910                      | 128               | 650                       | 72                   | 56%        | 56                       | 44%        | 0                             | 0%        |
| Carpenter                      | 93,496             | 283                      | 128               | 650                       | 41                   | 32%        | 81                       | 63%        | 6                             | 5%        |
| Garage Builders                | 54,524             | 440                      | 128               | 650                       | 97                   | 76%        | 29                       | 23%        | 2                             | 2%        |
| Waste Containers               | 9,651              | 1,355                    | 128               | 650                       | 86                   | 67%        | 42                       | 33%        | 0                             | 0%        |
| Aromatherapy                   | 9,138              | 1,390                    | 127               | 654                       | 25                   | 20%        | 102                      | 80%        | 0                             | 0%        |
| Boat Repair                    | 37,852             | 586                      | 127               | 654                       | 67                   | 53%        | 55                       | 43%        | 5                             | 4%        |
| License Services               | 32,113             | 659                      | 127               | 654                       | 79                   | 62%        | 46                       | 36%        | 2                             | 2%        |
| Ophthalmology                  | 28,731             | 711                      | 127               | 654                       | 102                  | 80%        | 25                       | 20%        | 0                             | 0%        |
| Concert Promoters              | 10,141             | 1,324                    | 126               | 658                       | 110                  | 87%        | 16                       | 13%        | 0                             | 0%        |
| Traffic School                 | 32,858             | 650                      | 126               | 658                       | 124                  | 98%        | 0                        | 0%         | 2                             | 2%        |
| Restaurant Equipment           | 45,305             | 515                      | 125               | 660                       | 72                   | 58%        | 50                       | 40%        | 3                             | 2%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Seal Coating                   | 54,214             | 444                      | 125               | 660                       | 58                   | 46%        | 61                       | 49%        | 6                             | 5%        |
| Swimwear                       | 12,815             | 1,185                    | 125               | 660                       | 67                   | 54%        | 56                       | 45%        | 2                             | 2%        |
| Coupon Service                 | 20,434             | 870                      | 124               | 663                       | 98                   | 79%        | 25                       | 20%        | 1                             | 1%        |
| Dental Laboratory              | 26,510             | 739                      | 124               | 663                       | 78                   | 63%        | 46                       | 37%        | 0                             | 0%        |
| Woodworking                    | 42,097             | 536                      | 124               | 663                       | 40                   | 32%        | 82                       | 66%        | 2                             | 2%        |
| DVD Sales                      | 9,569              | 1,362                    | 122               | 666                       | 88                   | 72%        | 28                       | 23%        | 6                             | 5%        |
| Identity Theft Protection      | 78,374             | 326                      | 122               | 666                       | 113                  | 93%        | 9                        | 7%         | 0                             | 0%        |
| Interior Designer              | 74,599             | 342                      | 122               | 666                       | 62                   | 51%        | 58                       | 48%        | 2                             | 2%        |
| Mobile Phone Service           | 13,033             | 1,172                    | 122               | 666                       | 84                   | 69%        | 34                       | 28%        | 4                             | 3%        |
| Nursing Home                   | 66,011             | 380                      | 122               | 666                       | 63                   | 52%        | 59                       | 48%        | 0                             | 0%        |
| Religious Goods                | 9,572              | 1,360                    | 122               | 666                       | 88                   | 72%        | 32                       | 26%        | 2                             | 2%        |
| Cabinet Manufacturers          | 65,869             | 382                      | 121               | 672                       | 74                   | 61%        | 39                       | 32%        | 8                             | 7%        |
| Cemetery                       | 17,311             | 980                      | 121               | 672                       | 83                   | 69%        | 37                       | 31%        | 1                             | 1%        |
| Satellite Supplies             | 49,654             | 477                      | 121               | 672                       | 64                   | 53%        | 51                       | 42%        | 6                             | 5%        |
| Video Dealer                   | 5,174              | 1,819                    | 121               | 672                       | 94                   | 78%        | 24                       | 20%        | 3                             | 2%        |
| Video Tape Rentals             | 11,318             | 1,261                    | 121               | 672                       | 84                   | 69%        | 37                       | 31%        | 0                             | 0%        |
| Foods                          | 29,882             | 695                      | 120               | 677                       | 82                   | 68%        | 35                       | 29%        | 3                             | 3%        |
| Marine Sales and Service       | 30,497             | 679                      | 120               | 677                       | 86                   | 72%        | 32                       | 27%        | 2                             | 2%        |
| Patio Enclosures               | 63,278             | 391                      | 120               | 677                       | 82                   | 68%        | 33                       | 28%        | 5                             | 4%        |
| Motorcycle Repair              | 20,402             | 872                      | 119               | 680                       | 69                   | 58%        | 50                       | 42%        | 0                             | 0%        |
| Shoe Repair                    | 12,067             | 1,225                    | 119               | 680                       | 48                   | 40%        | 66                       | 55%        | 5                             | 4%        |
| Commercial Tire Service        | 9,121              | 1,394                    | 118               | 682                       | 59                   | 50%        | 58                       | 49%        | 1                             | 1%        |
| Debt Repayment Plan            | 23,683             | 791                      | 118               | 682                       | 58                   | 49%        | 60                       | 51%        | 0                             | 0%        |
| Marketing Software             | 33,285             | 646                      | 118               | 682                       | 84                   | 71%        | 33                       | 28%        | 1                             | 1%        |
| Bail Bonds                     | 31,371             | 667                      | 117               | 685                       | 47                   | 40%        | 63                       | 54%        | 7                             | 6%        |
| Clubs and Organizations        | 24,943             | 764                      | 117               | 685                       | 59                   | 50%        | 35                       | 30%        | 23                            | 20%       |
| Pillows                        | 181,227            | 152                      | 117               | 685                       | 109                  | 93%        | 7                        | 6%         | 1                             | 1%        |
| Business Coach                 | 47,099             | 501                      | 116               | 688                       | 73                   | 63%        | 42                       | 36%        | 1                             | 1%        |
| CPA                            | 226,003            | 113                      | 116               | 688                       | 86                   | 74%        | 30                       | 26%        | 0                             | 0%        |
| Rental Service Stores & Yards  | 18,739             | 924                      | 116               | 688                       | 97                   | 84%        | 19                       | 16%        | 0                             | 0%        |
| SAT Prep Courses               | 14,493             | 1,097                    | 116               | 688                       | 77                   | 66%        | 35                       | 30%        | 4                             | 3%        |
| Eyeglass Suppliers             | 30,869             | 673                      | 115               | 692                       | 88                   | 77%        | 27                       | 23%        | 0                             | 0%        |
| Funeral Homes                  | 40,838             | 552                      | 115               | 692                       | 69                   | 60%        | 46                       | 40%        | 0                             | 0%        |
| Furniture Repair               | 37,464             | 592                      | 115               | 692                       | 56                   | 49%        | 54                       | 47%        | 5                             | 4%        |
| Variety Store                  | 5,148              | 1,823                    | 115               | 692                       | 18                   | 16%        | 95                       | 83%        | 2                             | 2%        |
| Watch Repair                   | 23,614             | 792                      | 115               | 692                       | 71                   | 62%        | 44                       | 38%        | 0                             | 0%        |
| Dental Discount Plans          | 57,261             | 426                      | 114               | 697                       | 81                   | 71%        | 32                       | 28%        | 1                             | 1%        |
| Linens                         | 11,350             | 1,260                    | 114               | 697                       | 96                   | 84%        | 16                       | 14%        | 2                             | 2%        |
| Printer Sales and Service      | 14,953             | 1,073                    | 114               | 697                       | 104                  | 91%        | 9                        | 8%         | 1                             | 1%        |
| Walk-In Tubs                   | 19,932             | 887                      | 114               | 697                       | 60                   | 53%        | 43                       | 38%        | 11                            | 10%       |
| Bankruptcy Attorney            | 87,016             | 298                      | 113               | 701                       | 98                   | 87%        | 11                       | 10%        | 4                             | 4%        |
| Online Pharmacy                | 39,111             | 570                      | 113               | 701                       | 77                   | 68%        | 36                       | 32%        | 0                             | 0%        |
| Pediatrician                   | 13,222             | 1,163                    | 113               | 701                       | 91                   | 81%        | 21                       | 19%        | 1                             | 1%        |
| Plumbing Fixtures              | 40,537             | 556                      | 113               | 701                       | 92                   | 81%        | 21                       | 19%        | 0                             | 0%        |
| Wholesale Vacuum Cleaners      | 6,388              | 1,653                    | 113               | 701                       | 107                  | 95%        | 6                        | 5%         | 0                             | 0%        |
| Antenna                        | 12,476             | 1,202                    | 112               | 706                       | 111                  | 99%        | 1                        | 1%         | 0                             | 0%        |
| Video Production Services      | 36,908             | 598                      | 112               | 706                       | 54                   | 48%        | 56                       | 50%        | 2                             | 2%        |
| Auto Listing Service           | 57,823             | 420                      | 111               | 708                       | 98                   | 88%        | 11                       | 10%        | 2                             | 2%        |
| Graphic Designer               | 58,872             | 412                      | 111               | 708                       | 49                   | 44%        | 48                       | 43%        | 14                            | 13%       |
| Hair Weave                     | 23,164             | 801                      | 111               | 708                       | 41                   | 37%        | 68                       | 61%        | 2                             | 2%        |
| Online Cosmetic Sales          | 2,689              | 2,331                    | 111               | 708                       | 83                   | 75%        | 27                       | 24%        | 1                             | 1%        |
| Athletic Organizations         | 54,231             | 443                      | 110               | 712                       | 89                   | 81%        | 21                       | 19%        | 0                             | 0%        |
| Masquerade Costumes            | 19,397             | 900                      | 110               | 712                       | 50                   | 45%        | 59                       | 54%        | 1                             | 1%        |
| Medical Testing                | 21,261             | 846                      | 110               | 712                       | 36                   | 33%        | 74                       | 67%        | 0                             | 0%        |
| Motor Scooters                 | 19,389             | 901                      | 110               | 712                       | 70                   | 64%        | 39                       | 35%        | 1                             | 1%        |

**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Water Treatment Equipment                   | 67,152             | 371               | 110            | 712                | 89             | 81%        | 20                | 18%        | 1                      | 1%        |
| Auto Wrecking                               | 16,442             | 1,016             | 109            | 717                | 54             | 50%        | 54                | 50%        | 1                      | 1%        |
| Business Associations                       | 33,906             | 638               | 109            | 717                | 94             | 86%        | 10                | 9%         | 5                      | 5%        |
| Chimney Repair                              | 67,013             | 372               | 109            | 717                | 62             | 57%        | 43                | 39%        | 4                      | 4%        |
| Drug Testing                                | 19,219             | 907               | 109            | 717                | 106            | 97%        | 3                 | 3%         | 0                      | 0%        |
| Hardwood Floor Contractors                  | 99,135             | 271               | 109            | 717                | 65             | 60%        | 39                | 36%        | 5                      | 5%        |
| SEO Services                                | 40,030             | 559               | 109            | 717                | 48             | 44%        | 56                | 51%        | 5                      | 5%        |
| Beauty School                               | 27,001             | 735               | 108            | 723                | 64             | 59%        | 37                | 34%        | 7                      | 6%        |
| Better Business Bureau                      | 4,418              | 1,944             | 108            | 723                | 29             | 27%        | 34                | 31%        | 45                     | 42%       |
| Commercial Photographer                     | 20,840             | 855               | 108            | 723                | 63             | 58%        | 38                | 35%        | 7                      | 6%        |
| Funeral Director                            | 51,429             | 463               | 108            | 723                | 87             | 81%        | 20                | 19%        | 1                      | 1%        |
| Laser Cosmetic Services                     | 21,255             | 847               | 108            | 723                | 63             | 58%        | 38                | 35%        | 7                      | 6%        |
| OBGYN                                       | 12,447             | 1,203             | 108            | 723                | 75             | 69%        | 32                | 30%        | 1                      | 1%        |
| Sunroom Construction                        | 29,652             | 697               | 108            | 723                | 96             | 89%        | 7                 | 6%         | 5                      | 5%        |
| Answering Service                           | 84,132             | 307               | 107            | 730                | 102            | 95%        | 3                 | 3%         | 2                      | 2%        |
| Childrens' Furniture                        | 12,199             | 1,213             | 107            | 730                | 75             | 70%        | 27                | 25%        | 5                      | 5%        |
| Driveway Installation                       | 23,022             | 803               | 106            | 732                | 36             | 34%        | 58                | 55%        | 12                     | 11%       |
| Global Positioning Systems                  | 14,918             | 1,075             | 106            | 732                | 96             | 91%        | 10                | 9%         | 0                      | 0%        |
| Industrial Recycling                        | 13,940             | 1,125             | 106            | 732                | 63             | 59%        | 34                | 32%        | 9                      | 8%        |
| Musical Instrument Supplies and Accessories | 12,577             | 1,196             | 106            | 732                | 85             | 80%        | 18                | 17%        | 3                      | 3%        |
| Pet Services                                | 59,988             | 406               | 106            | 732                | 59             | 56%        | 43                | 41%        | 4                      | 4%        |
| Bulletin Board                              | 19,692             | 893               | 105            | 737                | 104            | 99%        | 1                 | 1%         | 0                      | 0%        |
| News Services                               | 5,519              | 1,774             | 105            | 737                | 87             | 83%        | 15                | 14%        | 3                      | 3%        |
| Restaurant Management                       | 8,204              | 1,471             | 105            | 737                | 93             | 89%        | 12                | 11%        | 0                      | 0%        |
| Wholesale Industrial Products               | 29,950             | 690               | 105            | 737                | 95             | 90%        | 10                | 10%        | 0                      | 0%        |
| Wholesale Toys                              | 17,252             | 984               | 105            | 737                | 69             | 66%        | 34                | 32%        | 2                      | 2%        |
| Commercial Contractors                      | 96,914             | 278               | 104            | 742                | 41             | 39%        | 61                | 59%        | 2                      | 2%        |
| Outdoor Furniture                           | 21,223             | 848               | 104            | 742                | 87             | 84%        | 17                | 16%        | 0                      | 0%        |
| Shipping Masters                            | 21,364             | 843               | 104            | 742                | 46             | 44%        | 56                | 54%        | 2                      | 2%        |
| Tutoring                                    | 50,539             | 469               | 104            | 742                | 75             | 72%        | 25                | 24%        | 4                      | 4%        |
| Wholesale Furniture                         | 21,959             | 829               | 104            | 742                | 64             | 62%        | 39                | 38%        | 1                      | 1%        |
| Window Shades                               | 26,053             | 745               | 104            | 742                | 84             | 81%        | 19                | 18%        | 1                      | 1%        |
| Kitchen Cabinets and Equipment              | 52,777             | 454               | 103            | 748                | 73             | 71%        | 30                | 29%        | 0                      | 0%        |
| Adult Entertainment                         | 47,282             | 498               | 102            | 749                | 56             | 55%        | 45                | 44%        | 1                      | 1%        |
| Airline Ticket Agency                       | 18,672             | 928               | 102            | 749                | 70             | 69%        | 20                | 20%        | 12                     | 12%       |
| Teeth Whitening                             | 12,348             | 1,206             | 101            | 751                | 79             | 78%        | 22                | 22%        | 0                      | 0%        |
| Condominium                                 | 19,648             | 894               | 100            | 752                | 63             | 63%        | 36                | 36%        | 1                      | 1%        |
| Manufacturing Chemist                       | 3,849              | 2,060             | 100            | 752                | 99             | 99%        | 1                 | 1%         | 0                      | 0%        |
| Meat Retail                                 | 48,869             | 483               | 100            | 752                | 64             | 64%        | 35                | 35%        | 1                      | 1%        |
| Sound System                                | 15,884             | 1,039             | 100            | 752                | 80             | 80%        | 18                | 18%        | 2                      | 2%        |
| Talent Agencies                             | 156,109            | 182               | 100            | 752                | 60             | 60%        | 36                | 36%        | 4                      | 4%        |
| Beads                                       | 3,794              | 2,068             | 99             | 757                | 71             | 72%        | 7                 | 7%         | 21                     | 21%       |
| Custom Concrete                             | 30,292             | 681               | 99             | 757                | 35             | 35%        | 63                | 64%        | 1                      | 1%        |
| HOA   | 16,028             | 1,031             | 99             | 757                | 69             | 70%        | 30                | 30%        | 0                      | 0%        |
| Mailing Lists                               | 30,711             | 675               | 99             | 757                | 48             | 48%        | 50                | 51%        | 1                      | 1%        |
| Makeup                                      | 8,115              | 1,480             | 99             | 757                | 74             | 75%        | 23                | 23%        | 2                      | 2%        |
| Meat Sales                                  | 28,582             | 716               | 99             | 757                | 59             | 60%        | 36                | 36%        | 4                      | 4%        |
| Mutual Funds                                | 8,992              | 1,407             | 99             | 757                | 92             | 93%        | 7                 | 7%         | 0                      | 0%        |
| Small Engine Repair                         | 22,116             | 825               | 99             | 757                | 66             | 67%        | 26                | 26%        | 7                      | 7%        |
| Car Racing Equipment                        | 29,064             | 706               | 98             | 765                | 62             | 63%        | 36                | 37%        | 0                      | 0%        |
| Electric Supplies                           | 29,348             | 699               | 98             | 765                | 38             | 39%        | 55                | 56%        | 5                      | 5%        |
| Embroidery                                  | 24,780             | 768               | 98             | 765                | 49             | 50%        | 49                | 50%        | 0                      | 0%        |
| Irrigation Equipment                        | 56,274             | 430               | 98             | 765                | 63             | 64%        | 18                | 18%        | 17                     | 17%       |
| Kitchen Design                              | 24,225             | 780               | 98             | 765                | 51             | 52%        | 44                | 45%        | 3                      | 3%        |
| Uniform Accessories                         | 3,109              | 2,214             | 98             | 765                | 89             | 91%        | 9                 | 9%         | 0                      | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>     | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                       | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Charity - Health                   | 15,747             | 1,044                    | 97                | 771                       | 76                   | 78%        | 21                       | 22%        | 0                             | 0%        |
| Dumpster Service                   | 13,846             | 1,130                    | 97                | 771                       | 67                   | 69%        | 29                       | 30%        | 1                             | 1%        |
| Packaging Service                  | 13,388             | 1,151                    | 97                | 771                       | 33                   | 34%        | 61                       | 63%        | 3                             | 3%        |
| Plumbing Renovation                | 25,844             | 749                      | 97                | 771                       | 45                   | 46%        | 51                       | 53%        | 1                             | 1%        |
| Traffic Consultants                | 11,306             | 1,262                    | 97                | 771                       | 84                   | 87%        | 10                       | 10%        | 3                             | 3%        |
| Accident Insurance                 | 52,272             | 459                      | 96                | 776                       | 60                   | 63%        | 9                        | 9%         | 27                            | 28%       |
| Accounting                         | 58,320             | 415                      | 96                | 776                       | 58                   | 60%        | 34                       | 35%        | 4                             | 4%        |
| Car Sound Systems                  | 13,198             | 1,166                    | 96                | 776                       | 68                   | 71%        | 27                       | 28%        | 1                             | 1%        |
| Home Accessories Online            | 5,536              | 1,767                    | 96                | 776                       | 42                   | 44%        | 36                       | 38%        | 18                            | 19%       |
| Investment Management              | 39,793             | 563                      | 96                | 776                       | 50                   | 52%        | 44                       | 46%        | 2                             | 2%        |
| Labor Posters                      | 18,369             | 941                      | 96                | 776                       | 93                   | 97%        | 1                        | 1%         | 2                             | 2%        |
| Self Laundry Service               | 6,179              | 1,677                    | 96                | 776                       | 47                   | 49%        | 42                       | 44%        | 7                             | 7%        |
| Antique Dealers                    | 34,378             | 627                      | 94                | 783                       | 46                   | 49%        | 44                       | 47%        | 4                             | 4%        |
| Bed and Breakfast                  | 22,190             | 823                      | 94                | 783                       | 63                   | 67%        | 30                       | 32%        | 1                             | 1%        |
| Compliance Consulting              | 30,066             | 685                      | 94                | 783                       | 51                   | 54%        | 10                       | 11%        | 33                            | 35%       |
| Credit Repair Services             | 41,288             | 542                      | 94                | 783                       | 71                   | 76%        | 23                       | 24%        | 0                             | 0%        |
| Facility Maintenance               | 20,481             | 867                      | 94                | 783                       | 23                   | 24%        | 71                       | 76%        | 0                             | 0%        |
| Parking Attendant                  | 7,028              | 1,575                    | 94                | 783                       | 38                   | 40%        | 55                       | 59%        | 1                             | 1%        |
| Wholesale Sporting Goods           | 10,225             | 1,320                    | 94                | 783                       | 80                   | 85%        | 13                       | 14%        | 1                             | 1%        |
| Laboratory Testing                 | 207,015            | 126                      | 93                | 790                       | 56                   | 60%        | 37                       | 40%        | 0                             | 0%        |
| Land Surveyor                      | 80,362             | 318                      | 93                | 790                       | 56                   | 60%        | 34                       | 37%        | 3                             | 3%        |
| Lawn Mower                         | 24,501             | 771                      | 93                | 790                       | 60                   | 65%        | 29                       | 31%        | 4                             | 4%        |
| Liquor Store                       | 17,743             | 964                      | 93                | 790                       | 54                   | 58%        | 38                       | 41%        | 1                             | 1%        |
| Luggage                            | 10,301             | 1,312                    | 93                | 790                       | 78                   | 84%        | 15                       | 16%        | 0                             | 0%        |
| Novelties                          | 18,603             | 930                      | 93                | 790                       | 54                   | 58%        | 35                       | 38%        | 4                             | 4%        |
| Psychiatrist                       | 20,748             | 859                      | 93                | 790                       | 70                   | 75%        | 21                       | 23%        | 2                             | 2%        |
| Screen Printing                    | 36,534             | 603                      | 93                | 790                       | 45                   | 48%        | 44                       | 47%        | 4                             | 4%        |
| Trailer Sales                      | 33,037             | 649                      | 93                | 790                       | 72                   | 77%        | 21                       | 23%        | 0                             | 0%        |
| Book, Compact Disc, and DVD Club   | 12,934             | 1,177                    | 92                | 799                       | 68                   | 74%        | 17                       | 18%        | 7                             | 8%        |
| Educational Research               | 15,134             | 1,065                    | 92                | 799                       | 79                   | 86%        | 12                       | 13%        | 1                             | 1%        |
| Housewares                         | 23,218             | 800                      | 92                | 799                       | 76                   | 83%        | 14                       | 15%        | 2                             | 2%        |
| Merchandise Warehouse              | 10,467             | 1,299                    | 92                | 799                       | 66                   | 72%        | 25                       | 27%        | 1                             | 1%        |
| Plastic Cups                       | 3,559              | 2,113                    | 92                | 799                       | 51                   | 55%        | 41                       | 45%        | 0                             | 0%        |
| Upholsterer                        | 40,954             | 547                      | 92                | 799                       | 46                   | 50%        | 43                       | 47%        | 3                             | 3%        |
| Dental Surgery                     | 14,289             | 1,107                    | 91                | 805                       | 60                   | 66%        | 31                       | 34%        | 0                             | 0%        |
| Drug Abuse Information             | 46,618             | 506                      | 91                | 805                       | 72                   | 79%        | 19                       | 21%        | 0                             | 0%        |
| Podiatrist                         | 13,998             | 1,123                    | 91                | 805                       | 62                   | 68%        | 28                       | 31%        | 1                             | 1%        |
| Water Well Drilling                | 81,561             | 314                      | 91                | 805                       | 65                   | 71%        | 25                       | 27%        | 1                             | 1%        |
| Auto Brokers                       | 37,671             | 589                      | 90                | 809                       | 70                   | 78%        | 18                       | 20%        | 2                             | 2%        |
| Clock Repair                       | 17,777             | 960                      | 90                | 809                       | 48                   | 53%        | 35                       | 39%        | 7                             | 8%        |
| High Risk Free Trial Offers        | 165                | 4,321                    | 90                | 809                       | 82                   | 91%        | 8                        | 9%         | 0                             | 0%        |
| Hair Replacement                   | 39,855             | 561                      | 89                | 812                       | 73                   | 82%        | 14                       | 16%        | 2                             | 2%        |
| Lawn Mower Repair                  | 18,901             | 914                      | 89                | 812                       | 46                   | 52%        | 35                       | 39%        | 8                             | 9%        |
| Leather Dealers                    | 7,850              | 1,503                    | 89                | 812                       | 63                   | 71%        | 24                       | 27%        | 2                             | 2%        |
| Non Profit Organizations           | 31,909             | 661                      | 89                | 812                       | 51                   | 57%        | 34                       | 38%        | 4                             | 4%        |
| Real Estate Broker                 | 47,453             | 495                      | 89                | 812                       | 66                   | 74%        | 23                       | 26%        | 0                             | 0%        |
| RV Rental                          | 24,050             | 783                      | 89                | 812                       | 68                   | 76%        | 20                       | 22%        | 1                             | 1%        |
| Video Game Supplies                | 9,114              | 1,395                    | 89                | 812                       | 35                   | 39%        | 44                       | 49%        | 10                            | 11%       |
| Data Recovery                      | 19,921             | 889                      | 88                | 819                       | 63                   | 72%        | 24                       | 27%        | 1                             | 1%        |
| Online Publications                | 14,057             | 1,117                    | 88                | 819                       | 61                   | 69%        | 18                       | 20%        | 9                             | 10%       |
| Pool Maintenance                   | 35,253             | 618                      | 88                | 819                       | 48                   | 55%        | 37                       | 42%        | 3                             | 3%        |
| Shuttle Bus                        | 7,138              | 1,562                    | 88                | 819                       | 42                   | 48%        | 44                       | 50%        | 2                             | 2%        |
| Telecommunication Equipment Repair | 18,717             | 925                      | 88                | 819                       | 75                   | 85%        | 13                       | 15%        | 0                             | 0%        |
| Anesthesiologist                   | 11,896             | 1,237                    | 87                | 824                       | 69                   | 79%        | 18                       | 21%        | 0                             | 0%        |
| Auto Upholstery                    | 23,960             | 784                      | 87                | 824                       | 46                   | 53%        | 40                       | 46%        | 1                             | 1%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>                                       | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Clothing Alterations   | 18,417             | 939                      | 87                | 824                       | 39                   | 45%        | 39                       | 45%        | 9                             | 10%       |
| Emergency Room   | 4,691              | 1,899                    | 87                | 824                       | 75                   | 86%        | 12                       | 14%        | 0                             | 0%        |
| Essential Oils   | 41,066             | 545                      | 87                | 824                       | 61                   | 70%        | 25                       | 29%        | 1                             | 1%        |
| Golf Carts   | 21,211             | 849                      | 87                | 824                       | 45                   | 52%        | 41                       | 47%        | 1                             | 1%        |
| Kitchen Remodel  | 57,965             | 417                      | 87                | 824                       | 56                   | 64%        | 28                       | 32%        | 3                             | 3%        |
| Paralegal  | 20,000             | 884                      | 87                | 824                       | 36                   | 41%        | 38                       | 44%        | 13                            | 15%       |
| Trucking Transportation Brokers                                      | 53,964             | 447                      | 87                | 824                       | 61                   | 70%        | 26                       | 30%        | 0                             | 0%        |
| Vaporizer  | 8,816              | 1,415                    | 87                | 824                       | 46                   | 53%        | 40                       | 46%        | 1                             | 1%        |
| Auto Alarms  | 19,379             | 902                      | 86                | 834                       | 46                   | 53%        | 36                       | 42%        | 4                             | 5%        |
| Auto Salvage Yards   | 18,757             | 923                      | 86                | 834                       | 43                   | 50%        | 43                       | 50%        | 0                             | 0%        |
| Camper Dealers   | 15,467             | 1,057                    | 86                | 834                       | 57                   | 66%        | 29                       | 34%        | 0                             | 0%        |
| Classic Car Dealers  | 46,442             | 508                      | 86                | 834                       | 48                   | 56%        | 38                       | 44%        | 0                             | 0%        |
| Drywall Contractors  | 162,320            | 173                      | 86                | 834                       | 37                   | 43%        | 45                       | 52%        | 4                             | 5%        |
| Personal Services  | 24,903             | 767                      | 86                | 834                       | 27                   | 31%        | 24                       | 28%        | 35                            | 41%       |
| Publishing Consultant  | 17,487             | 971                      | 86                | 834                       | 37                   | 43%        | 47                       | 55%        | 2                             | 2%        |
| Screen Enclosures  | 46,475             | 507                      | 86                | 834                       | 62                   | 72%        | 24                       | 28%        | 0                             | 0%        |
| Barber   | 18,419             | 938                      | 85                | 842                       | 35                   | 41%        | 46                       | 54%        | 4                             | 5%        |
| Survival Supplies  | 15,226             | 1,061                    | 85                | 842                       | 47                   | 55%        | 37                       | 44%        | 1                             | 1%        |
| Ticket Brokers   | 25,279             | 759                      | 85                | 842                       | 65                   | 76%        | 19                       | 22%        | 1                             | 1%        |
| Escrow Services  | 34,244             | 630                      | 84                | 845                       | 44                   | 52%        | 37                       | 44%        | 3                             | 4%        |
| Hand Tools   | 15,711             | 1,046                    | 84                | 845                       | 62                   | 74%        | 21                       | 25%        | 1                             | 1%        |
| Portable Buildings   | 28,697             | 713                      | 84                | 845                       | 71                   | 85%        | 11                       | 13%        | 2                             | 2%        |
| Railroad   | 1,822              | 2,640                    | 84                | 845                       | 52                   | 62%        | 32                       | 38%        | 0                             | 0%        |
| Air Purification Systems   | 37,538             | 590                      | 83                | 849                       | 54                   | 65%        | 20                       | 24%        | 9                             | 11%       |
| Bridal Shops   | 11,641             | 1,249                    | 83                | 849                       | 56                   | 67%        | 26                       | 31%        | 1                             | 1%        |
| Mechanical Contractors   | 60,573             | 405                      | 83                | 849                       | 58                   | 70%        | 24                       | 29%        | 1                             | 1%        |
| Mental Health Services   | 42,232             | 534                      | 83                | 849                       | 52                   | 63%        | 30                       | 36%        | 1                             | 1%        |
| Modular Buildings  | 103,707            | 257                      | 83                | 849                       | 75                   | 90%        | 8                        | 10%        | 0                             | 0%        |
| Office Furniture   | 50,674             | 467                      | 83                | 849                       | 40                   | 48%        | 38                       | 46%        | 5                             | 6%        |
| Retread Tires  | 8,026              | 1,486                    | 83                | 849                       | 44                   | 53%        | 38                       | 46%        | 1                             | 1%        |
| Tool Shed  | 31,717             | 662                      | 83                | 849                       | 49                   | 59%        | 29                       | 35%        | 5                             | 6%        |
| Wheels   | 24,491             | 772                      | 83                | 849                       | 48                   | 58%        | 33                       | 40%        | 2                             | 2%        |
| Ammunition   | 16,657             | 1,007                    | 82                | 858                       | 25                   | 30%        | 57                       | 70%        | 0                             | 0%        |
| Incentive Programs   | 18,307             | 944                      | 82                | 858                       | 70                   | 85%        | 11                       | 13%        | 1                             | 1%        |
| Retirement Homes   | 39,001             | 571                      | 82                | 858                       | 59                   | 72%        | 23                       | 28%        | 0                             | 0%        |
| Security Cameras   | 17,769             | 961                      | 82                | 858                       | 38                   | 46%        | 42                       | 51%        | 2                             | 2%        |
| Thrift Shop  | 12,402             | 1,205                    | 82                | 858                       | 47                   | 57%        | 33                       | 40%        | 2                             | 2%        |
| Wearable Promotional Products  | 14,489             | 1,098                    | 82                | 858                       | 49                   | 60%        | 30                       | 37%        | 3                             | 4%        |
| Charity - Human Services (i.e. assistance to individuals & families) | 47,041             | 502                      | 81                | 864                       | 67                   | 83%        | 14                       | 17%        | 0                             | 0%        |
| Children Dentist   | 13,843             | 1,131                    | 81                | 864                       | 62                   | 77%        | 19                       | 23%        | 0                             | 0%        |
| Merchandising Services   | 8,681              | 1,430                    | 81                | 864                       | 22                   | 27%        | 56                       | 69%        | 3                             | 4%        |
| Night Club   | 14,716             | 1,087                    | 81                | 864                       | 39                   | 48%        | 40                       | 49%        | 2                             | 2%        |
| Nutrition  | 14,992             | 1,070                    | 81                | 864                       | 48                   | 59%        | 33                       | 41%        | 0                             | 0%        |
| Test Publishers  | 14,647             | 1,090                    | 81                | 864                       | 76                   | 94%        | 5                        | 6%         | 0                             | 0%        |
| Animal Trapping  | 23,582             | 793                      | 80                | 870                       | 55                   | 69%        | 24                       | 30%        | 1                             | 1%        |
| Commercial Roofing   | 73,830             | 345                      | 80                | 870                       | 50                   | 63%        | 29                       | 36%        | 1                             | 1%        |
| Gutter Guards  | 17,536             | 970                      | 80                | 870                       | 77                   | 96%        | 2                        | 3%         | 1                             | 1%        |
| Hot Tub Service and Repair   | 19,473             | 898                      | 80                | 870                       | 35                   | 44%        | 45                       | 56%        | 0                             | 0%        |
| Light Bulbs  | 14,666             | 1,089                    | 80                | 870                       | 63                   | 79%        | 16                       | 20%        | 1                             | 1%        |
| No License Required Financial Consultants                            | 179,234            | 153                      | 80                | 870                       | 40                   | 50%        | 40                       | 50%        | 0                             | 0%        |
| Real Estate Appraiser  | 67,846             | 367                      | 80                | 870                       | 50                   | 63%        | 29                       | 36%        | 1                             | 1%        |
| Solar Energy Products  | 37,340             | 594                      | 80                | 870                       | 61                   | 76%        | 17                       | 21%        | 2                             | 3%        |
| Wedding Consultant   | 18,551             | 933                      | 80                | 870                       | 52                   | 65%        | 25                       | 31%        | 3                             | 4%        |
| Building Metal   | 53,702             | 450                      | 79                | 879                       | 52                   | 66%        | 23                       | 29%        | 4                             | 5%        |
| Car Restoration  | 24,340             | 776                      | 79                | 879                       | 45                   | 57%        | 31                       | 39%        | 3                             | 4%        |



**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>                         | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Continuing Education                                   | 40,907             | 550                      | 79                | 879                       | 60                    | 76%        | 17                        | 22%        | 2                              | 3%        |
| Expositions  | 12,209             | 1,212                    | 79                | 879                       | 31                    | 39%        | 48                        | 61%        | 0                              | 0%        |
| Marijuana Products                                     | 3,187              | 2,193                    | 79                | 879                       | 17                    | 22%        | 62                        | 78%        | 0                              | 0%        |
| Optical Repairs  | 11,846             | 1,242                    | 79                | 879                       | 57                    | 72%        | 21                        | 27%        | 1                              | 1%        |
| Valet Service  | 8,944              | 1,408                    | 79                | 879                       | 46                    | 58%        | 32                        | 41%        | 1                              | 1%        |
| Modular Homes  | 39,737             | 564                      | 78                | 886                       | 58                    | 74%        | 19                        | 24%        | 1                              | 1%        |
| Personal Shopper                                       | 10,652             | 1,293                    | 78                | 886                       | 18                    | 23%        | 50                        | 64%        | 10                             | 13%       |
| Special Education                                      | 29,097             | 704                      | 78                | 886                       | 46                    | 59%        | 29                        | 37%        | 3                              | 4%        |
| Student Housing  | 6,507              | 1,640                    | 78                | 886                       | 46                    | 59%        | 31                        | 40%        | 1                              | 1%        |
| Swimming Pools   | 16,892             | 996                      | 78                | 886                       | 35                    | 45%        | 43                        | 55%        | 0                              | 0%        |
| Tailor   | 8,169              | 1,475                    | 78                | 886                       | 30                    | 38%        | 46                        | 59%        | 2                              | 3%        |
| Auto Repair Equipment                                  | 10,053             | 1,331                    | 77                | 892                       | 48                    | 62%        | 29                        | 38%        | 0                              | 0%        |
| Contract Manufacturing                                 | 17,337             | 979                      | 77                | 892                       | 43                    | 56%        | 33                        | 43%        | 1                              | 1%        |
| E-Books  | 4,264              | 1,981                    | 77                | 892                       | 69                    | 90%        | 7                         | 9%         | 1                              | 1%        |
| Electric Generator                                     | 19,123             | 911                      | 77                | 892                       | 72                    | 94%        | 5                         | 6%         | 0                              | 0%        |
| Home Design  | 27,965             | 721                      | 77                | 892                       | 34                    | 44%        | 37                        | 48%        | 6                              | 8%        |
| Insurance Agent  | 33,708             | 640                      | 77                | 892                       | 48                    | 62%        | 27                        | 35%        | 2                              | 3%        |
| Pain Management  | 14,766             | 1,083                    | 77                | 892                       | 38                    | 49%        | 28                        | 36%        | 11                             | 14%       |
| Photo Booth Rental                                     | 4,930              | 1,857                    | 77                | 892                       | 26                    | 34%        | 50                        | 65%        | 1                              | 1%        |
| Bar  | 12,126             | 1,219                    | 76                | 900                       | 43                    | 57%        | 32                        | 42%        | 1                              | 1%        |
| Concierge Service                                      | 17,047             | 991                      | 76                | 900                       | 47                    | 62%        | 29                        | 38%        | 0                              | 0%        |
| Duct Cleaning  | 59,570             | 409                      | 76                | 900                       | 44                    | 58%        | 27                        | 36%        | 5                              | 7%        |
| Pet Insurance  | 16,277             | 1,020                    | 76                | 900                       | 76                    | 100%       | 0                         | 0%         | 0                              | 0%        |
| Retirement Planning Services                           | 100,143            | 267                      | 76                | 900                       | 57                    | 75%        | 17                        | 22%        | 2                              | 3%        |
| Utility Billing  | 8,708              | 1,427                    | 76                | 900                       | 74                    | 97%        | 2                         | 3%         | 0                              | 0%        |
| Cleaning Supplies                                      | 23,958             | 785                      | 75                | 906                       | 43                    | 57%        | 29                        | 39%        | 3                              | 4%        |
| Golf Equipment   | 29,993             | 689                      | 75                | 906                       | 54                    | 72%        | 20                        | 27%        | 1                              | 1%        |
| Health Resorts   | 5,679              | 1,750                    | 75                | 906                       | 44                    | 59%        | 31                        | 41%        | 0                              | 0%        |
| Industrial Manufacturers                               | 15,167             | 1,063                    | 75                | 906                       | 71                    | 95%        | 4                         | 5%         | 0                              | 0%        |
| Professional Services                                  | 52,627             | 455                      | 75                | 906                       | 51                    | 68%        | 20                        | 27%        | 4                              | 5%        |
| Basement Waterproofing                                 | 57,876             | 419                      | 74                | 911                       | 67                    | 91%        | 4                         | 5%         | 3                              | 4%        |
| Bathtub Refinishing                                    | 38,442             | 579                      | 74                | 911                       | 45                    | 61%        | 28                        | 38%        | 1                              | 1%        |
| Custom Curtains  | 24,264             | 777                      | 74                | 911                       | 26                    | 35%        | 47                        | 64%        | 1                              | 1%        |
| Roommate Referral Service                              | 16,790             | 1,001                    | 74                | 911                       | 66                    | 89%        | 8                         | 11%        | 0                              | 0%        |
| Fabric Shop  | 13,671             | 1,141                    | 73                | 915                       | 59                    | 81%        | 13                        | 18%        | 1                              | 1%        |
| Government Contractors                                 | 7,755              | 1,513                    | 73                | 915                       | 69                    | 95%        | 4                         | 5%         | 0                              | 0%        |
| Marine Electronics                                     | 7,703              | 1,517                    | 73                | 915                       | 67                    | 92%        | 4                         | 5%         | 2                              | 3%        |
| Sports Promoter  | 10,875             | 1,281                    | 73                | 915                       | 31                    | 42%        | 33                        | 45%        | 9                              | 12%       |
| Vending Machines                                       | 45,885             | 513                      | 73                | 915                       | 47                    | 64%        | 23                        | 32%        | 3                              | 4%        |
| Bathtub Repair   | 48,461             | 490                      | 72                | 920                       | 48                    | 67%        | 20                        | 28%        | 4                              | 6%        |
| Formal Wear  | 12,913             | 1,179                    | 72                | 920                       | 45                    | 63%        | 23                        | 32%        | 4                              | 6%        |
| Pet Transport  | 11,813             | 1,246                    | 72                | 920                       | 8                     | 11%        | 51                        | 71%        | 13                             | 18%       |
| Venetian Blind Dealers                                 | 15,655             | 1,049                    | 72                | 920                       | 65                    | 90%        | 7                         | 10%        | 0                              | 0%        |
| Wholesale Grocers                                      | 4,268              | 1,979                    | 72                | 920                       | 66                    | 92%        | 5                         | 7%         | 1                              | 1%        |
| Fashion Designers                                      | 7,257              | 1,550                    | 71                | 925                       | 45                    | 63%        | 20                        | 28%        | 6                              | 8%        |
| Magazine Dealers                                       | 6,938              | 1,588                    | 71                | 925                       | 46                    | 65%        | 22                        | 31%        | 3                              | 4%        |
| Marina   | 17,084             | 989                      | 71                | 925                       | 48                    | 68%        | 23                        | 32%        | 0                              | 0%        |
| Photography for Sale                                   | 10,735             | 1,287                    | 71                | 925                       | 26                    | 37%        | 36                        | 51%        | 9                              | 13%       |
| Security Guards  | 79,581             | 321                      | 71                | 925                       | 40                    | 56%        | 31                        | 44%        | 0                              | 0%        |
| Taxidermy  | 14,609             | 1,091                    | 71                | 925                       | 27                    | 38%        | 44                        | 62%        | 0                              | 0%        |
| Television & Radio Parts - Wholesale and Manufacturers | 7,154              | 1,559                    | 71                | 925                       | 71                    | 100%       | 0                         | 0%         | 0                              | 0%        |
| Access Control Systems                                 | 6,805              | 1,607                    | 70                | 932                       | 70                    | 100%       | 0                         | 0%         | 0                              | 0%        |
| Check Printing   | 76,457             | 336                      | 70                | 932                       | 69                    | 99%        | 0                         | 0%         | 1                              | 1%        |
| DJs  | 23,475             | 796                      | 70                | 932                       | 22                    | 31%        | 38                        | 54%        | 10                             | 14%       |
| Fireplace Equipment Manufacturers                      | 2,367              | 2,421                    | 70                | 932                       | 32                    | 46%        | 31                        | 44%        | 7                              | 10%       |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>          | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                            | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Internal Medicine                       | 10,714             | 1,290                    | 70                | 932                       | 48                   | 69%        | 21                       | 30%        | 1                             | 1%        |
| Online Shipping Broker                  | 16,486             | 1,013                    | 70                | 932                       | 34                   | 49%        | 27                       | 39%        | 9                             | 13%       |
| Portable Storage Units                  | 9,333              | 1,378                    | 70                | 932                       | 47                   | 67%        | 19                       | 27%        | 4                             | 6%        |
| Sod                                     | 16,746             | 1,003                    | 70                | 932                       | 42                   | 60%        | 28                       | 40%        | 0                             | 0%        |
| Building Restoration                    | 40,912             | 549                      | 69                | 940                       | 35                   | 51%        | 31                       | 45%        | 3                             | 4%        |
| Business Travel                         | 18,609             | 929                      | 69                | 940                       | 49                   | 71%        | 20                       | 29%        | 0                             | 0%        |
| Disability Telecommunications Equipment | 13,217             | 1,164                    | 69                | 940                       | 56                   | 81%        | 12                       | 17%        | 1                             | 1%        |
| Financing Consultants                   | 35,425             | 615                      | 69                | 940                       | 52                   | 75%        | 14                       | 20%        | 3                             | 4%        |
| Photo Imaging                           | 7,844              | 1,504                    | 69                | 940                       | 49                   | 71%        | 19                       | 28%        | 1                             | 1%        |
| Stucco                                  | 47,760             | 494                      | 69                | 940                       | 45                   | 65%        | 23                       | 33%        | 1                             | 1%        |
| Wholesale Books                         | 5,103              | 1,835                    | 69                | 940                       | 60                   | 87%        | 9                        | 13%        | 0                             | 0%        |
| Adjustable Beds                         | 7,321              | 1,544                    | 68                | 947                       | 58                   | 85%        | 9                        | 13%        | 1                             | 1%        |
| Architect                               | 72,417             | 347                      | 68                | 947                       | 35                   | 51%        | 31                       | 46%        | 2                             | 3%        |
| Compression Clothing                    | 2,579              | 2,356                    | 68                | 947                       | 55                   | 81%        | 11                       | 16%        | 2                             | 3%        |
| Glass Repair                            | 15,692             | 1,048                    | 68                | 947                       | 33                   | 49%        | 32                       | 47%        | 3                             | 4%        |
| Gun Equipment                           | 11,292             | 1,263                    | 68                | 947                       | 23                   | 34%        | 44                       | 65%        | 1                             | 1%        |
| Legal Information Services              | 22,744             | 809                      | 68                | 947                       | 43                   | 63%        | 24                       | 35%        | 1                             | 1%        |
| Mail Box Rental                         | 7,037              | 1,574                    | 68                | 947                       | 41                   | 60%        | 27                       | 40%        | 0                             | 0%        |
| Medical Spa                             | 8,997              | 1,405                    | 68                | 947                       | 41                   | 60%        | 24                       | 35%        | 3                             | 4%        |
| Motor Freight Trucking                  | 20,020             | 883                      | 68                | 947                       | 27                   | 40%        | 40                       | 59%        | 1                             | 1%        |
| Music Store                             | 17,705             | 965                      | 68                | 947                       | 26                   | 38%        | 42                       | 62%        | 0                             | 0%        |
| Nursery Stock                           | 9,488              | 1,371                    | 68                | 947                       | 19                   | 28%        | 48                       | 71%        | 1                             | 1%        |
| Sleep Center                            | 12,519             | 1,199                    | 68                | 947                       | 56                   | 82%        | 12                       | 18%        | 0                             | 0%        |
| Stamp Dealers                           | 29,889             | 694                      | 68                | 947                       | 52                   | 76%        | 16                       | 24%        | 0                             | 0%        |
| Auto Body Shop Equipment                | 12,664             | 1,193                    | 67                | 960                       | 31                   | 46%        | 35                       | 52%        | 1                             | 1%        |
| Dental Implants                         | 25,361             | 756                      | 67                | 960                       | 47                   | 70%        | 20                       | 30%        | 0                             | 0%        |
| Insurance Consultant                    | 53,556             | 451                      | 67                | 960                       | 55                   | 82%        | 12                       | 18%        | 0                             | 0%        |
| Landscape Architect                     | 50,762             | 466                      | 67                | 960                       | 32                   | 48%        | 33                       | 49%        | 2                             | 3%        |
| Tire Repair                             | 2,677              | 2,336                    | 67                | 960                       | 32                   | 48%        | 34                       | 51%        | 1                             | 1%        |
| Air Conditioning Parts                  | 18,356             | 942                      | 66                | 965                       | 44                   | 67%        | 19                       | 29%        | 3                             | 5%        |
| Animal Shelter                          | 16,995             | 992                      | 66                | 965                       | 36                   | 55%        | 30                       | 45%        | 0                             | 0%        |
| Auto Registration                       | 32,516             | 653                      | 66                | 965                       | 57                   | 86%        | 8                        | 12%        | 1                             | 2%        |
| Battery Retail                          | 10,075             | 1,330                    | 66                | 965                       | 37                   | 56%        | 29                       | 44%        | 0                             | 0%        |
| Data Processing Services                | 21,094             | 852                      | 66                | 965                       | 35                   | 53%        | 28                       | 42%        | 3                             | 5%        |
| Divorce Assistance                      | 10,132             | 1,326                    | 66                | 965                       | 49                   | 74%        | 14                       | 21%        | 3                             | 5%        |
| Gasoline                                | 3,428              | 2,135                    | 66                | 965                       | 29                   | 44%        | 35                       | 53%        | 2                             | 3%        |
| Herbs                                   | 30,054             | 686                      | 66                | 965                       | 28                   | 42%        | 36                       | 55%        | 2                             | 3%        |
| Iron Works                              | 20,667             | 862                      | 66                | 965                       | 30                   | 45%        | 34                       | 52%        | 2                             | 3%        |
| Marriage Counselor                      | 30,251             | 682                      | 66                | 965                       | 48                   | 73%        | 15                       | 23%        | 3                             | 5%        |
| Outlet Stores                           | 6,628              | 1,626                    | 66                | 965                       | 39                   | 59%        | 27                       | 41%        | 0                             | 0%        |
| Party Planning                          | 13,180             | 1,167                    | 66                | 965                       | 22                   | 33%        | 41                       | 62%        | 3                             | 5%        |
| Search Engine Marketing                 | 9,561              | 1,364                    | 66                | 965                       | 27                   | 41%        | 32                       | 48%        | 7                             | 11%       |
| Adult Novelties                         | 14,991             | 1,071                    | 65                | 978                       | 27                   | 42%        | 35                       | 54%        | 3                             | 5%        |
| Custom Knives                           | 6,401              | 1,651                    | 65                | 978                       | 41                   | 63%        | 24                       | 37%        | 0                             | 0%        |
| Interlock Device                        | 9,558              | 1,365                    | 65                | 978                       | 55                   | 85%        | 10                       | 15%        | 0                             | 0%        |
| Laboratory Research                     | 22,228             | 822                      | 65                | 978                       | 53                   | 82%        | 11                       | 17%        | 1                             | 2%        |
| Legal Forms                             | 36,708             | 601                      | 65                | 978                       | 38                   | 58%        | 25                       | 38%        | 2                             | 3%        |
| Party Supply Rentals                    | 16,605             | 1,010                    | 65                | 978                       | 31                   | 48%        | 33                       | 51%        | 1                             | 2%        |
| Pipes and Smokers Articles              | 4,646              | 1,906                    | 65                | 978                       | 22                   | 34%        | 43                       | 66%        | 0                             | 0%        |
| Snow Removal Services                   | 19,273             | 905                      | 65                | 978                       | 29                   | 45%        | 23                       | 35%        | 13                            | 20%       |
| Sweepstakes                             | 41,280             | 543                      | 65                | 978                       | 34                   | 52%        | 14                       | 22%        | 17                            | 26%       |
| Tractor Dealers                         | 15,837             | 1,040                    | 65                | 978                       | 52                   | 80%        | 11                       | 17%        | 2                             | 3%        |
| Automation Equipment                    | 9,520              | 1,369                    | 64                | 988                       | 58                   | 91%        | 6                        | 9%         | 0                             | 0%        |
| Camping Trailer                         | 13,717             | 1,137                    | 64                | 988                       | 50                   | 78%        | 13                       | 20%        | 1                             | 2%        |
| Computer Training                       | 50,287             | 474                      | 64                | 988                       | 53                   | 83%        | 8                        | 13%        | 3                             | 5%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>           | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                             | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Detergent                                | 48,126             | 491                      | 64                | 988                       | 60                   | 94%        | 4                        | 6%         | 0                             | 0%        |
| Doctor Referral                          | 11,997             | 1,230                    | 64                | 988                       | 37                   | 58%        | 26                       | 41%        | 1                             | 2%        |
| Jewelry Repair                           | 12,292             | 1,209                    | 64                | 988                       | 33                   | 52%        | 31                       | 48%        | 0                             | 0%        |
| Water Coolers                            | 8,424              | 1,453                    | 64                | 988                       | 4                    | 6%         | 59                       | 92%        | 1                             | 2%        |
| Wood Stoves                              | 16,223             | 1,023                    | 64                | 988                       | 49                   | 77%        | 13                       | 20%        | 2                             | 3%        |
| Car Buying                               | 30,229             | 683                      | 63                | 996                       | 41                   | 65%        | 19                       | 30%        | 3                             | 5%        |
| Construction Supplies                    | 7,416              | 1,536                    | 63                | 996                       | 52                   | 83%        | 10                       | 16%        | 1                             | 2%        |
| Diesel Repair                            | 17,294             | 981                      | 63                | 996                       | 35                   | 56%        | 26                       | 41%        | 2                             | 3%        |
| Flags                                    | 42,555             | 532                      | 63                | 996                       | 55                   | 87%        | 8                        | 13%        | 0                             | 0%        |
| Green Contractors                        | 27,236             | 732                      | 63                | 996                       | 36                   | 57%        | 26                       | 41%        | 1                             | 2%        |
| Truck Parts                              | 22,833             | 807                      | 63                | 996                       | 40                   | 63%        | 20                       | 32%        | 3                             | 5%        |
| Trust Company                            | 28,800             | 709                      | 63                | 996                       | 51                   | 81%        | 12                       | 19%        | 0                             | 0%        |
| Wholesale Hobby Supplies                 | 5,918              | 1,717                    | 63                | 996                       | 47                   | 75%        | 16                       | 25%        | 0                             | 0%        |
| Beauty Consultant                        | 6,117              | 1,686                    | 62                | 1,004                     | 31                   | 50%        | 24                       | 39%        | 7                             | 11%       |
| Cosmetic Dentistry                       | 15,947             | 1,035                    | 62                | 1,004                     | 44                   | 71%        | 17                       | 27%        | 1                             | 2%        |
| Dance Company                            | 9,662              | 1,354                    | 62                | 1,004                     | 29                   | 47%        | 31                       | 50%        | 2                             | 3%        |
| Fireplace Equipment                      | 15,970             | 1,033                    | 62                | 1,004                     | 48                   | 77%        | 10                       | 16%        | 4                             | 6%        |
| Adult Family Homes                       | 50,337             | 472                      | 61                | 1,008                     | 41                   | 67%        | 17                       | 28%        | 3                             | 5%        |
| Banquet Facilities                       | 14,395             | 1,103                    | 61                | 1,008                     | 26                   | 43%        | 24                       | 39%        | 11                            | 18%       |
| Construction Management                  | 57,373             | 424                      | 61                | 1,008                     | 31                   | 51%        | 26                       | 43%        | 4                             | 7%        |
| Engine Equipment                         | 28,660             | 714                      | 61                | 1,008                     | 29                   | 48%        | 30                       | 49%        | 2                             | 3%        |
| Plant Store                              | 8,690              | 1,429                    | 61                | 1,008                     | 45                   | 74%        | 15                       | 25%        | 1                             | 2%        |
| Savings and Loan Associations            | 13,884             | 1,127                    | 61                | 1,008                     | 37                   | 61%        | 23                       | 38%        | 1                             | 2%        |
| Wholesale Optical Goods                  | 2,947              | 2,263                    | 61                | 1,008                     | 59                   | 97%        | 2                        | 3%         | 0                             | 0%        |
| Yoga Instructor                          | 12,924             | 1,178                    | 61                | 1,008                     | 33                   | 54%        | 27                       | 44%        | 1                             | 2%        |
| Appliance Rental                         | 18,215             | 946                      | 60                | 1,016                     | 31                   | 52%        | 24                       | 40%        | 5                             | 8%        |
| Bookkeeping Services                     | 70,949             | 356                      | 60                | 1,016                     | 24                   | 40%        | 28                       | 47%        | 8                             | 13%       |
| Fundraising Counselors and Organizations | 38,944             | 572                      | 60                | 1,016                     | 49                   | 82%        | 9                        | 15%        | 2                             | 3%        |
| Laundry Equipment                        | 5,491              | 1,778                    | 60                | 1,016                     | 36                   | 60%        | 20                       | 33%        | 4                             | 7%        |
| Public Utility Consultants               | 11,169             | 1,272                    | 60                | 1,016                     | 51                   | 85%        | 8                        | 13%        | 1                             | 2%        |
| Tenant Screening                         | 16,494             | 1,012                    | 60                | 1,016                     | 56                   | 93%        | 4                        | 7%         | 0                             | 0%        |
| Wheelchair                               | 7,870              | 1,499                    | 60                | 1,016                     | 48                   | 80%        | 11                       | 18%        | 1                             | 2%        |
| Appliance Installation                   | 14,048             | 1,119                    | 59                | 1,023                     | 37                   | 63%        | 22                       | 37%        | 0                             | 0%        |
| Business Promotion                       | 17,480             | 973                      | 59                | 1,023                     | 33                   | 56%        | 24                       | 41%        | 2                             | 3%        |
| Camp                                     | 14,251             | 1,110                    | 59                | 1,023                     | 27                   | 46%        | 31                       | 53%        | 1                             | 2%        |
| Dog Training                             | 32,678             | 652                      | 59                | 1,023                     | 26                   | 44%        | 29                       | 49%        | 4                             | 7%        |
| Instrument Lessons                       | 14,953             | 1,073                    | 59                | 1,023                     | 37                   | 63%        | 21                       | 36%        | 1                             | 2%        |
| Lawyer Referral Service                  | 25,101             | 761                      | 59                | 1,023                     | 48                   | 81%        | 11                       | 19%        | 0                             | 0%        |
| Machine Tools                            | 13,593             | 1,144                    | 59                | 1,023                     | 46                   | 78%        | 13                       | 22%        | 0                             | 0%        |
| Manufactured Home Repair                 | 24,243             | 779                      | 59                | 1,023                     | 38                   | 64%        | 21                       | 36%        | 0                             | 0%        |
| Mediation Services                       | 17,754             | 962                      | 59                | 1,023                     | 45                   | 76%        | 13                       | 22%        | 1                             | 2%        |
| Psychic                                  | 18,819             | 919                      | 59                | 1,023                     | 37                   | 63%        | 22                       | 37%        | 0                             | 0%        |
| Technology Litigation                    | 2,145              | 2,501                    | 59                | 1,023                     | 3                    | 5%         | 8                        | 14%        | 48                            | 81%       |
| Deck Builder                             | 37,152             | 595                      | 58                | 1,034                     | 30                   | 52%        | 28                       | 48%        | 0                             | 0%        |
| Emergency Lighting Equipment             | 5,236              | 1,811                    | 58                | 1,034                     | 39                   | 67%        | 19                       | 33%        | 0                             | 0%        |
| Entertainer                              | 15,835             | 1,041                    | 58                | 1,034                     | 29                   | 50%        | 22                       | 38%        | 7                             | 12%       |
| Estate Liquidators                       | 25,244             | 760                      | 58                | 1,034                     | 36                   | 62%        | 18                       | 31%        | 4                             | 7%        |
| Gymnastics Classes                       | 15,390             | 1,058                    | 58                | 1,034                     | 32                   | 55%        | 26                       | 45%        | 0                             | 0%        |
| Real Estate Loans                        | 54,943             | 437                      | 58                | 1,034                     | 41                   | 71%        | 14                       | 24%        | 3                             | 5%        |
| Recreation Center                        | 8,273              | 1,466                    | 58                | 1,034                     | 35                   | 60%        | 23                       | 40%        | 0                             | 0%        |
| Reverse Mortgage                         | 50,133             | 475                      | 58                | 1,034                     | 44                   | 76%        | 14                       | 24%        | 0                             | 0%        |
| Solar Energy Equipment                   | 16,474             | 1,015                    | 58                | 1,034                     | 40                   | 69%        | 18                       | 31%        | 0                             | 0%        |
| Stock Transfer Agents                    | 17,951             | 953                      | 58                | 1,034                     | 46                   | 79%        | 12                       | 21%        | 0                             | 0%        |
| Used Furniture                           | 8,319              | 1,462                    | 58                | 1,034                     | 25                   | 43%        | 28                       | 48%        | 5                             | 9%        |
| Wedding Videographer                     | 2,016              | 2,546                    | 58                | 1,034                     | 11                   | 19%        | 45                       | 78%        | 2                             | 3%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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|----------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                     | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Appraiser                        | 32,371             | 655                      | 57                | 1,046                     | 44                   | 77%        | 13                       | 23%        | 0                             | 0%        |
| Boat Builders                    | 21,319             | 844                      | 57                | 1,046                     | 48                   | 84%        | 9                        | 16%        | 0                             | 0%        |
| Closet Organizers                | 20,772             | 857                      | 57                | 1,046                     | 40                   | 70%        | 13                       | 23%        | 4                             | 7%        |
| Electric Tools                   | 10,591             | 1,295                    | 57                | 1,046                     | 28                   | 49%        | 29                       | 51%        | 0                             | 0%        |
| Factoring Service                | 45,260             | 516                      | 57                | 1,046                     | 48                   | 84%        | 9                        | 16%        | 0                             | 0%        |
| Health Savings Administrators    | 14,117             | 1,114                    | 57                | 1,046                     | 56                   | 98%        | 1                        | 2%         | 0                             | 0%        |
| Incorporation                    | 83,888             | 308                      | 57                | 1,046                     | 50                   | 88%        | 7                        | 12%        | 0                             | 0%        |
| Interlocking Pavers              | 26,102             | 744                      | 57                | 1,046                     | 31                   | 54%        | 25                       | 44%        | 1                             | 2%        |
| Pen Pals                         | 1,234              | 2,953                    | 57                | 1,046                     | 26                   | 46%        | 29                       | 51%        | 2                             | 4%        |
| Solar Energy Product Services    | 15,925             | 1,036                    | 57                | 1,046                     | 29                   | 51%        | 16                       | 28%        | 12                            | 21%       |
| Vacuum Cleaning Systems          | 11,742             | 1,247                    | 57                | 1,046                     | 34                   | 60%        | 22                       | 39%        | 1                             | 2%        |
| Carpet Manufacturers             | 20,183             | 879                      | 56                | 1,057                     | 51                   | 91%        | 5                        | 9%         | 0                             | 0%        |
| Commercial Real Estate           | 20,599             | 864                      | 56                | 1,057                     | 36                   | 64%        | 20                       | 36%        | 0                             | 0%        |
| Power Actuated Tools             | 4,071              | 2,023                    | 56                | 1,057                     | 50                   | 89%        | 4                        | 7%         | 2                             | 4%        |
| Refrigerator Repair              | 10,134             | 1,325                    | 56                | 1,057                     | 21                   | 38%        | 34                       | 61%        | 1                             | 2%        |
| Toner Cartridges                 | 14,217             | 1,111                    | 56                | 1,057                     | 38                   | 68%        | 17                       | 30%        | 1                             | 2%        |
| Brand Development                | 16,484             | 1,014                    | 55                | 1,062                     | 28                   | 51%        | 27                       | 49%        | 0                             | 0%        |
| Check Cashing Protection Systems | 5,513              | 1,775                    | 55                | 1,062                     | 51                   | 93%        | 4                        | 7%         | 0                             | 0%        |
| Employee Leasing                 | 13,379             | 1,153                    | 55                | 1,062                     | 53                   | 96%        | 2                        | 4%         | 0                             | 0%        |
| Energy Management Consultant     | 41,723             | 539                      | 55                | 1,062                     | 47                   | 85%        | 7                        | 13%        | 1                             | 2%        |
| Farm Supply                      | 8,349              | 1,458                    | 55                | 1,062                     | 34                   | 62%        | 21                       | 38%        | 0                             | 0%        |
| Food Service Management          | 9,944              | 1,339                    | 55                | 1,062                     | 43                   | 78%        | 10                       | 18%        | 2                             | 4%        |
| Garden Center                    | 11,534             | 1,253                    | 55                | 1,062                     | 32                   | 58%        | 22                       | 40%        | 1                             | 2%        |
| Hot Tub Parts                    | 11,352             | 1,259                    | 55                | 1,062                     | 41                   | 75%        | 13                       | 24%        | 1                             | 2%        |
| Household Fans                   | 4,020              | 2,032                    | 55                | 1,062                     | 51                   | 93%        | 4                        | 7%         | 0                             | 0%        |
| Magazine Advertising             | 7,447              | 1,535                    | 55                | 1,062                     | 46                   | 84%        | 9                        | 16%        | 0                             | 0%        |
| Mold Removal                     | 58,185             | 416                      | 55                | 1,062                     | 43                   | 78%        | 10                       | 18%        | 2                             | 4%        |
| Multimedia Computer              | 3,813              | 2,066                    | 55                | 1,062                     | 12                   | 22%        | 42                       | 76%        | 1                             | 2%        |
| Security Systems                 | 8,495              | 1,446                    | 55                | 1,062                     | 30                   | 55%        | 23                       | 42%        | 2                             | 4%        |
| Barbecue                         | 3,411              | 2,140                    | 54                | 1,075                     | 51                   | 94%        | 3                        | 6%         | 0                             | 0%        |
| CPR Certification                | 27,141             | 733                      | 54                | 1,075                     | 45                   | 83%        | 9                        | 17%        | 0                             | 0%        |
| Employee Benefits Insurance      | 35,356             | 617                      | 54                | 1,075                     | 45                   | 83%        | 7                        | 13%        | 2                             | 4%        |
| Home Theater Systems             | 33,256             | 647                      | 54                | 1,075                     | 28                   | 52%        | 26                       | 48%        | 0                             | 0%        |
| Lighting Systems                 | 12,002             | 1,229                    | 54                | 1,075                     | 23                   | 43%        | 30                       | 56%        | 1                             | 2%        |
| Meal Prep                        | 4,219              | 1,988                    | 54                | 1,075                     | 30                   | 56%        | 9                        | 17%        | 15                            | 28%       |
| Playground Equipment             | 12,997             | 1,174                    | 54                | 1,075                     | 30                   | 56%        | 23                       | 43%        | 1                             | 2%        |
| Private School                   | 27,416             | 727                      | 54                | 1,075                     | 35                   | 65%        | 15                       | 28%        | 4                             | 7%        |
| Prosthetic                       | 10,858             | 1,283                    | 54                | 1,075                     | 35                   | 65%        | 19                       | 35%        | 0                             | 0%        |
| School Supplies                  | 10,715             | 1,289                    | 54                | 1,075                     | 53                   | 98%        | 1                        | 2%         | 0                             | 0%        |
| Surveillance Equipment           | 12,051             | 1,227                    | 54                | 1,075                     | 36                   | 67%        | 17                       | 31%        | 1                             | 2%        |
| Auto Diagnosis                   | 11,144             | 1,273                    | 53                | 1,086                     | 41                   | 77%        | 12                       | 23%        | 0                             | 0%        |
| Diagnostic Testing               | 9,023              | 1,402                    | 53                | 1,086                     | 36                   | 68%        | 17                       | 32%        | 0                             | 0%        |
| Drop Shipper Mailing Services    | 8,338              | 1,460                    | 53                | 1,086                     | 32                   | 60%        | 18                       | 34%        | 3                             | 6%        |
| Filing Systems                   | 2,751              | 2,314                    | 53                | 1,086                     | 52                   | 98%        | 1                        | 2%         | 0                             | 0%        |
| Fishing Tackle                   | 9,250              | 1,384                    | 53                | 1,086                     | 32                   | 60%        | 17                       | 32%        | 4                             | 8%        |
| Gun Safety                       | 38,348             | 580                      | 53                | 1,086                     | 43                   | 81%        | 9                        | 17%        | 1                             | 2%        |
| Shower Doors                     | 23,946             | 786                      | 53                | 1,086                     | 34                   | 64%        | 18                       | 34%        | 1                             | 2%        |
| Stock Brokers                    | 18,350             | 943                      | 53                | 1,086                     | 31                   | 58%        | 20                       | 38%        | 2                             | 4%        |
| Telephone Equipment Repair       | 13,715             | 1,138                    | 53                | 1,086                     | 28                   | 53%        | 22                       | 42%        | 3                             | 6%        |
| Cabinet Maker                    | 15,142             | 1,064                    | 52                | 1,095                     | 29                   | 56%        | 21                       | 40%        | 2                             | 4%        |
| Commercial Refrigeration         | 25,030             | 763                      | 52                | 1,095                     | 18                   | 35%        | 34                       | 65%        | 0                             | 0%        |
| Deck Waterproofing               | 17,898             | 955                      | 52                | 1,095                     | 46                   | 88%        | 6                        | 12%        | 0                             | 0%        |
| Door Screens                     | 34,347             | 628                      | 52                | 1,095                     | 41                   | 79%        | 10                       | 19%        | 1                             | 2%        |
| Foreign Auto Repair              | 20,643             | 863                      | 52                | 1,095                     | 41                   | 79%        | 10                       | 19%        | 1                             | 2%        |
| Hats                             | 5,732              | 1,741                    | 52                | 1,095                     | 18                   | 35%        | 32                       | 62%        | 2                             | 4%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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|----------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                     | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Immigration Consultant           | 16,676             | 1,005                    | 52                | 1,095                     | 43                   | 83%        | 9                        | 17%        | 0                             | 0%        |
| Office Supplies Sales by Phone   | 7,231              | 1,552                    | 52                | 1,095                     | 43                   | 83%        | 9                        | 17%        | 0                             | 0%        |
| Safety Consultants               | 34,903             | 620                      | 52                | 1,095                     | 30                   | 58%        | 21                       | 40%        | 1                             | 2%        |
| Tile and Marble                  | 19,114             | 912                      | 52                | 1,095                     | 30                   | 58%        | 20                       | 38%        | 2                             | 4%        |
| Air Cargo                        | 5,015              | 1,847                    | 51                | 1,105                     | 21                   | 41%        | 26                       | 51%        | 4                             | 8%        |
| International Movers             | 10,308             | 1,311                    | 51                | 1,105                     | 27                   | 53%        | 15                       | 29%        | 9                             | 18%       |
| Private Pool                     | 9,811              | 1,351                    | 51                | 1,105                     | 24                   | 47%        | 27                       | 53%        | 0                             | 0%        |
| Professional Fundraiser          | 20,301             | 876                      | 51                | 1,105                     | 47                   | 92%        | 4                        | 8%         | 0                             | 0%        |
| Professional Organizations       | 34,079             | 632                      | 51                | 1,105                     | 41                   | 80%        | 9                        | 18%        | 1                             | 2%        |
| Psychologist                     | 21,545             | 837                      | 51                | 1,105                     | 43                   | 84%        | 8                        | 16%        | 0                             | 0%        |
| Vacuum Cleaners Repair           | 11,833             | 1,244                    | 51                | 1,105                     | 20                   | 39%        | 27                       | 53%        | 4                             | 8%        |
| Washer and Dryer Repair          | 3,000              | 2,245                    | 51                | 1,105                     | 41                   | 80%        | 6                        | 12%        | 4                             | 8%        |
| Concert Bureaus                  | 1,193              | 2,980                    | 50                | 1,113                     | 39                   | 78%        | 11                       | 22%        | 0                             | 0%        |
| Construction Equipment           | 18,818             | 920                      | 50                | 1,113                     | 30                   | 60%        | 20                       | 40%        | 0                             | 0%        |
| Recycling Center                 | 17,354             | 978                      | 50                | 1,113                     | 24                   | 48%        | 25                       | 50%        | 1                             | 2%        |
| Skateboards                      | 5,315              | 1,801                    | 50                | 1,113                     | 11                   | 22%        | 39                       | 78%        | 0                             | 0%        |
| Window Coverings                 | 25,325             | 757                      | 50                | 1,113                     | 29                   | 58%        | 19                       | 38%        | 2                             | 4%        |
| Farm                             | 17,483             | 972                      | 49                | 1,118                     | 28                   | 57%        | 20                       | 41%        | 1                             | 2%        |
| Landscape Supply                 | 23,548             | 795                      | 49                | 1,118                     | 31                   | 63%        | 18                       | 37%        | 0                             | 0%        |
| Lumber Store                     | 28,800             | 709                      | 49                | 1,118                     | 35                   | 71%        | 14                       | 29%        | 0                             | 0%        |
| Orthopedic Shoes                 | 23,708             | 790                      | 49                | 1,118                     | 44                   | 90%        | 5                        | 10%        | 0                             | 0%        |
| Protective Coatings              | 23,384             | 798                      | 49                | 1,118                     | 22                   | 45%        | 27                       | 55%        | 0                             | 0%        |
| Real Estate School               | 33,461             | 643                      | 49                | 1,118                     | 37                   | 76%        | 12                       | 24%        | 0                             | 0%        |
| Roofing Materials                | 18,698             | 926                      | 49                | 1,118                     | 41                   | 84%        | 7                        | 14%        | 1                             | 2%        |
| Satellite Communication          | 8,528              | 1,444                    | 49                | 1,118                     | 34                   | 69%        | 14                       | 29%        | 1                             | 2%        |
| Senior Living                    | 9,983              | 1,338                    | 49                | 1,118                     | 32                   | 65%        | 17                       | 35%        | 0                             | 0%        |
| Specialty Auto Parts             | 13,324             | 1,158                    | 49                | 1,118                     | 35                   | 71%        | 6                        | 12%        | 8                             | 16%       |
| Tourist Attractions              | 6,224              | 1,673                    | 49                | 1,118                     | 27                   | 55%        | 22                       | 45%        | 0                             | 0%        |
| Audio Visual Equipment Wholesale | 2,085              | 2,522                    | 48                | 1,129                     | 16                   | 33%        | 32                       | 67%        | 0                             | 0%        |
| BBQ Supplies                     | 9,940              | 1,340                    | 48                | 1,129                     | 39                   | 81%        | 9                        | 19%        | 0                             | 0%        |
| Boat Rentals                     | 6,611              | 1,629                    | 48                | 1,129                     | 26                   | 54%        | 22                       | 46%        | 0                             | 0%        |
| Compounding Pharmacy             | 17,697             | 966                      | 48                | 1,129                     | 40                   | 83%        | 7                        | 15%        | 1                             | 2%        |
| Gastroenterology                 | 6,541              | 1,637                    | 48                | 1,129                     | 38                   | 79%        | 10                       | 21%        | 0                             | 0%        |
| Hypnotherapists                  | 19,777             | 891                      | 48                | 1,129                     | 31                   | 65%        | 7                        | 15%        | 10                            | 21%       |
| Jewelry Manufacturers            | 42,293             | 533                      | 48                | 1,129                     | 25                   | 52%        | 22                       | 46%        | 1                             | 2%        |
| Kindergarten                     | 20,097             | 881                      | 48                | 1,129                     | 31                   | 65%        | 17                       | 35%        | 0                             | 0%        |
| Network Security                 | 23,549             | 794                      | 48                | 1,129                     | 23                   | 48%        | 21                       | 44%        | 4                             | 8%        |
| Online Consignment               | 11,214             | 1,267                    | 48                | 1,129                     | 42                   | 88%        | 6                        | 13%        | 0                             | 0%        |
| Smoke Alarm Systems              | 40,834             | 553                      | 48                | 1,129                     | 32                   | 67%        | 15                       | 31%        | 1                             | 2%        |
| Talent Listing                   | 98,093             | 274                      | 48                | 1,129                     | 45                   | 94%        | 3                        | 6%         | 0                             | 0%        |
| Boat Supplies                    | 20,764             | 858                      | 47                | 1,141                     | 23                   | 49%        | 23                       | 49%        | 1                             | 2%        |
| Bowling                          | 7,715              | 1,516                    | 47                | 1,141                     | 32                   | 68%        | 15                       | 32%        | 0                             | 0%        |
| Dental Insurance                 | 9,164              | 1,388                    | 47                | 1,141                     | 42                   | 89%        | 5                        | 11%        | 0                             | 0%        |
| Email Marketing                  | 12,707             | 1,189                    | 47                | 1,141                     | 16                   | 34%        | 14                       | 30%        | 17                            | 36%       |
| Energy Audit                     | 20,878             | 854                      | 47                | 1,141                     | 35                   | 74%        | 12                       | 26%        | 0                             | 0%        |
| Entertainment Bureau             | 8,923              | 1,409                    | 47                | 1,141                     | 40                   | 85%        | 7                        | 15%        | 0                             | 0%        |
| General Engineering Contractor   | 55,657             | 433                      | 47                | 1,141                     | 25                   | 53%        | 20                       | 43%        | 2                             | 4%        |
| Marine Contractors               | 25,869             | 748                      | 47                | 1,141                     | 17                   | 36%        | 29                       | 62%        | 1                             | 2%        |
| Race Tracks                      | 4,924              | 1,859                    | 47                | 1,141                     | 20                   | 43%        | 27                       | 57%        | 0                             | 0%        |
| Safety Clothing                  | 15,812             | 1,043                    | 47                | 1,141                     | 34                   | 72%        | 13                       | 28%        | 0                             | 0%        |
| Secret Shopper                   | 47,222             | 500                      | 47                | 1,141                     | 13                   | 28%        | 21                       | 45%        | 13                            | 28%       |
| Tax Reporting Service            | 13,101             | 1,170                    | 47                | 1,141                     | 28                   | 60%        | 18                       | 38%        | 1                             | 2%        |
| Boys Clothing                    | 13,371             | 1,154                    | 46                | 1,153                     | 21                   | 46%        | 25                       | 54%        | 0                             | 0%        |
| Butler Service                   | 13,443             | 1,146                    | 46                | 1,153                     | 20                   | 43%        | 25                       | 54%        | 1                             | 2%        |
| Call Center                      | 38,029             | 584                      | 46                | 1,153                     | 31                   | 67%        | 15                       | 33%        | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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|------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                       | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Cremation                          | 57,338             | 425                      | 46                | 1,153                     | 42                   | 91%        | 4                        | 9%         | 0                             | 0%        |
| Dental Hygienist                   | 3,622              | 2,102                    | 46                | 1,153                     | 20                   | 43%        | 26                       | 57%        | 0                             | 0%        |
| Dog Daycare                        | 9,540              | 1,367                    | 46                | 1,153                     | 27                   | 59%        | 19                       | 41%        | 0                             | 0%        |
| Ear Nose and Throat Doctor         | 4,302              | 1,966                    | 46                | 1,153                     | 36                   | 78%        | 10                       | 22%        | 0                             | 0%        |
| Leather Clothing                   | 5,430              | 1,788                    | 46                | 1,153                     | 34                   | 74%        | 12                       | 26%        | 0                             | 0%        |
| Massage Supplies                   | 12,674             | 1,190                    | 46                | 1,153                     | 28                   | 61%        | 18                       | 39%        | 0                             | 0%        |
| MRI                                | 7,624              | 1,523                    | 46                | 1,153                     | 26                   | 57%        | 20                       | 43%        | 0                             | 0%        |
| Packing Service                    | 10,241             | 1,316                    | 46                | 1,153                     | 27                   | 59%        | 18                       | 39%        | 1                             | 2%        |
| Police Equipment                   | 5,946              | 1,710                    | 46                | 1,153                     | 29                   | 63%        | 13                       | 28%        | 4                             | 9%        |
| Water Heater Manufacturers         | 1,903              | 2,592                    | 46                | 1,153                     | 42                   | 91%        | 3                        | 7%         | 1                             | 2%        |
| Welding                            | 44,175             | 523                      | 46                | 1,153                     | 21                   | 46%        | 25                       | 54%        | 0                             | 0%        |
| Wholesale Bikes                    | 2,693              | 2,329                    | 46                | 1,153                     | 27                   | 59%        | 19                       | 41%        | 0                             | 0%        |
| Wholesale Pet Supplies             | 6,590              | 1,631                    | 46                | 1,153                     | 38                   | 83%        | 7                        | 15%        | 1                             | 2%        |
| Animal Rescue                      | 18,491             | 937                      | 45                | 1,169                     | 26                   | 58%        | 19                       | 42%        | 0                             | 0%        |
| Basement Contractors               | 17,373             | 976                      | 45                | 1,169                     | 32                   | 71%        | 7                        | 16%        | 6                             | 13%       |
| City Government                    | 3,152              | 2,206                    | 45                | 1,169                     | 33                   | 73%        | 12                       | 27%        | 0                             | 0%        |
| Corporate Event Planners           | 5,629              | 1,756                    | 45                | 1,169                     | 25                   | 56%        | 20                       | 44%        | 0                             | 0%        |
| Home Party Planning                | 11,559             | 1,252                    | 45                | 1,169                     | 42                   | 93%        | 1                        | 2%         | 2                             | 4%        |
| House Movers                       | 17,786             | 959                      | 45                | 1,169                     | 17                   | 38%        | 26                       | 58%        | 2                             | 4%        |
| Media Consultant                   | 10,441             | 1,300                    | 45                | 1,169                     | 15                   | 33%        | 30                       | 67%        | 0                             | 0%        |
| Party Facilities                   | 4,144              | 2,002                    | 45                | 1,169                     | 17                   | 38%        | 24                       | 53%        | 4                             | 9%        |
| Sports Memorabilia                 | 9,845              | 1,349                    | 45                | 1,169                     | 27                   | 60%        | 16                       | 36%        | 2                             | 4%        |
| Wedding Chapel                     | 9,407              | 1,374                    | 45                | 1,169                     | 19                   | 42%        | 23                       | 51%        | 3                             | 7%        |
| Western Clothing                   | 9,046              | 1,399                    | 45                | 1,169                     | 30                   | 67%        | 12                       | 27%        | 3                             | 7%        |
| Auto Appraiser                     | 13,810             | 1,132                    | 44                | 1,180                     | 30                   | 68%        | 8                        | 18%        | 6                             | 14%       |
| Carpet Layers                      | 18,506             | 936                      | 44                | 1,180                     | 18                   | 41%        | 20                       | 45%        | 6                             | 14%       |
| Elevator Service                   | 22,042             | 828                      | 44                | 1,180                     | 30                   | 68%        | 14                       | 32%        | 0                             | 0%        |
| Faux Jewels                        | 1,578              | 2,759                    | 44                | 1,180                     | 11                   | 25%        | 33                       | 75%        | 0                             | 0%        |
| Health Care Referral               | 10,013             | 1,335                    | 44                | 1,180                     | 40                   | 91%        | 4                        | 9%         | 0                             | 0%        |
| Mobile Dry Cleaning                | 1,464              | 2,817                    | 44                | 1,180                     | 32                   | 73%        | 12                       | 27%        | 0                             | 0%        |
| Nursing School                     | 21,422             | 838                      | 44                | 1,180                     | 34                   | 77%        | 9                        | 20%        | 1                             | 2%        |
| Oriental Carpet Dealers            | 5,442              | 1,784                    | 44                | 1,180                     | 37                   | 84%        | 7                        | 16%        | 0                             | 0%        |
| Small Appliance Parts              | 8,028              | 1,485                    | 44                | 1,180                     | 24                   | 55%        | 17                       | 39%        | 3                             | 7%        |
| Wholesale Watches                  | 13,141             | 1,168                    | 44                | 1,180                     | 23                   | 52%        | 21                       | 48%        | 0                             | 0%        |
| Animal Health Products             | 24,204             | 781                      | 43                | 1,190                     | 26                   | 60%        | 17                       | 40%        | 0                             | 0%        |
| Animal Removal                     | 20,678             | 861                      | 43                | 1,190                     | 28                   | 65%        | 14                       | 33%        | 1                             | 2%        |
| Co-Op Car Dealers                  | 7,356              | 1,540                    | 43                | 1,190                     | 25                   | 58%        | 18                       | 42%        | 0                             | 0%        |
| Coin Manufacturers                 | 1,278              | 2,924                    | 43                | 1,190                     | 31                   | 72%        | 8                        | 19%        | 4                             | 9%        |
| Diabetic Supplies                  | 16,038             | 1,030                    | 43                | 1,190                     | 28                   | 65%        | 15                       | 35%        | 0                             | 0%        |
| DNA Testing                        | 20,688             | 860                      | 43                | 1,190                     | 32                   | 74%        | 11                       | 26%        | 0                             | 0%        |
| Liquidators                        | 16,008             | 1,032                    | 43                | 1,190                     | 28                   | 65%        | 13                       | 30%        | 2                             | 5%        |
| Shopping Mall                      | 8,567              | 1,441                    | 43                | 1,190                     | 17                   | 40%        | 24                       | 56%        | 2                             | 5%        |
| Transportation Consultants         | 17,123             | 987                      | 43                | 1,190                     | 22                   | 51%        | 20                       | 47%        | 1                             | 2%        |
| Travel Services                    | 11,384             | 1,258                    | 43                | 1,190                     | 20                   | 47%        | 20                       | 47%        | 3                             | 7%        |
| Truck Accessories                  | 12,128             | 1,218                    | 43                | 1,190                     | 28                   | 65%        | 14                       | 33%        | 1                             | 2%        |
| Utility Trailers                   | 13,025             | 1,173                    | 43                | 1,190                     | 33                   | 77%        | 10                       | 23%        | 0                             | 0%        |
| Videographers                      | 4,327              | 1,960                    | 43                | 1,190                     | 11                   | 26%        | 30                       | 70%        | 2                             | 5%        |
| Boxing Gym                         | 4,085              | 2,019                    | 42                | 1,203                     | 19                   | 45%        | 21                       | 50%        | 2                             | 5%        |
| Cocktail Bar                       | 4,109              | 2,014                    | 42                | 1,203                     | 19                   | 45%        | 23                       | 55%        | 0                             | 0%        |
| Communication Consultant           | 54,816             | 439                      | 42                | 1,203                     | 21                   | 50%        | 20                       | 48%        | 1                             | 2%        |
| Employment Training                | 18,690             | 927                      | 42                | 1,203                     | 13                   | 31%        | 14                       | 33%        | 15                            | 36%       |
| Home Care                          | 71,135             | 355                      | 42                | 1,203                     | 33                   | 79%        | 8                        | 19%        | 1                             | 2%        |
| Home Furnishings                   | 7,393              | 1,537                    | 42                | 1,203                     | 23                   | 55%        | 16                       | 38%        | 3                             | 7%        |
| Non-Compliant Debt Relief Services | 13,995             | 1,124                    | 42                | 1,203                     | 13                   | 31%        | 20                       | 48%        | 9                             | 21%       |
| Self Improvement Coach             | 19,198             | 908                      | 42                | 1,203                     | 24                   | 57%        | 17                       | 40%        | 1                             | 2%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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|------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                       | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Septic Tank Treatment              | 7,946              | 1,493                    | 42                | 1,203                     | 40                   | 95%        | 0                        | 0%         | 2                             | 5%        |
| Stair Lift                         | 16,788             | 1,002                    | 42                | 1,203                     | 42                   | 100%       | 0                        | 0%         | 0                             | 0%        |
| Tattoo Removal                     | 4,818              | 1,876                    | 42                | 1,203                     | 7                    | 17%        | 6                        | 14%        | 29                            | 69%       |
| Unclaimed Funds Retrieval Services | 123,850            | 222                      | 42                | 1,203                     | 34                   | 81%        | 7                        | 17%        | 1                             | 2%        |
| Used Books                         | 10,295             | 1,313                    | 42                | 1,203                     | 27                   | 64%        | 15                       | 36%        | 0                             | 0%        |
| Automobile Purchasing Consultant   | 33,935             | 635                      | 41                | 1,216                     | 37                   | 90%        | 4                        | 10%        | 0                             | 0%        |
| Concrete Restoration               | 16,438             | 1,017                    | 41                | 1,216                     | 16                   | 39%        | 22                       | 54%        | 3                             | 7%        |
| Home Additions                     | 25,548             | 752                      | 41                | 1,216                     | 28                   | 68%        | 13                       | 32%        | 0                             | 0%        |
| Home Schooling Materials           | 6,207              | 1,675                    | 41                | 1,216                     | 20                   | 49%        | 21                       | 51%        | 0                             | 0%        |
| Medical Business Administration    | 14,602             | 1,093                    | 41                | 1,216                     | 24                   | 59%        | 17                       | 41%        | 0                             | 0%        |
| Motor Homes                        | 11,430             | 1,256                    | 41                | 1,216                     | 30                   | 73%        | 9                        | 22%        | 2                             | 5%        |
| Overstock Merchandise              | 12,665             | 1,192                    | 41                | 1,216                     | 16                   | 39%        | 22                       | 54%        | 3                             | 7%        |
| Paint                              | 14,263             | 1,109                    | 41                | 1,216                     | 19                   | 46%        | 20                       | 49%        | 2                             | 5%        |
| Picture Frame Dealers              | 5,821              | 1,731                    | 41                | 1,216                     | 30                   | 73%        | 11                       | 27%        | 0                             | 0%        |
| Sewage Disposal                    | 3,696              | 2,090                    | 41                | 1,216                     | 31                   | 76%        | 10                       | 24%        | 0                             | 0%        |
| Souvenirs Retail                   | 2,869              | 2,280                    | 41                | 1,216                     | 33                   | 80%        | 8                        | 20%        | 0                             | 0%        |
| TV Parts                           | 7,070              | 1,571                    | 41                | 1,216                     | 19                   | 46%        | 14                       | 34%        | 8                             | 20%       |
| Window Repair                      | 17,368             | 977                      | 41                | 1,216                     | 31                   | 76%        | 10                       | 24%        | 0                             | 0%        |
| Adjuster                           | 24,375             | 774                      | 40                | 1,229                     | 26                   | 65%        | 13                       | 33%        | 1                             | 3%        |
| Art Supplies                       | 13,639             | 1,142                    | 40                | 1,229                     | 11                   | 28%        | 29                       | 73%        | 0                             | 0%        |
| Auto Machine Shop                  | 9,888              | 1,345                    | 40                | 1,229                     | 18                   | 45%        | 20                       | 50%        | 2                             | 5%        |
| Battery Charging                   | 3,475              | 2,129                    | 40                | 1,229                     | 10                   | 25%        | 30                       | 75%        | 0                             | 0%        |
| Christmas Lights                   | 13,254             | 1,162                    | 40                | 1,229                     | 27                   | 68%        | 13                       | 33%        | 0                             | 0%        |
| Computer Cleaning Service          | 4,002              | 2,037                    | 40                | 1,229                     | 14                   | 35%        | 24                       | 60%        | 2                             | 5%        |
| Dental X-Rays                      | 6,073              | 1,691                    | 40                | 1,229                     | 27                   | 68%        | 11                       | 28%        | 2                             | 5%        |
| Hospital Consultants               | 4,766              | 1,886                    | 40                | 1,229                     | 28                   | 70%        | 12                       | 30%        | 0                             | 0%        |
| Rent to Own                        | 6,224              | 1,673                    | 40                | 1,229                     | 21                   | 53%        | 18                       | 45%        | 1                             | 3%        |
| Sales Organization                 | 10,400             | 1,304                    | 40                | 1,229                     | 32                   | 80%        | 7                        | 18%        | 1                             | 3%        |
| Sewer Contractors                  | 24,438             | 773                      | 40                | 1,229                     | 26                   | 65%        | 14                       | 35%        | 0                             | 0%        |
| Ski Resorts                        | 2,240              | 2,469                    | 40                | 1,229                     | 29                   | 73%        | 11                       | 28%        | 0                             | 0%        |
| Cargo Container                    | 13,800             | 1,133                    | 39                | 1,241                     | 21                   | 54%        | 16                       | 41%        | 2                             | 5%        |
| Coin Operated Washer and Dryer     | 2,368              | 2,420                    | 39                | 1,241                     | 25                   | 64%        | 11                       | 28%        | 3                             | 8%        |
| Franchise                          | 14,007             | 1,122                    | 39                | 1,241                     | 26                   | 67%        | 13                       | 33%        | 0                             | 0%        |
| Guitar                             | 4,851              | 1,868                    | 39                | 1,241                     | 31                   | 79%        | 8                        | 21%        | 0                             | 0%        |
| Hotel Products                     | 1,296              | 2,908                    | 39                | 1,241                     | 18                   | 46%        | 21                       | 54%        | 0                             | 0%        |
| Housing Consultants                | 4,741              | 1,893                    | 39                | 1,241                     | 21                   | 54%        | 12                       | 31%        | 6                             | 15%       |
| Itinerant Bulk Meat                | 14,354             | 1,105                    | 39                | 1,241                     | 18                   | 46%        | 19                       | 49%        | 2                             | 5%        |
| Legal Clinic                       | 16,972             | 993                      | 39                | 1,241                     | 32                   | 82%        | 7                        | 18%        | 0                             | 0%        |
| Medical Alert Systems              | 8,764              | 1,421                    | 39                | 1,241                     | 24                   | 62%        | 15                       | 38%        | 0                             | 0%        |
| Motorcycle Customization           | 7,762              | 1,511                    | 39                | 1,241                     | 14                   | 36%        | 24                       | 62%        | 1                             | 3%        |
| Pet Sitting                        | 35,779             | 612                      | 39                | 1,241                     | 27                   | 69%        | 12                       | 31%        | 0                             | 0%        |
| Process Server                     | 17,457             | 974                      | 39                | 1,241                     | 17                   | 44%        | 22                       | 56%        | 0                             | 0%        |
| Public Golf Courses                | 7,861              | 1,501                    | 39                | 1,241                     | 28                   | 72%        | 10                       | 26%        | 1                             | 3%        |
| Roofing Consultants                | 24,249             | 778                      | 39                | 1,241                     | 22                   | 56%        | 17                       | 44%        | 0                             | 0%        |
| Snoring                            | 5,220              | 1,813                    | 39                | 1,241                     | 21                   | 54%        | 18                       | 46%        | 0                             | 0%        |
| Soccer Clubs                       | 3,278              | 2,173                    | 39                | 1,241                     | 16                   | 41%        | 23                       | 59%        | 0                             | 0%        |
| Swimming Lessons                   | 5,368              | 1,795                    | 39                | 1,241                     | 17                   | 44%        | 21                       | 54%        | 1                             | 3%        |
| Telecommunication Consultants      | 9,922              | 1,341                    | 39                | 1,241                     | 24                   | 62%        | 15                       | 38%        | 0                             | 0%        |
| Alternator Repair                  | 4,686              | 1,901                    | 38                | 1,259                     | 19                   | 50%        | 18                       | 47%        | 1                             | 3%        |
| Aquarium Dealers                   | 9,513              | 1,370                    | 38                | 1,259                     | 14                   | 37%        | 24                       | 63%        | 0                             | 0%        |
| Building Construction Consultants  | 27,999             | 720                      | 38                | 1,259                     | 17                   | 45%        | 21                       | 55%        | 0                             | 0%        |
| Construction                       | 1,697              | 2,699                    | 38                | 1,259                     | 9                    | 24%        | 24                       | 63%        | 5                             | 13%       |
| Designer Pet Clothes               | 1,444              | 2,829                    | 38                | 1,259                     | 22                   | 58%        | 16                       | 42%        | 0                             | 0%        |
| Government Offices                 | 10,363             | 1,306                    | 38                | 1,259                     | 17                   | 45%        | 17                       | 45%        | 4                             | 11%       |
| Home Center                        | 9,292              | 1,380                    | 38                | 1,259                     | 18                   | 47%        | 18                       | 47%        | 2                             | 5%        |

**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Human Factors                             | 3,221              | 2,182             | 38             | 1,259              | 36             | 95%        | 2                 | 5%         | 0                      | 0%        |
| Human Resources                           | 22,310             | 819               | 38             | 1,259              | 29             | 76%        | 8                 | 21%        | 1                      | 3%        |
| Insurance Lawyer                          | 7,885              | 1,495             | 38             | 1,259              | 36             | 95%        | 2                 | 5%         | 0                      | 0%        |
| Record Storage                            | 6,702              | 1,618             | 38             | 1,259              | 8              | 21%        | 28                | 74%        | 2                      | 5%        |
| Saltwater Pool Supplies                   | 4,244              | 1,985             | 38             | 1,259              | 9              | 24%        | 29                | 76%        | 0                      | 0%        |
| Senior Services                           | 27,340             | 729               | 38             | 1,259              | 25             | 66%        | 13                | 34%        | 0                      | 0%        |
| Surgical Center                           | 6,179              | 1,677             | 38             | 1,259              | 29             | 76%        | 8                 | 21%        | 1                      | 3%        |
| Water Supply System                       | 5,541              | 1,764             | 38             | 1,259              | 20             | 53%        | 18                | 47%        | 0                      | 0%        |
| Wholesale Plumbing Supplies               | 10,430             | 1,302             | 38             | 1,259              | 32             | 84%        | 6                 | 16%        | 0                      | 0%        |
| Beauty Equipment Repairs                  | 804                | 3,296             | 37             | 1,275              | 36             | 97%        | 1                 | 3%         | 0                      | 0%        |
| Button Manufacturers                      | 1,401              | 2,851             | 37             | 1,275              | 4              | 11%        | 31                | 84%        | 2                      | 5%        |
| Charter Boat                              | 9,273              | 1,383             | 37             | 1,275              | 20             | 54%        | 17                | 46%        | 0                      | 0%        |
| Circular Distributing Services            | 3,440              | 2,134             | 37             | 1,275              | 26             | 70%        | 10                | 27%        | 1                      | 3%        |
| College Admissions Counselor              | 29,632             | 698               | 37             | 1,275              | 37             | 100%       | 0                 | 0%         | 0                      | 0%        |
| Comparative Shopping Service              | 31,202             | 669               | 37             | 1,275              | 37             | 100%       | 0                 | 0%         | 0                      | 0%        |
| Decals                                    | 4,472              | 1,935             | 37             | 1,275              | 6              | 16%        | 26                | 70%        | 5                      | 14%       |
| Document Scanning Service                 | 20,340             | 875               | 37             | 1,275              | 32             | 86%        | 5                 | 14%        | 0                      | 0%        |
| Electrical                                | 5,650              | 1,753             | 37             | 1,275              | 29             | 78%        | 8                 | 22%        | 0                      | 0%        |
| Heating System Repair                     | 13,387             | 1,152             | 37             | 1,275              | 30             | 81%        | 7                 | 19%        | 0                      | 0%        |
| Metal Roofing Contractors                 | 22,627             | 815               | 37             | 1,275              | 19             | 51%        | 17                | 46%        | 1                      | 3%        |
| Natural Stone                             | 20,429             | 871               | 37             | 1,275              | 24             | 65%        | 11                | 30%        | 2                      | 5%        |
| Office Equipment                          | 6,034              | 1,698             | 37             | 1,275              | 19             | 51%        | 18                | 49%        | 0                      | 0%        |
| Penny Auctions                            | 11,221             | 1,266             | 37             | 1,275              | 34             | 92%        | 3                 | 8%         | 0                      | 0%        |
| Personal Injury Lawyer                    | 71,267             | 354               | 37             | 1,275              | 32             | 86%        | 5                 | 14%        | 0                      | 0%        |
| Printer and Printer Supplies Manufacturer | 9,570              | 1,361             | 37             | 1,275              | 33             | 89%        | 4                 | 11%        | 0                      | 0%        |
| Prize Promotions                          | 19,794             | 890               | 37             | 1,275              | 24             | 65%        | 9                 | 24%        | 4                      | 11%       |
| Public Adjuster                           | 27,252             | 731               | 37             | 1,275              | 32             | 86%        | 5                 | 14%        | 0                      | 0%        |
| Radiator                                  | 9,131              | 1,392             | 37             | 1,275              | 20             | 54%        | 16                | 43%        | 1                      | 3%        |
| Seafood Retail                            | 11,058             | 1,275             | 37             | 1,275              | 25             | 68%        | 11                | 30%        | 1                      | 3%        |
| Wineries                                  | 8,661              | 1,431             | 37             | 1,275              | 20             | 54%        | 17                | 46%        | 0                      | 0%        |
| Beverage                                  | 10,252             | 1,315             | 36             | 1,296              | 31             | 86%        | 5                 | 14%        | 0                      | 0%        |
| Car Dent Repair                           | 32,343             | 656               | 36             | 1,296              | 26             | 72%        | 10                | 28%        | 0                      | 0%        |
| Charity - Other Charitable Organizations  | 8,104              | 1,481             | 36             | 1,296              | 17             | 47%        | 11                | 31%        | 8                      | 22%       |
| Dance Instruction                         | 17,855             | 956               | 36             | 1,296              | 26             | 72%        | 9                 | 25%        | 1                      | 3%        |
| Data Systems Consultants                  | 15,048             | 1,067             | 36             | 1,296              | 24             | 67%        | 11                | 31%        | 1                      | 3%        |
| Electronic Educational Kits               | 4,586              | 1,921             | 36             | 1,296              | 5              | 14%        | 31                | 86%        | 0                      | 0%        |
| Furniture Consignment                     | 3,593              | 2,111             | 36             | 1,296              | 22             | 61%        | 11                | 31%        | 3                      | 8%        |
| Junk Removal                              | 22,687             | 811               | 36             | 1,296              | 19             | 53%        | 16                | 44%        | 1                      | 3%        |
| Newspaper Advertising                     | 7,384              | 1,538             | 36             | 1,296              | 20             | 56%        | 15                | 42%        | 1                      | 3%        |
| Oil and Gas Exploration                   | 30,646             | 676               | 36             | 1,296              | 15             | 42%        | 19                | 53%        | 2                      | 6%        |
| Pet Training                              | 20,776             | 856               | 36             | 1,296              | 21             | 58%        | 15                | 42%        | 0                      | 0%        |
| Pictures                                  | 1,346              | 2,886             | 36             | 1,296              | 0              | 0%         | 36                | 100%       | 0                      | 0%        |
| Pole Barn                                 | 35,726             | 613               | 36             | 1,296              | 26             | 72%        | 10                | 28%        | 0                      | 0%        |
| Radon Testing                             | 29,025             | 707               | 36             | 1,296              | 27             | 75%        | 8                 | 22%        | 1                      | 3%        |
| Accordion                                 | 306                | 3,966             | 35             | 1,310              | 12             | 34%        | 10                | 29%        | 13                     | 37%       |
| Aerial Photographer                       | 6,532              | 1,638             | 35             | 1,310              | 19             | 54%        | 14                | 40%        | 2                      | 6%        |
| Alternative Medicine                      | 13,302             | 1,159             | 35             | 1,310              | 19             | 54%        | 15                | 43%        | 1                      | 3%        |
| Bike Rental                               | 1,780              | 2,658             | 35             | 1,310              | 28             | 80%        | 5                 | 14%        | 2                      | 6%        |
| Charity - Animal Protection               | 18,109             | 951               | 35             | 1,310              | 25             | 71%        | 10                | 29%        | 0                      | 0%        |
| Civil Lawyer                              | 7,883              | 1,496             | 35             | 1,310              | 3              | 9%         | 31                | 89%        | 1                      | 3%        |
| Costume Fabrics                           | 3,938              | 2,043             | 35             | 1,310              | 29             | 83%        | 5                 | 14%        | 1                      | 3%        |
| Driveway Sealer                           | 7,856              | 1,502             | 35             | 1,310              | 11             | 31%        | 21                | 60%        | 3                      | 9%        |
| E-cigarette Liquid                        | 4,301              | 1,967             | 35             | 1,310              | 16             | 46%        | 16                | 46%        | 3                      | 9%        |
| Farmers Market                            | 3,043              | 2,236             | 35             | 1,310              | 5              | 14%        | 29                | 83%        | 1                      | 3%        |
| Generator                                 | 9,917              | 1,343             | 35             | 1,310              | 22             | 63%        | 13                | 37%        | 0                      | 0%        |



**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Girdles                                    | 4,072              | 2,021             | 35             | 1,310              | 4              | 11%        | 30                | 86%        | 1                      | 3%        |
| Paper Products                             | 8,652              | 1,432             | 35             | 1,310              | 27             | 77%        | 7                 | 20%        | 1                      | 3%        |
| Radio Communication Equipment and Systems  | 8,278              | 1,465             | 35             | 1,310              | 20             | 57%        | 15                | 43%        | 0                      | 0%        |
| Screen Repair                              | 22,335             | 818               | 35             | 1,310              | 12             | 34%        | 22                | 63%        | 1                      | 3%        |
| Sewing Machine Dealers                     | 12,666             | 1,191             | 35             | 1,310              | 21             | 60%        | 12                | 34%        | 2                      | 6%        |
| Social Security Services                   | 36,503             | 605               | 35             | 1,310              | 31             | 89%        | 4                 | 11%        | 0                      | 0%        |
| Stock Photos                               | 8,471              | 1,450             | 35             | 1,310              | 35             | 100%       | 0                 | 0%         | 0                      | 0%        |
| Used Computers                             | 21,554             | 836               | 35             | 1,310              | 27             | 77%        | 7                 | 20%        | 1                      | 3%        |
| Weight Reduction Physician                 | 12,298             | 1,208             | 35             | 1,310              | 21             | 60%        | 14                | 40%        | 0                      | 0%        |
| Business Forms and Systems                 | 32,725             | 651               | 34             | 1,330              | 21             | 62%        | 12                | 35%        | 1                      | 3%        |
| Cabinet Doors                              | 3,342              | 2,157             | 34             | 1,330              | 21             | 62%        | 13                | 38%        | 0                      | 0%        |
| Canvases                                   | 8,625              | 1,434             | 34             | 1,330              | 30             | 88%        | 3                 | 9%         | 1                      | 3%        |
| Epoxy Floor Coating                        | 18,529             | 934               | 34             | 1,330              | 16             | 47%        | 18                | 53%        | 0                      | 0%        |
| Find A Pet                                 | 44,254             | 522               | 34             | 1,330              | 25             | 74%        | 8                 | 24%        | 1                      | 3%        |
| Greeting Card Store                        | 7,255              | 1,551             | 34             | 1,330              | 19             | 56%        | 15                | 44%        | 0                      | 0%        |
| Home Performance Contractor                | 9,168              | 1,387             | 34             | 1,330              | 15             | 44%        | 17                | 50%        | 2                      | 6%        |
| Hotel Management                           | 2,998              | 2,247             | 34             | 1,330              | 22             | 65%        | 11                | 32%        | 1                      | 3%        |
| Importers                                  | 12,848             | 1,183             | 34             | 1,330              | 15             | 44%        | 18                | 53%        | 1                      | 3%        |
| Land for Sale                              | 25,625             | 751               | 34             | 1,330              | 21             | 62%        | 12                | 35%        | 1                      | 3%        |
| Manufactured Home Rental                   | 5,748              | 1,738             | 34             | 1,330              | 18             | 53%        | 14                | 41%        | 2                      | 6%        |
| Medical Transportation                     | 16,201             | 1,024             | 34             | 1,330              | 22             | 65%        | 10                | 29%        | 2                      | 6%        |
| Motorcycle Rental                          | 7,111              | 1,565             | 34             | 1,330              | 28             | 82%        | 6                 | 18%        | 0                      | 0%        |
| New Machinery                              | 10,890             | 1,279             | 34             | 1,330              | 17             | 50%        | 16                | 47%        | 1                      | 3%        |
| Not Substantiated Wealth Building Training | 25,437             | 755               | 34             | 1,330              | 30             | 88%        | 4                 | 12%        | 0                      | 0%        |
| Outdoor Kitchens                           | 10,270             | 1,314             | 34             | 1,330              | 17             | 50%        | 13                | 38%        | 4                      | 12%       |
| Real Estate Lawyer                         | 24,922             | 766               | 34             | 1,330              | 26             | 76%        | 8                 | 24%        | 0                      | 0%        |
| Recruitment Services                       | 19,228             | 906               | 34             | 1,330              | 13             | 38%        | 20                | 59%        | 1                      | 3%        |
| Trade Exchange                             | 5,362              | 1,796             | 34             | 1,330              | 27             | 79%        | 6                 | 18%        | 1                      | 3%        |
| Uniform Supply Service                     | 5,076              | 1,838             | 34             | 1,330              | 25             | 74%        | 9                 | 26%        | 0                      | 0%        |
| Vanity Publisher                           | 6,573              | 1,634             | 34             | 1,330              | 10             | 29%        | 24                | 71%        | 0                      | 0%        |
| Auto Inspection Stations                   | 9,882              | 1,346             | 33             | 1,351              | 21             | 64%        | 11                | 33%        | 1                      | 3%        |
| Baking Supplies                            | 1,642              | 2,730             | 33             | 1,351              | 12             | 36%        | 3                 | 9%         | 18                     | 55%       |
| Cabinet Supplies                           | 10,227             | 1,319             | 33             | 1,351              | 18             | 55%        | 15                | 45%        | 0                      | 0%        |
| Calendars                                  | 5,492              | 1,777             | 33             | 1,351              | 33             | 100%       | 0                 | 0%         | 0                      | 0%        |
| Dog Boarding                               | 14,592             | 1,094             | 33             | 1,351              | 24             | 73%        | 8                 | 24%        | 1                      | 3%        |
| Ecological Services                        | 37,706             | 588               | 33             | 1,351              | 25             | 76%        | 8                 | 24%        | 0                      | 0%        |
| Patio Furniture                            | 6,706              | 1,616             | 33             | 1,351              | 28             | 85%        | 5                 | 15%        | 0                      | 0%        |
| Sandwich                                   | 3,690              | 2,091             | 33             | 1,351              | 19             | 58%        | 13                | 39%        | 1                      | 3%        |
| Sauna Equipment                            | 10,873             | 1,282             | 33             | 1,351              | 28             | 85%        | 5                 | 15%        | 0                      | 0%        |
| Sports Bar                                 | 5,830              | 1,729             | 33             | 1,351              | 10             | 30%        | 22                | 67%        | 1                      | 3%        |
| Auto Manufacturer Equipment                | 4,307              | 1,965             | 32             | 1,361              | 18             | 56%        | 12                | 38%        | 2                      | 6%        |
| Barn Construction                          | 13,928             | 1,126             | 32             | 1,361              | 15             | 47%        | 14                | 44%        | 3                      | 9%        |
| Baths                                      | 11,096             | 1,274             | 32             | 1,361              | 30             | 94%        | 1                 | 3%         | 1                      | 3%        |
| Billiard Supplies                          | 7,461              | 1,534             | 32             | 1,361              | 27             | 84%        | 5                 | 16%        | 0                      | 0%        |
| Bullion Coin Dealers                       | 25,085             | 762               | 32             | 1,361              | 25             | 78%        | 7                 | 22%        | 0                      | 0%        |
| Car Bumpers                                | 6,630              | 1,625             | 32             | 1,361              | 21             | 66%        | 11                | 34%        | 0                      | 0%        |
| Comic Book                                 | 5,872              | 1,723             | 32             | 1,361              | 15             | 47%        | 17                | 53%        | 0                      | 0%        |
| Cosmetic Sales                             | 11,883             | 1,240             | 32             | 1,361              | 10             | 31%        | 21                | 66%        | 1                      | 3%        |
| Criminal Lawyer                            | 37,438             | 593               | 32             | 1,361              | 21             | 66%        | 10                | 31%        | 1                      | 3%        |
| Cutlery                                    | 43,792             | 525               | 32             | 1,361              | 26             | 81%        | 6                 | 19%        | 0                      | 0%        |
| Dental Marketing                           | 1,517              | 2,787             | 32             | 1,361              | 24             | 75%        | 8                 | 25%        | 0                      | 0%        |
| Dining Club Plans                          | 1,692              | 2,701             | 32             | 1,361              | 31             | 97%        | 1                 | 3%         | 0                      | 0%        |
| Disability Access                          | 9,134              | 1,391             | 32             | 1,361              | 27             | 84%        | 5                 | 16%        | 0                      | 0%        |
| Girls Apparel                              | 1,203              | 2,970             | 32             | 1,361              | 9              | 28%        | 23                | 72%        | 0                      | 0%        |
| Modular Home Foundation                    | 4,396              | 1,948             | 32             | 1,361              | 19             | 59%        | 11                | 34%        | 2                      | 6%        |

**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Surgical Supplies              | 3,722              | 2,084             | 32             | 1,361              | 31             | 97%        | 1                 | 3%         | 0                      | 0%        |
| Tax Software                   | 6,125              | 1,684             | 32             | 1,361              | 24             | 75%        | 7                 | 22%        | 1                      | 3%        |
| Tractor Parts                  | 8,404              | 1,455             | 32             | 1,361              | 17             | 53%        | 15                | 47%        | 0                      | 0%        |
| Trailer Parts                  | 7,994              | 1,489             | 32             | 1,361              | 28             | 88%        | 4                 | 13%        | 0                      | 0%        |
| Tropical Fish                  | 5,988              | 1,703             | 32             | 1,361              | 18             | 56%        | 10                | 31%        | 4                      | 13%       |
| Video Game Services            | 7,276              | 1,548             | 32             | 1,361              | 23             | 72%        | 9                 | 28%        | 0                      | 0%        |
| Weed Control Services          | 10,022             | 1,333             | 32             | 1,361              | 24             | 75%        | 7                 | 22%        | 1                      | 3%        |
| Airport Parking Reservations   | 5,690              | 1,749             | 31             | 1,383              | 10             | 32%        | 21                | 68%        | 0                      | 0%        |
| Aluminum Fabrication           | 19,352             | 904               | 31             | 1,383              | 20             | 65%        | 11                | 35%        | 0                      | 0%        |
| Arena                          | 4,174              | 1,998             | 31             | 1,383              | 18             | 58%        | 12                | 39%        | 1                      | 3%        |
| Auto Smog Inspection           | 4,559              | 1,924             | 31             | 1,383              | 13             | 42%        | 17                | 55%        | 1                      | 3%        |
| Book Orders                    | 6,794              | 1,608             | 31             | 1,383              | 9              | 29%        | 22                | 71%        | 0                      | 0%        |
| Bounce House                   | 5,910              | 1,719             | 31             | 1,383              | 11             | 35%        | 18                | 58%        | 2                      | 6%        |
| Carpet Installation            | 6,986              | 1,581             | 31             | 1,383              | 6              | 19%        | 24                | 77%        | 1                      | 3%        |
| Elementary School              | 17,455             | 975               | 31             | 1,383              | 21             | 68%        | 9                 | 29%        | 1                      | 3%        |
| Hair Ornaments                 | 1,291              | 2,913             | 31             | 1,383              | 25             | 81%        | 5                 | 16%        | 1                      | 3%        |
| Hot Tub Rental                 | 20,045             | 882               | 31             | 1,383              | 30             | 97%        | 1                 | 3%         | 0                      | 0%        |
| Manufactured Home Transport    | 16,094             | 1,027             | 31             | 1,383              | 14             | 45%        | 16                | 52%        | 1                      | 3%        |
| Medical Records                | 10,959             | 1,278             | 31             | 1,383              | 23             | 74%        | 8                 | 26%        | 0                      | 0%        |
| Pool Enclosures                | 14,784             | 1,082             | 31             | 1,383              | 22             | 71%        | 8                 | 26%        | 1                      | 3%        |
| Rebuilt Auto Parts             | 3,150              | 2,207             | 31             | 1,383              | 11             | 35%        | 20                | 65%        | 0                      | 0%        |
| Wholesale Gasoline             | 2,243              | 2,467             | 31             | 1,383              | 19             | 61%        | 12                | 39%        | 0                      | 0%        |
| Archery Equipment              | 8,189              | 1,472             | 30             | 1,398              | 19             | 63%        | 11                | 37%        | 0                      | 0%        |
| Audiologist                    | 13,576             | 1,145             | 30             | 1,398              | 24             | 80%        | 6                 | 20%        | 0                      | 0%        |
| Car Tune-Up                    | 1,876              | 2,614             | 30             | 1,398              | 12             | 40%        | 18                | 60%        | 0                      | 0%        |
| Coffee Brewing                 | 3,145              | 2,208             | 30             | 1,398              | 14             | 47%        | 16                | 53%        | 0                      | 0%        |
| Copy Services                  | 20,445             | 869               | 30             | 1,398              | 21             | 70%        | 9                 | 30%        | 0                      | 0%        |
| Delicatessen                   | 4,373              | 1,953             | 30             | 1,398              | 14             | 47%        | 16                | 53%        | 0                      | 0%        |
| Divorce Lawyers                | 21,295             | 845               | 30             | 1,398              | 15             | 50%        | 12                | 40%        | 3                      | 10%       |
| Foreclosures                   | 26,633             | 736               | 30             | 1,398              | 16             | 53%        | 12                | 40%        | 2                      | 7%        |
| Household Garbage Disposal     | 2,279              | 2,456             | 30             | 1,398              | 16             | 53%        | 12                | 40%        | 2                      | 7%        |
| Laser Eye Surgery              | 21,951             | 830               | 30             | 1,398              | 19             | 63%        | 6                 | 20%        | 5                      | 17%       |
| Machine Shop                   | 38,481             | 577               | 30             | 1,398              | 17             | 57%        | 13                | 43%        | 0                      | 0%        |
| Mobility Scooter               | 6,655              | 1,622             | 30             | 1,398              | 19             | 63%        | 11                | 37%        | 0                      | 0%        |
| Oxygen                         | 9,604              | 1,357             | 30             | 1,398              | 16             | 53%        | 14                | 47%        | 0                      | 0%        |
| Printing Equipment             | 4,599              | 1,918             | 30             | 1,398              | 6              | 20%        | 23                | 77%        | 1                      | 3%        |
| Ready Mixed Concrete           | 15,966             | 1,034             | 30             | 1,398              | 22             | 73%        | 8                 | 27%        | 0                      | 0%        |
| Social Media Consultant        | 10,429             | 1,303             | 30             | 1,398              | 11             | 37%        | 18                | 60%        | 1                      | 3%        |
| Tile and Grout Cleaning        | 16,529             | 1,011             | 30             | 1,398              | 22             | 73%        | 8                 | 27%        | 0                      | 0%        |
| Urologist                      | 4,164              | 1,999             | 30             | 1,398              | 25             | 83%        | 5                 | 17%        | 0                      | 0%        |
| Wholesale Chairs               | 4,028              | 2,029             | 30             | 1,398              | 19             | 63%        | 11                | 37%        | 0                      | 0%        |
| Boat Covers                    | 6,293              | 1,664             | 29             | 1,417              | 17             | 59%        | 11                | 38%        | 1                      | 3%        |
| Building Inspector             | 22,727             | 810               | 29             | 1,417              | 19             | 66%        | 10                | 34%        | 0                      | 0%        |
| Bulbs                          | 8,716              | 1,426             | 29             | 1,417              | 18             | 62%        | 10                | 34%        | 1                      | 3%        |
| Chemicals                      | 15,903             | 1,038             | 29             | 1,417              | 21             | 72%        | 8                 | 28%        | 0                      | 0%        |
| Concrete Products              | 14,856             | 1,077             | 29             | 1,417              | 20             | 69%        | 9                 | 31%        | 0                      | 0%        |
| Deck Cleaning                  | 14,359             | 1,104             | 29             | 1,417              | 18             | 62%        | 10                | 34%        | 1                      | 3%        |
| Demolition Contractors         | 38,461             | 578               | 29             | 1,417              | 20             | 69%        | 8                 | 28%        | 1                      | 3%        |
| Diesel Engine                  | 7,302              | 1,545             | 29             | 1,417              | 13             | 45%        | 16                | 55%        | 0                      | 0%        |
| Employment Contractors         | 33,933             | 636               | 29             | 1,417              | 10             | 34%        | 18                | 62%        | 1                      | 3%        |
| Fire Clean Up                  | 8,770              | 1,419             | 29             | 1,417              | 20             | 69%        | 9                 | 31%        | 0                      | 0%        |
| Glass Coating                  | 11,949             | 1,232             | 29             | 1,417              | 14             | 48%        | 14                | 48%        | 1                      | 3%        |
| Glass Company                  | 8,813              | 1,416             | 29             | 1,417              | 15             | 52%        | 14                | 48%        | 0                      | 0%        |
| Gutter Cleaning                | 22,644             | 814               | 29             | 1,417              | 17             | 59%        | 11                | 38%        | 1                      | 3%        |
| International Mailing Services | 4,352              | 1,956             | 29             | 1,417              | 21             | 72%        | 8                 | 28%        | 0                      | 0%        |

**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Irrigation Design               | 12,018             | 1,228             | 29             | 1,417              | 11             | 38%        | 15                | 52%        | 3                      | 10%       |
| Log Cabins                      | 36,516             | 604               | 29             | 1,417              | 20             | 69%        | 9                 | 31%        | 0                      | 0%        |
| Medical Uniforms                | 5,039              | 1,845             | 29             | 1,417              | 29             | 100%       | 0                 | 0%         | 0                      | 0%        |
| Notary Public Seals             | 11,891             | 1,239             | 29             | 1,417              | 11             | 38%        | 18                | 62%        | 0                      | 0%        |
| Plastering Contractors          | 33,423             | 644               | 29             | 1,417              | 20             | 69%        | 8                 | 28%        | 1                      | 3%        |
| Private Golf Courses            | 6,908              | 1,593             | 29             | 1,417              | 15             | 52%        | 13                | 45%        | 1                      | 3%        |
| Sound Recording                 | 13,869             | 1,128             | 29             | 1,417              | 17             | 59%        | 10                | 34%        | 2                      | 7%        |
| Vacuum Equipment                | 7,832              | 1,505             | 29             | 1,417              | 21             | 72%        | 8                 | 28%        | 0                      | 0%        |
| Wholesale Paint                 | 4,825              | 1,872             | 29             | 1,417              | 15             | 52%        | 14                | 48%        | 0                      | 0%        |
| Artificial Turf                 | 17,273             | 982               | 28             | 1,440              | 14             | 50%        | 12                | 43%        | 2                      | 7%        |
| Assisted Living Facilities      | 18,213             | 947               | 28             | 1,440              | 20             | 71%        | 8                 | 29%        | 0                      | 0%        |
| Baskets Wholesale               | 1,094              | 3,055             | 28             | 1,440              | 13             | 46%        | 15                | 54%        | 0                      | 0%        |
| Bathroom Accessories            | 8,852              | 1,413             | 28             | 1,440              | 15             | 54%        | 10                | 36%        | 3                      | 11%       |
| Business Brokers                | 30,825             | 674               | 28             | 1,440              | 10             | 36%        | 17                | 61%        | 1                      | 4%        |
| Credit Card Protection Services | 13,259             | 1,161             | 28             | 1,440              | 11             | 39%        | 10                | 36%        | 7                      | 25%       |
| Custom Car Dealers              | 5,863              | 1,724             | 28             | 1,440              | 13             | 46%        | 14                | 50%        | 1                      | 4%        |
| Denturist                       | 6,207              | 1,675             | 28             | 1,440              | 19             | 68%        | 8                 | 29%        | 1                      | 4%        |
| Design Contractor               | 21,400             | 840               | 28             | 1,440              | 12             | 43%        | 16                | 57%        | 0                      | 0%        |
| Firewood                        | 8,616              | 1,436             | 28             | 1,440              | 9              | 32%        | 15                | 54%        | 4                      | 14%       |
| Gasoline Engine                 | 1,321              | 2,900             | 28             | 1,440              | 26             | 93%        | 2                 | 7%         | 0                      | 0%        |
| Gates                           | 8,148              | 1,477             | 28             | 1,440              | 9              | 32%        | 19                | 68%        | 0                      | 0%        |
| Glassware                       | 26,366             | 742               | 28             | 1,440              | 20             | 71%        | 6                 | 21%        | 2                      | 7%        |
| Go-Karts                        | 3,172              | 2,196             | 28             | 1,440              | 24             | 86%        | 4                 | 14%        | 0                      | 0%        |
| Government Grant Services       | 18,879             | 916               | 28             | 1,440              | 5              | 18%        | 11                | 39%        | 12                     | 43%       |
| Industrial Trucks               | 4,927              | 1,858             | 28             | 1,440              | 19             | 68%        | 9                 | 32%        | 0                      | 0%        |
| Key Control Systems             | 2,244              | 2,466             | 28             | 1,440              | 19             | 68%        | 8                 | 29%        | 1                      | 4%        |
| Kickboxing                      | 1,817              | 2,642             | 28             | 1,440              | 11             | 39%        | 17                | 61%        | 0                      | 0%        |
| Marijuana Sales and Services    | 3,305              | 2,168             | 28             | 1,440              | 15             | 54%        | 13                | 46%        | 0                      | 0%        |
| Medical Marijuana Dispensaries  | 3,038              | 2,239             | 28             | 1,440              | 12             | 43%        | 16                | 57%        | 0                      | 0%        |
| Pain Management Clinics         | 9,913              | 1,344             | 28             | 1,440              | 18             | 64%        | 10                | 36%        | 0                      | 0%        |
| Saddle                          | 5,123              | 1,829             | 28             | 1,440              | 18             | 64%        | 10                | 36%        | 0                      | 0%        |
| Sales Promotion Services        | 12,052             | 1,226             | 28             | 1,440              | 20             | 71%        | 6                 | 21%        | 2                      | 7%        |
| Senior Home Care                | 23,102             | 802               | 28             | 1,440              | 21             | 75%        | 5                 | 18%        | 2                      | 7%        |
| Wheelchair Ramps                | 14,607             | 1,092             | 28             | 1,440              | 20             | 71%        | 8                 | 29%        | 0                      | 0%        |
| Wholesale Meat                  | 13,720             | 1,136             | 28             | 1,440              | 9              | 32%        | 17                | 61%        | 2                      | 7%        |
| Air Gun                         | 5,181              | 1,817             | 27             | 1,466              | 10             | 37%        | 17                | 63%        | 0                      | 0%        |
| Alcoholism Information          | 14,539             | 1,096             | 27             | 1,466              | 12             | 44%        | 12                | 44%        | 3                      | 11%       |
| Audio Visual Equipment Repair   | 4,628              | 1,911             | 27             | 1,466              | 15             | 56%        | 10                | 37%        | 2                      | 7%        |
| Auto Electric Service           | 7,679              | 1,519             | 27             | 1,466              | 16             | 59%        | 11                | 41%        | 0                      | 0%        |
| Axles                           | 816                | 3,287             | 27             | 1,466              | 4              | 15%        | 23                | 85%        | 0                      | 0%        |
| CD Duplication                  | 13,356             | 1,156             | 27             | 1,466              | 23             | 85%        | 4                 | 15%        | 0                      | 0%        |
| Cleaning Compounds              | 3,356              | 2,154             | 27             | 1,466              | 21             | 78%        | 5                 | 19%        | 1                      | 4%        |
| Clock Dealers                   | 5,465              | 1,781             | 27             | 1,466              | 23             | 85%        | 4                 | 15%        | 0                      | 0%        |
| Computer Programming            | 4,797              | 1,880             | 27             | 1,466              | 10             | 37%        | 14                | 52%        | 3                      | 11%       |
| Concert Hall                    | 1,473              | 2,812             | 27             | 1,466              | 18             | 67%        | 6                 | 22%        | 3                      | 11%       |
| Contractors Equipment           | 13,045             | 1,171             | 27             | 1,466              | 27             | 100%       | 0                 | 0%         | 0                      | 0%        |
| Dolls                           | 2,850              | 2,286             | 27             | 1,466              | 18             | 67%        | 9                 | 33%        | 0                      | 0%        |
| Electric Heating Element        | 1,765              | 2,665             | 27             | 1,466              | 27             | 100%       | 0                 | 0%         | 0                      | 0%        |
| Electronic Power Supplies       | 4,089              | 2,017             | 27             | 1,466              | 21             | 78%        | 6                 | 22%        | 0                      | 0%        |
| Email Service Providers         | 9,045              | 1,400             | 27             | 1,466              | 13             | 48%        | 7                 | 26%        | 7                      | 26%       |
| Flea Markets                    | 7,022              | 1,576             | 27             | 1,466              | 10             | 37%        | 15                | 56%        | 2                      | 7%        |
| Frozen Food Companies           | 7,584              | 1,526             | 27             | 1,466              | 5              | 19%        | 21                | 78%        | 1                      | 4%        |
| Hardscaping                     | 16,828             | 1,000             | 27             | 1,466              | 17             | 63%        | 10                | 37%        | 0                      | 0%        |
| Heavy Haul Trucking             | 32,153             | 658               | 27             | 1,466              | 11             | 41%        | 15                | 56%        | 1                      | 4%        |
| Housing Authority               | 3,334              | 2,162             | 27             | 1,466              | 23             | 85%        | 4                 | 15%        | 0                      | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>   | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|----------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                     | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Immigration Lawyer               | 17,845             | 957                      | 27                | 1,466                     | 20                   | 74%        | 7                        | 26%        | 0                             | 0%        |
| Irrigation Repair                | 7,872              | 1,498                    | 27                | 1,466                     | 16                   | 59%        | 10                       | 37%        | 1                             | 4%        |
| Language Training Aids           | 4,019              | 2,033                    | 27                | 1,466                     | 22                   | 81%        | 5                        | 19%        | 0                             | 0%        |
| Laser                            | 11,929             | 1,234                    | 27                | 1,466                     | 19                   | 70%        | 7                        | 26%        | 1                             | 4%        |
| Management Training              | 8,332              | 1,461                    | 27                | 1,466                     | 16                   | 59%        | 11                       | 41%        | 0                             | 0%        |
| Nanny Services                   | 15,821             | 1,042                    | 27                | 1,466                     | 21                   | 78%        | 6                        | 22%        | 0                             | 0%        |
| Pension and Profit Sharing Plans | 8,877              | 1,411                    | 27                | 1,466                     | 26                   | 96%        | 1                        | 4%         | 0                             | 0%        |
| Permanent Makeup                 | 6,975              | 1,583                    | 27                | 1,466                     | 15                   | 56%        | 12                       | 44%        | 0                             | 0%        |
| Post Offices                     | 2,062              | 2,531                    | 27                | 1,466                     | 9                    | 33%        | 17                       | 63%        | 1                             | 4%        |
| Snowmobile                       | 4,275              | 1,975                    | 27                | 1,466                     | 25                   | 93%        | 2                        | 7%         | 0                             | 0%        |
| Tree Pruning Service             | 10,653             | 1,292                    | 27                | 1,466                     | 14                   | 52%        | 12                       | 44%        | 1                             | 4%        |
| Veterans Organizations           | 12,804             | 1,186                    | 27                | 1,466                     | 20                   | 74%        | 6                        | 22%        | 1                             | 4%        |
| Wholesale Lighting Fixtures      | 6,850              | 1,598                    | 27                | 1,466                     | 18                   | 67%        | 9                        | 33%        | 0                             | 0%        |
| Attorney Advertising             | 8,993              | 1,406                    | 26                | 1,499                     | 16                   | 62%        | 10                       | 38%        | 0                             | 0%        |
| Baseball Club                    | 5,939              | 1,713                    | 26                | 1,499                     | 17                   | 65%        | 9                        | 35%        | 0                             | 0%        |
| Beekeeping Supplies              | 2,044              | 2,538                    | 26                | 1,499                     | 6                    | 23%        | 20                       | 77%        | 0                             | 0%        |
| Catalog Showroom                 | 3,159              | 2,201                    | 26                | 1,499                     | 24                   | 92%        | 2                        | 8%         | 0                             | 0%        |
| Commercial Electrician           | 33,587             | 642                      | 26                | 1,499                     | 10                   | 38%        | 16                       | 62%        | 0                             | 0%        |
| Couriers                         | 12,644             | 1,194                    | 26                | 1,499                     | 13                   | 50%        | 13                       | 50%        | 0                             | 0%        |
| Door Repair                      | 21,016             | 853                      | 26                | 1,499                     | 18                   | 69%        | 6                        | 23%        | 2                             | 8%        |
| Heating Equipment                | 12,994             | 1,175                    | 26                | 1,499                     | 17                   | 65%        | 9                        | 35%        | 0                             | 0%        |
| Incense                          | 1,733              | 2,682                    | 26                | 1,499                     | 12                   | 46%        | 14                       | 54%        | 0                             | 0%        |
| Mobile Auto Painting             | 2,374              | 2,417                    | 26                | 1,499                     | 15                   | 58%        | 10                       | 38%        | 1                             | 4%        |
| Religious Organizations          | 9,526              | 1,368                    | 26                | 1,499                     | 18                   | 69%        | 8                        | 31%        | 0                             | 0%        |
| Ribbon                           | 910                | 3,197                    | 26                | 1,499                     | 22                   | 85%        | 4                        | 15%        | 0                             | 0%        |
| Scientific Instruments           | 3,775              | 2,072                    | 26                | 1,499                     | 24                   | 92%        | 2                        | 8%         | 0                             | 0%        |
| Scrapbook                        | 4,909              | 1,861                    | 26                | 1,499                     | 6                    | 23%        | 20                       | 77%        | 0                             | 0%        |
| Spice                            | 5,121              | 1,831                    | 26                | 1,499                     | 7                    | 27%        | 18                       | 69%        | 1                             | 4%        |
| Tile Sales                       | 5,709              | 1,745                    | 26                | 1,499                     | 17                   | 65%        | 8                        | 31%        | 1                             | 4%        |
| Transporting Trailers            | 7,139              | 1,561                    | 26                | 1,499                     | 15                   | 58%        | 11                       | 42%        | 0                             | 0%        |
| Auto Air Conditioning            | 5,775              | 1,734                    | 25                | 1,516                     | 15                   | 60%        | 10                       | 40%        | 0                             | 0%        |
| Baby Accessories Wholesale       | 4,822              | 1,874                    | 25                | 1,516                     | 15                   | 60%        | 9                        | 36%        | 1                             | 4%        |
| Body Waxing                      | 2,918              | 2,267                    | 25                | 1,516                     | 17                   | 68%        | 8                        | 32%        | 0                             | 0%        |
| Brake Equipment                  | 1,644              | 2,728                    | 25                | 1,516                     | 16                   | 64%        | 9                        | 36%        | 0                             | 0%        |
| Computer Cable Installation      | 7,338              | 1,541                    | 25                | 1,516                     | 17                   | 68%        | 8                        | 32%        | 0                             | 0%        |
| Concrete Leveling                | 18,781             | 921                      | 25                | 1,516                     | 15                   | 60%        | 8                        | 32%        | 2                             | 8%        |
| Diet Plans                       | 4,298              | 1,970                    | 25                | 1,516                     | 16                   | 64%        | 6                        | 24%        | 3                             | 12%       |
| Document Shredding               | 18,297             | 945                      | 25                | 1,516                     | 22                   | 88%        | 2                        | 8%         | 1                             | 4%        |
| Dressmaker                       | 3,493              | 2,123                    | 25                | 1,516                     | 9                    | 36%        | 16                       | 64%        | 0                             | 0%        |
| Firearm Manufacturer             | 3,607              | 2,107                    | 25                | 1,516                     | 13                   | 52%        | 12                       | 48%        | 0                             | 0%        |
| Gold Buyers                      | 28,721             | 712                      | 25                | 1,516                     | 19                   | 76%        | 6                        | 24%        | 0                             | 0%        |
| Guide Advertising                | 4,282              | 1,973                    | 25                | 1,516                     | 14                   | 56%        | 11                       | 44%        | 0                             | 0%        |
| Healthcare Staffing              | 13,393             | 1,150                    | 25                | 1,516                     | 17                   | 68%        | 8                        | 32%        | 0                             | 0%        |
| Holistic Health Practitioner     | 12,709             | 1,188                    | 25                | 1,516                     | 13                   | 52%        | 11                       | 44%        | 1                             | 4%        |
| Hormone Replacement Therapy      | 16,706             | 1,004                    | 25                | 1,516                     | 20                   | 80%        | 5                        | 20%        | 0                             | 0%        |
| Jet Ski                          | 4,434              | 1,941                    | 25                | 1,516                     | 18                   | 72%        | 7                        | 28%        | 0                             | 0%        |
| Marine Equipment                 | 11,908             | 1,236                    | 25                | 1,516                     | 16                   | 64%        | 9                        | 36%        | 0                             | 0%        |
| Medical Consultants              | 19,419             | 899                      | 25                | 1,516                     | 20                   | 80%        | 4                        | 16%        | 1                             | 4%        |
| Office Ergonomics                | 2,815              | 2,291                    | 25                | 1,516                     | 20                   | 80%        | 4                        | 16%        | 1                             | 4%        |
| On Hold Music                    | 3,090              | 2,218                    | 25                | 1,516                     | 19                   | 76%        | 6                        | 24%        | 0                             | 0%        |
| Party Decoration Contractors     | 2,911              | 2,271                    | 25                | 1,516                     | 2                    | 8%         | 22                       | 88%        | 1                             | 4%        |
| Property Tax Consultants         | 40,927             | 548                      | 25                | 1,516                     | 23                   | 92%        | 2                        | 8%         | 0                             | 0%        |
| Risk Management                  | 6,725              | 1,615                    | 25                | 1,516                     | 14                   | 56%        | 11                       | 44%        | 0                             | 0%        |
| Service Dogs                     | 13,138             | 1,169                    | 25                | 1,516                     | 10                   | 40%        | 15                       | 60%        | 0                             | 0%        |
| Sewing Machine Parts             | 2,040              | 2,543                    | 25                | 1,516                     | 5                    | 20%        | 20                       | 80%        | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>        | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|---------------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                          | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Theater Stage Play Houses             | 2,275              | 2,459                    | 25                | 1,516                     | 14                    | 56%        | 11                        | 44%        | 0                              | 0%        |
| Trademark Consultant                  | 11,842             | 1,243                    | 25                | 1,516                     | 18                    | 72%        | 6                         | 24%        | 1                              | 4%        |
| Trailer Repair                        | 9,797              | 1,352                    | 25                | 1,516                     | 14                    | 56%        | 9                         | 36%        | 2                              | 8%        |
| Unfinished Furniture                  | 3,674              | 2,095                    | 25                | 1,516                     | 21                    | 84%        | 4                         | 16%        | 0                              | 0%        |
| Van Conversions                       | 7,147              | 1,560                    | 25                | 1,516                     | 23                    | 92%        | 2                         | 8%         | 0                              | 0%        |
| Vehicle Sales Manufacturing Companies | 3,051              | 2,233                    | 25                | 1,516                     | 18                    | 72%        | 7                         | 28%        | 0                              | 0%        |
| Youth Organization Center             | 8,646              | 1,433                    | 25                | 1,516                     | 17                    | 68%        | 8                         | 32%        | 0                              | 0%        |
| Breakfast                             | 1,726              | 2,688                    | 24                | 1,548                     | 9                     | 38%        | 14                        | 58%        | 1                              | 4%        |
| Cardiologist                          | 4,627              | 1,913                    | 24                | 1,548                     | 17                    | 71%        | 7                         | 29%        | 0                              | 0%        |
| Chimney Sweeper                       | 12,864             | 1,180                    | 24                | 1,548                     | 15                    | 63%        | 9                         | 38%        | 0                              | 0%        |
| Circus Companies                      | 6,294              | 1,663                    | 24                | 1,548                     | 18                    | 75%        | 6                         | 25%        | 0                              | 0%        |
| Commercial Landscape Contractors      | 15,519             | 1,054                    | 24                | 1,548                     | 12                    | 50%        | 11                        | 46%        | 1                              | 4%        |
| Contractors Equipment Rental          | 9,871              | 1,348                    | 24                | 1,548                     | 16                    | 67%        | 8                         | 33%        | 0                              | 0%        |
| Convention Facilities                 | 6,350              | 1,656                    | 24                | 1,548                     | 16                    | 67%        | 8                         | 33%        | 0                              | 0%        |
| Debt Relief Education                 | 6,639              | 1,623                    | 24                | 1,548                     | 9                     | 38%        | 15                        | 63%        | 0                              | 0%        |
| Decorative Concrete Contractor        | 12,287             | 1,210                    | 24                | 1,548                     | 13                    | 54%        | 8                         | 33%        | 3                              | 13%       |
| Electronic Development                | 3,667              | 2,097                    | 24                | 1,548                     | 10                    | 42%        | 14                        | 58%        | 0                              | 0%        |
| Frozen Dessert Dealers                | 7,550              | 1,529                    | 24                | 1,548                     | 13                    | 54%        | 9                         | 38%        | 2                              | 8%        |
| Funeral Flowers                       | 1,309              | 2,903                    | 24                | 1,548                     | 3                     | 13%        | 21                        | 88%        | 0                              | 0%        |
| Furnace Repair                        | 5,061              | 1,840                    | 24                | 1,548                     | 15                    | 63%        | 9                         | 38%        | 0                              | 0%        |
| Horse Equipment                       | 4,192              | 1,993                    | 24                | 1,548                     | 13                    | 54%        | 11                        | 46%        | 0                              | 0%        |
| Map Dealers                           | 896                | 3,206                    | 24                | 1,548                     | 23                    | 96%        | 1                         | 4%         | 0                              | 0%        |
| Mulch                                 | 8,147              | 1,478                    | 24                | 1,548                     | 17                    | 71%        | 7                         | 29%        | 0                              | 0%        |
| Network Cabling                       | 5,420              | 1,790                    | 24                | 1,548                     | 13                    | 54%        | 10                        | 42%        | 1                              | 4%        |
| Recorded Information                  | 6,500              | 1,641                    | 24                | 1,548                     | 22                    | 92%        | 2                         | 8%         | 0                              | 0%        |
| Trampoline                            | 4,804              | 1,879                    | 24                | 1,548                     | 16                    | 67%        | 8                         | 33%        | 0                              | 0%        |
| Webbing                               | 2,339              | 2,430                    | 24                | 1,548                     | 12                    | 50%        | 12                        | 50%        | 0                              | 0%        |
| Allergist                             | 3,462              | 2,130                    | 23                | 1,568                     | 18                    | 78%        | 5                         | 22%        | 0                              | 0%        |
| Animation Mechanics                   | 1,324              | 2,897                    | 23                | 1,568                     | 21                    | 91%        | 2                         | 9%         | 0                              | 0%        |
| Baby Food                             | 544                | 3,593                    | 23                | 1,568                     | 4                     | 17%        | 8                         | 35%        | 11                             | 48%       |
| Braids                                | 2,282              | 2,451                    | 23                | 1,568                     | 5                     | 22%        | 16                        | 70%        | 2                              | 9%        |
| Business Law Attorney                 | 30,914             | 672                      | 23                | 1,568                     | 21                    | 91%        | 1                         | 4%         | 1                              | 4%        |
| Car Decals                            | 4,526              | 1,929                    | 23                | 1,568                     | 7                     | 30%        | 14                        | 61%        | 2                              | 9%        |
| Career Counseling                     | 25,629             | 750                      | 23                | 1,568                     | 13                    | 57%        | 8                         | 35%        | 2                              | 9%        |
| Cell Material                         | 1,418              | 2,843                    | 23                | 1,568                     | 4                     | 17%        | 15                        | 65%        | 4                              | 17%       |
| Class Action Settlement Administrator | 12,316             | 1,207                    | 23                | 1,568                     | 19                    | 83%        | 4                         | 17%        | 0                              | 0%        |
| Cleaning Supplies Sales               | 12,113             | 1,220                    | 23                | 1,568                     | 13                    | 57%        | 9                         | 39%        | 1                              | 4%        |
| Coffee & Tea Shops                    | 2,869              | 2,280                    | 23                | 1,568                     | 3                     | 13%        | 20                        | 87%        | 0                              | 0%        |
| Electric Motor Repair                 | 9,455              | 1,372                    | 23                | 1,568                     | 13                    | 57%        | 10                        | 43%        | 0                              | 0%        |
| Family Lawyer                         | 36,080             | 608                      | 23                | 1,568                     | 12                    | 52%        | 9                         | 39%        | 2                              | 9%        |
| Garments - Printing & Lettering       | 5,986              | 1,704                    | 23                | 1,568                     | 13                    | 57%        | 10                        | 43%        | 0                              | 0%        |
| Grout Repair                          | 7,469              | 1,533                    | 23                | 1,568                     | 12                    | 52%        | 11                        | 48%        | 0                              | 0%        |
| Guest Ranch                           | 929                | 3,178                    | 23                | 1,568                     | 7                     | 30%        | 16                        | 70%        | 0                              | 0%        |
| Infertility                           | 5,591              | 1,759                    | 23                | 1,568                     | 18                    | 78%        | 5                         | 22%        | 0                              | 0%        |
| Kitchen Cabinets                      | 7,750              | 1,514                    | 23                | 1,568                     | 9                     | 39%        | 14                        | 61%        | 0                              | 0%        |
| Music Publishing Companies            | 14,761             | 1,084                    | 23                | 1,568                     | 19                    | 83%        | 3                         | 13%        | 1                              | 4%        |
| Notary Public                         | 14,323             | 1,106                    | 23                | 1,568                     | 16                    | 70%        | 7                         | 30%        | 0                              | 0%        |
| Office Space Rental                   | 8,261              | 1,467                    | 23                | 1,568                     | 11                    | 48%        | 12                        | 52%        | 0                              | 0%        |
| Organic Products                      | 5,051              | 1,841                    | 23                | 1,568                     | 14                    | 61%        | 9                         | 39%        | 0                              | 0%        |
| Plasma Donation                       | 3,342              | 2,157                    | 23                | 1,568                     | 14                    | 61%        | 9                         | 39%        | 0                              | 0%        |
| Preserved Flowers                     | 4,092              | 2,016                    | 23                | 1,568                     | 11                    | 48%        | 12                        | 52%        | 0                              | 0%        |
| Professional Engineer                 | 55,581             | 434                      | 23                | 1,568                     | 11                    | 48%        | 12                        | 52%        | 0                              | 0%        |
| Refreshment Stand                     | 543                | 3,596                    | 23                | 1,568                     | 0                     | 0%         | 23                        | 100%       | 0                              | 0%        |
| Rescue Equipment                      | 6,731              | 1,614                    | 23                | 1,568                     | 5                     | 22%        | 6                         | 26%        | 12                             | 52%       |
| Ski Equipment                         | 6,822              | 1,605                    | 23                | 1,568                     | 15                    | 65%        | 7                         | 30%        | 1                              | 4%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>                         | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Sporting Goods Repair                                  | 3,226              | 2,180                    | 23                | 1,568                     | 8                    | 35%        | 4                        | 17%        | 11                            | 48%       |
| Surgeons   | 5,495              | 1,776                    | 23                | 1,568                     | 12                   | 52%        | 10                       | 43%        | 1                             | 4%        |
| Sword  | 2,324              | 2,435                    | 23                | 1,568                     | 17                   | 74%        | 6                        | 26%        | 0                             | 0%        |
| Tankless Water Heaters                                 | 2,792              | 2,301                    | 23                | 1,568                     | 20                   | 87%        | 3                        | 13%        | 0                             | 0%        |
| Tower  | 4,697              | 1,897                    | 23                | 1,568                     | 11                   | 48%        | 10                       | 43%        | 2                             | 9%        |
| Art Schools  | 4,913              | 1,860                    | 22                | 1,601                     | 13                   | 59%        | 8                        | 36%        | 1                             | 5%        |
| Bath Supplies  | 6,391              | 1,652                    | 22                | 1,601                     | 15                   | 68%        | 5                        | 23%        | 2                             | 9%        |
| Boots  | 6,844              | 1,600                    | 22                | 1,601                     | 12                   | 55%        | 9                        | 41%        | 1                             | 5%        |
| Charity - Community Development & Civic Organizations  | 14,011             | 1,121                    | 22                | 1,601                     | 17                   | 77%        | 5                        | 23%        | 0                             | 0%        |
| Commercial Cleaning Services                           | 36,771             | 600                      | 22                | 1,601                     | 15                   | 68%        | 6                        | 27%        | 1                             | 5%        |
| Concrete Bricks  | 9,292              | 1,380                    | 22                | 1,601                     | 9                    | 41%        | 12                       | 55%        | 1                             | 5%        |
| Debt Relief Service Referral                           | 52,519             | 457                      | 22                | 1,601                     | 17                   | 77%        | 4                        | 18%        | 1                             | 5%        |
| Geothermal Heat Pump                                   | 8,494              | 1,447                    | 22                | 1,601                     | 17                   | 77%        | 4                        | 18%        | 1                             | 5%        |
| Mats   | 4,145              | 2,001                    | 22                | 1,601                     | 13                   | 59%        | 9                        | 41%        | 0                             | 0%        |
| Natural Marble   | 12,211             | 1,211                    | 22                | 1,601                     | 15                   | 68%        | 6                        | 27%        | 1                             | 5%        |
| Ornamental Metal Work                                  | 12,175             | 1,214                    | 22                | 1,601                     | 13                   | 59%        | 9                        | 41%        | 0                             | 0%        |
| Patio Contractor                                       | 5,522              | 1,773                    | 22                | 1,601                     | 10                   | 45%        | 11                       | 50%        | 1                             | 5%        |
| Petroleum Products                                     | 6,835              | 1,601                    | 22                | 1,601                     | 11                   | 50%        | 11                       | 50%        | 0                             | 0%        |
| Rent to Own Real Estate                                | 26,492             | 740                      | 22                | 1,601                     | 15                   | 68%        | 7                        | 32%        | 0                             | 0%        |
| Termite Control  | 16,072             | 1,028                    | 22                | 1,601                     | 16                   | 73%        | 6                        | 27%        | 0                             | 0%        |
| Trailer Leasing  | 6,155              | 1,681                    | 22                | 1,601                     | 11                   | 50%        | 11                       | 50%        | 0                             | 0%        |
| Wealth Building Seminars                               | 12,543             | 1,198                    | 22                | 1,601                     | 20                   | 91%        | 2                        | 9%         | 0                             | 0%        |
| Wholesale Womens Apparel                               | 8,587              | 1,439                    | 22                | 1,601                     | 11                   | 50%        | 10                       | 45%        | 1                             | 5%        |
| Amusement Devices                                      | 2,975              | 2,256                    | 21                | 1,619                     | 17                   | 81%        | 3                        | 14%        | 1                             | 5%        |
| Automotive Paint                                       | 1,145              | 3,015                    | 21                | 1,619                     | 3                    | 14%        | 18                       | 86%        | 0                             | 0%        |
| Aviation Services                                      | 5,752              | 1,736                    | 21                | 1,619                     | 12                   | 57%        | 9                        | 43%        | 0                             | 0%        |
| Baby Car Seats   | 1,351              | 2,880                    | 21                | 1,619                     | 17                   | 81%        | 4                        | 19%        | 0                             | 0%        |
| Breastfeeding  | 3,048              | 2,234                    | 21                | 1,619                     | 21                   | 100%       | 0                        | 0%         | 0                             | 0%        |
| Cat Breeders   | 7,075              | 1,568                    | 21                | 1,619                     | 6                    | 29%        | 12                       | 57%        | 3                             | 14%       |
| Charity - Education & Literacy                         | 9,185              | 1,386                    | 21                | 1,619                     | 14                   | 67%        | 7                        | 33%        | 0                             | 0%        |
| Commercial Insurance Services                          | 14,823             | 1,079                    | 21                | 1,619                     | 17                   | 81%        | 4                        | 19%        | 0                             | 0%        |
| Currency Exchange                                      | 6,328              | 1,660                    | 21                | 1,619                     | 8                    | 38%        | 11                       | 52%        | 2                             | 10%       |
| Data Brokers   | 1,664              | 2,718                    | 21                | 1,619                     | 17                   | 81%        | 4                        | 19%        | 0                             | 0%        |
| Environmental Testing                                  | 12,081             | 1,223                    | 21                | 1,619                     | 17                   | 81%        | 4                        | 19%        | 0                             | 0%        |
| Information Processing                                 | 11,816             | 1,245                    | 21                | 1,619                     | 13                   | 62%        | 7                        | 33%        | 1                             | 5%        |
| Insulation Materials                                   | 7,682              | 1,518                    | 21                | 1,619                     | 13                   | 62%        | 8                        | 38%        | 0                             | 0%        |
| Leather  | 2,987              | 2,254                    | 21                | 1,619                     | 5                    | 24%        | 16                       | 76%        | 0                             | 0%        |
| Manufactured Home Parts                                | 5,481              | 1,780                    | 21                | 1,619                     | 5                    | 24%        | 16                       | 76%        | 0                             | 0%        |
| Maternity Clothes                                      | 1,606              | 2,744                    | 21                | 1,619                     | 6                    | 29%        | 15                       | 71%        | 0                             | 0%        |
| Moving Equipment Rental                                | 3,619              | 2,104                    | 21                | 1,619                     | 12                   | 57%        | 9                        | 43%        | 0                             | 0%        |
| Non-Ceramic Tile Contractors                           | 9,556              | 1,366                    | 21                | 1,619                     | 4                    | 19%        | 15                       | 71%        | 2                             | 10%       |
| Packaging Supplies                                     | 11,847             | 1,241                    | 21                | 1,619                     | 9                    | 43%        | 12                       | 57%        | 0                             | 0%        |
| Paving, Painting, Home Improvement - Itinerant Workers | 7,072              | 1,569                    | 21                | 1,619                     | 4                    | 19%        | 13                       | 62%        | 4                             | 19%       |
| Periodontist   | 4,959              | 1,853                    | 21                | 1,619                     | 18                   | 86%        | 3                        | 14%        | 0                             | 0%        |
| Safe   | 8,600              | 1,438                    | 21                | 1,619                     | 6                    | 29%        | 14                       | 67%        | 1                             | 5%        |
| Second Hand Stores                                     | 1,922              | 2,587                    | 21                | 1,619                     | 10                   | 48%        | 10                       | 48%        | 1                             | 5%        |
| Sharpening   | 3,607              | 2,107                    | 21                | 1,619                     | 8                    | 38%        | 13                       | 62%        | 0                             | 0%        |
| Shipping Room Supplies                                 | 4,409              | 1,945                    | 21                | 1,619                     | 10                   | 48%        | 11                       | 52%        | 0                             | 0%        |
| Spray Foam Insulation Contractors                      | 18,773             | 922                      | 21                | 1,619                     | 12                   | 57%        | 8                        | 38%        | 1                             | 5%        |
| Stamp Collecting                                       | 7,299              | 1,546                    | 21                | 1,619                     | 9                    | 43%        | 12                       | 57%        | 0                             | 0%        |
| Used Carpet  | 7,720              | 1,515                    | 21                | 1,619                     | 17                   | 81%        | 4                        | 19%        | 0                             | 0%        |
| Video Editing  | 9,051              | 1,398                    | 21                | 1,619                     | 11                   | 52%        | 10                       | 48%        | 0                             | 0%        |
| Wallpaper  | 4,252              | 1,983                    | 21                | 1,619                     | 15                   | 71%        | 6                        | 29%        | 0                             | 0%        |
| Wholesale Lumber                                       | 6,633              | 1,624                    | 21                | 1,619                     | 11                   | 52%        | 10                       | 48%        | 0                             | 0%        |
| Aircraft Charter                                       | 8,864              | 1,412                    | 20                | 1,650                     | 8                    | 40%        | 12                       | 60%        | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>                      | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>  | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Auto Repair   | 3,914              | 2,048                    | 20                | 1,650                     | 19                   | 95%        | 0                        | 0%         | 1                             | 5%        |
| Baby Strollers                                      | 1,718              | 2,691                    | 20                | 1,650                     | 19                   | 95%        | 1                        | 5%         | 0                             | 0%        |
| Brewing Supplies                                    | 1,455              | 2,821                    | 20                | 1,650                     | 2                    | 10%        | 18                       | 90%        | 0                             | 0%        |
| Charity Foundations                                 | 20,217             | 877                      | 20                | 1,650                     | 19                   | 95%        | 0                        | 0%         | 1                             | 5%        |
| Cheerleading Classes                                | 2,857              | 2,285                    | 20                | 1,650                     | 10                   | 50%        | 10                       | 50%        | 0                             | 0%        |
| Churches  | 17,612             | 969                      | 20                | 1,650                     | 11                   | 55%        | 7                        | 35%        | 2                             | 10%       |
| College Preparatory School                          | 5,588              | 1,760                    | 20                | 1,650                     | 8                    | 40%        | 6                        | 30%        | 6                             | 30%       |
| Crating Service                                     | 8,232              | 1,470                    | 20                | 1,650                     | 15                   | 75%        | 5                        | 25%        | 0                             | 0%        |
| Dance Apparel                                       | 2,446              | 2,397                    | 20                | 1,650                     | 14                   | 70%        | 6                        | 30%        | 0                             | 0%        |
| Dock Builders                                       | 9,022              | 1,403                    | 20                | 1,650                     | 10                   | 50%        | 10                       | 50%        | 0                             | 0%        |
| Emergency Disaster Preparedness                     | 9,830              | 1,350                    | 20                | 1,650                     | 12                   | 60%        | 8                        | 40%        | 0                             | 0%        |
| Eviction  | 6,090              | 1,690                    | 20                | 1,650                     | 13                   | 65%        | 7                        | 35%        | 0                             | 0%        |
| Fashion Consultant                                  | 1,991              | 2,557                    | 20                | 1,650                     | 0                    | 0%         | 20                       | 100%       | 0                             | 0%        |
| Fire Protection Contractor                          | 12,792             | 1,187                    | 20                | 1,650                     | 9                    | 45%        | 11                       | 55%        | 0                             | 0%        |
| Fishing Charters                                    | 4,138              | 2,006                    | 20                | 1,650                     | 8                    | 40%        | 12                       | 60%        | 0                             | 0%        |
| Football Club                                       | 2,088              | 2,520                    | 20                | 1,650                     | 10                   | 50%        | 9                        | 45%        | 1                             | 5%        |
| Fundraising Supplies                                | 13,789             | 1,134                    | 20                | 1,650                     | 11                   | 55%        | 9                        | 45%        | 0                             | 0%        |
| Graphics Computer                                   | 3,349              | 2,156                    | 20                | 1,650                     | 7                    | 35%        | 12                       | 60%        | 1                             | 5%        |
| Janitor Supplies                                    | 11,035             | 1,276                    | 20                | 1,650                     | 16                   | 80%        | 4                        | 20%        | 0                             | 0%        |
| Lock Manufacturers                                  | 2,912              | 2,270                    | 20                | 1,650                     | 6                    | 30%        | 13                       | 65%        | 1                             | 5%        |
| Meat  | 3,853              | 2,059                    | 20                | 1,650                     | 6                    | 30%        | 12                       | 60%        | 2                             | 10%       |
| Metal Fabrication                                   | 21,901             | 831                      | 20                | 1,650                     | 10                   | 50%        | 10                       | 50%        | 0                             | 0%        |
| Museum  | 3,621              | 2,103                    | 20                | 1,650                     | 13                   | 65%        | 7                        | 35%        | 0                             | 0%        |
| Neon Signs  | 3,314              | 2,166                    | 20                | 1,650                     | 5                    | 25%        | 15                       | 75%        | 0                             | 0%        |
| Online Trading School                               | 9,986              | 1,337                    | 20                | 1,650                     | 12                   | 60%        | 7                        | 35%        | 1                             | 5%        |
| Parking Lot Maintenance                             | 11,194             | 1,270                    | 20                | 1,650                     | 11                   | 55%        | 7                        | 35%        | 2                             | 10%       |
| Pet Containment System                              | 6,790              | 1,610                    | 20                | 1,650                     | 17                   | 85%        | 0                        | 0%         | 3                             | 15%       |
| Piano   | 8,169              | 1,475                    | 20                | 1,650                     | 11                   | 55%        | 6                        | 30%        | 3                             | 15%       |
| Portable Toilet                                     | 9,452              | 1,373                    | 20                | 1,650                     | 13                   | 65%        | 7                        | 35%        | 0                             | 0%        |
| Product Sales by Phone                              | 7,003              | 1,579                    | 20                | 1,650                     | 13                   | 65%        | 7                        | 35%        | 0                             | 0%        |
| Property Tax Lenders                                | 6,792              | 1,609                    | 20                | 1,650                     | 20                   | 100%       | 0                        | 0%         | 0                             | 0%        |
| Reptiles  | 8,038              | 1,484                    | 20                | 1,650                     | 7                    | 35%        | 13                       | 65%        | 0                             | 0%        |
| Restaurant Equipment Repair                         | 10,665             | 1,291                    | 20                | 1,650                     | 14                   | 70%        | 6                        | 30%        | 0                             | 0%        |
| Roof Cleaning                                       | 21,788             | 832                      | 20                | 1,650                     | 10                   | 50%        | 7                        | 35%        | 3                             | 15%       |
| Semiconductor Devices                               | 1,607              | 2,743                    | 20                | 1,650                     | 13                   | 65%        | 7                        | 35%        | 0                             | 0%        |
| Sheet Metal Fabrication                             | 17,940             | 954                      | 20                | 1,650                     | 15                   | 75%        | 4                        | 20%        | 1                             | 5%        |
| Telephone Advertising                               | 3,506              | 2,120                    | 20                | 1,650                     | 12                   | 60%        | 8                        | 40%        | 0                             | 0%        |
| Translators   | 40,986             | 546                      | 20                | 1,650                     | 13                   | 65%        | 7                        | 35%        | 0                             | 0%        |
| Umbrella  | 1,192              | 2,981                    | 20                | 1,650                     | 6                    | 30%        | 12                       | 60%        | 2                             | 10%       |
| Vinyl Windows                                       | 6,486              | 1,642                    | 20                | 1,650                     | 15                   | 75%        | 5                        | 25%        | 0                             | 0%        |
| VoIP Phone  | 5,528              | 1,771                    | 20                | 1,650                     | 10                   | 50%        | 8                        | 40%        | 2                             | 10%       |
| Wholesale Lamps                                     | 2,161              | 2,495                    | 20                | 1,650                     | 3                    | 15%        | 17                       | 85%        | 0                             | 0%        |
| Workers Compensation Insurance                      | 16,836             | 999                      | 20                | 1,650                     | 15                   | 75%        | 5                        | 25%        | 0                             | 0%        |
| Basement Remodeling                                 | 19,175             | 909                      | 19                | 1,694                     | 13                   | 68%        | 6                        | 32%        | 0                             | 0%        |
| Basketball Clubs                                    | 2,165              | 2,494                    | 19                | 1,694                     | 12                   | 63%        | 7                        | 37%        | 0                             | 0%        |
| Business Form Printer                               | 7,070              | 1,571                    | 19                | 1,694                     | 17                   | 89%        | 2                        | 11%        | 0                             | 0%        |
| Chain Link Fence Contractors                        | 4,668              | 1,902                    | 19                | 1,694                     | 8                    | 42%        | 11                       | 58%        | 0                             | 0%        |
| Computer Disaster Recovery                          | 10,100             | 1,328                    | 19                | 1,694                     | 10                   | 53%        | 7                        | 37%        | 2                             | 11%       |
| Electric Heating Manufacturers                      | 1,756              | 2,668                    | 19                | 1,694                     | 15                   | 79%        | 4                        | 21%        | 0                             | 0%        |
| Fire Damage Restoration                             | 10,633             | 1,294                    | 19                | 1,694                     | 14                   | 74%        | 5                        | 26%        | 0                             | 0%        |
| Grant, Scholarship and Financial Aid Finder Service | 16,041             | 1,029                    | 19                | 1,694                     | 7                    | 37%        | 6                        | 32%        | 6                             | 32%       |
| Gymnasium Equipment                                 | 5,564              | 1,762                    | 19                | 1,694                     | 13                   | 68%        | 6                        | 32%        | 0                             | 0%        |
| Home Study  | 22,675             | 812                      | 19                | 1,694                     | 8                    | 42%        | 6                        | 32%        | 5                             | 26%       |
| Jewelry Findings                                    | 3,738              | 2,082                    | 19                | 1,694                     | 10                   | 53%        | 7                        | 37%        | 2                             | 11%       |
| Landscape Lighting                                  | 11,015             | 1,277                    | 19                | 1,694                     | 8                    | 42%        | 11                       | 58%        | 0                             | 0%        |

**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Lecture and Seminar Bureaus                    | 22,235             | 821               | 19             | 1,694              | 17             | 89%        | 2                 | 11%        | 0                      | 0%        |
| Loan Originator                                | 10,131             | 1,327             | 19             | 1,694              | 12             | 63%        | 7                 | 37%        | 0                      | 0%        |
| Locksmith Supplies                             | 5,400              | 1,792             | 19             | 1,694              | 6              | 32%        | 13                | 68%        | 0                      | 0%        |
| Military Gear                                  | 14,145             | 1,112             | 19             | 1,694              | 9              | 47%        | 10                | 53%        | 0                      | 0%        |
| Moped  | 1,638              | 2,732             | 19             | 1,694              | 9              | 47%        | 10                | 53%        | 0                      | 0%        |
| Patent Agent                                   | 14,056             | 1,118             | 19             | 1,694              | 12             | 63%        | 7                 | 37%        | 0                      | 0%        |
| Radio Advertising                              | 4,330              | 1,959             | 19             | 1,694              | 13             | 68%        | 5                 | 26%        | 1                      | 5%        |
| Road Contractors                               | 18,038             | 952               | 19             | 1,694              | 7              | 37%        | 12                | 63%        | 0                      | 0%        |
| Saw  | 6,272              | 1,666             | 19             | 1,694              | 12             | 63%        | 7                 | 37%        | 0                      | 0%        |
| Self Defense                                   | 5,748              | 1,738             | 19             | 1,694              | 12             | 63%        | 6                 | 32%        | 1                      | 5%        |
| Specialty Pharmacy                             | 5,926              | 1,716             | 19             | 1,694              | 16             | 84%        | 3                 | 16%        | 0                      | 0%        |
| Tile Restoration                               | 3,741              | 2,081             | 19             | 1,694              | 9              | 47%        | 8                 | 42%        | 2                      | 11%       |
| Truck Driver Training                          | 12,984             | 1,176             | 19             | 1,694              | 9              | 47%        | 9                 | 47%        | 1                      | 5%        |
| Watch Bands                                    | 3,530              | 2,117             | 19             | 1,694              | 15             | 79%        | 4                 | 21%        | 0                      | 0%        |
| Water Well Pumps                               | 8,128              | 1,479             | 19             | 1,694              | 14             | 74%        | 5                 | 26%        | 0                      | 0%        |
| Wholesale Jewelry                              | 13,596             | 1,143             | 19             | 1,694              | 11             | 58%        | 7                 | 37%        | 1                      | 5%        |
| Wholesale Musical Instruments                  | 1,674              | 2,708             | 19             | 1,694              | 10             | 53%        | 7                 | 37%        | 2                      | 11%       |
| Wholesale Perfume                              | 6,945              | 1,587             | 19             | 1,694              | 10             | 53%        | 8                 | 42%        | 1                      | 5%        |
| Wholesale Photography Equipment                | 1,698              | 2,698             | 19             | 1,694              | 17             | 89%        | 2                 | 11%        | 0                      | 0%        |
| Beauty Pageants                                | 10,086             | 1,329             | 18             | 1,725              | 9              | 50%        | 9                 | 50%        | 0                      | 0%        |
| Bottled Water                                  | 6,130              | 1,682             | 18             | 1,725              | 11             | 61%        | 7                 | 39%        | 0                      | 0%        |
| Car Rust Proofing                              | 3,407              | 2,143             | 18             | 1,725              | 18             | 100%       | 0                 | 0%         | 0                      | 0%        |
| Caskets  | 5,885              | 1,722             | 18             | 1,725              | 11             | 61%        | 6                 | 33%        | 1                      | 6%        |
| Chimes   | 1,864              | 2,618             | 18             | 1,725              | 5              | 28%        | 13                | 72%        | 0                      | 0%        |
| Cutting Tools                                  | 4,745              | 1,891             | 18             | 1,725              | 9              | 50%        | 9                 | 50%        | 0                      | 0%        |
| Deck Repair                                    | 5,274              | 1,805             | 18             | 1,725              | 10             | 56%        | 8                 | 44%        | 0                      | 0%        |
| Endodontics                                    | 3,763              | 2,074             | 18             | 1,725              | 14             | 78%        | 3                 | 17%        | 1                      | 6%        |
| Esthetician                                    | 3,644              | 2,100             | 18             | 1,725              | 7              | 39%        | 8                 | 44%        | 3                      | 17%       |
| Eyebrow Threading                              | 1,088              | 3,061             | 18             | 1,725              | 8              | 44%        | 9                 | 50%        | 1                      | 6%        |
| Farm Equipment Parts                           | 5,106              | 1,834             | 18             | 1,725              | 8              | 44%        | 10                | 56%        | 0                      | 0%        |
| Fertilizer                                     | 10,017             | 1,334             | 18             | 1,725              | 16             | 89%        | 2                 | 11%        | 0                      | 0%        |
| Gourmet Shop                                   | 5,131              | 1,828             | 18             | 1,725              | 10             | 56%        | 5                 | 28%        | 3                      | 17%       |
| Horseback Riding                               | 3,245              | 2,179             | 18             | 1,725              | 10             | 56%        | 8                 | 44%        | 0                      | 0%        |
| Hydraulic Equipment                            | 6,978              | 1,582             | 18             | 1,725              | 2              | 11%        | 15                | 83%        | 1                      | 6%        |
| Interior Designer Supplies                     | 4,509              | 1,932             | 18             | 1,725              | 11             | 61%        | 6                 | 33%        | 1                      | 6%        |
| Inventor                                       | 7,279              | 1,547             | 18             | 1,725              | 14             | 78%        | 4                 | 22%        | 0                      | 0%        |
| Musical Instrument Repair                      | 3,781              | 2,071             | 18             | 1,725              | 10             | 56%        | 8                 | 44%        | 0                      | 0%        |
| Parking Garage Construction                    | 1,691              | 2,702             | 18             | 1,725              | 7              | 39%        | 11                | 61%        | 0                      | 0%        |
| Photo Printing                                 | 2,517              | 2,379             | 18             | 1,725              | 14             | 78%        | 4                 | 22%        | 0                      | 0%        |
| Pilates  | 2,345              | 2,426             | 18             | 1,725              | 11             | 61%        | 6                 | 33%        | 1                      | 6%        |
| Printing Supplies                              | 7,002              | 1,580             | 18             | 1,725              | 8              | 44%        | 10                | 56%        | 0                      | 0%        |
| Project Management                             | 6,252              | 1,669             | 18             | 1,725              | 14             | 78%        | 4                 | 22%        | 0                      | 0%        |
| Psychologist Referral Service                  | 5,094              | 1,837             | 18             | 1,725              | 18             | 100%       | 0                 | 0%         | 0                      | 0%        |
| Razors   | 6,337              | 1,659             | 18             | 1,725              | 16             | 89%        | 2                 | 11%        | 0                      | 0%        |
| Real Estate Loan Modification                  | 5,440              | 1,786             | 18             | 1,725              | 4              | 22%        | 14                | 78%        | 0                      | 0%        |
| Renewable Energy                               | 8,807              | 1,417             | 18             | 1,725              | 15             | 83%        | 3                 | 17%        | 0                      | 0%        |
| Rolling Doors                                  | 1,064              | 3,076             | 18             | 1,725              | 0              | 0%         | 18                | 100%       | 0                      | 0%        |
| Senior Care                                    | 24,107             | 782               | 18             | 1,725              | 17             | 94%        | 1                 | 6%         | 0                      | 0%        |
| Tourist Information                            | 6,972              | 1,584             | 18             | 1,725              | 10             | 56%        | 8                 | 44%        | 0                      | 0%        |
| Tuxedo Rentals                                 | 997                | 3,115             | 18             | 1,725              | 11             | 61%        | 7                 | 39%        | 0                      | 0%        |
| Wholesale Boutique Clothing                    | 1,632              | 2,735             | 18             | 1,725              | 12             | 67%        | 6                 | 33%        | 0                      | 0%        |
| Woodworking Equipment                          | 3,847              | 2,062             | 18             | 1,725              | 14             | 78%        | 4                 | 22%        | 0                      | 0%        |
| Advance Fee Residential Loan Modification (CA) | 7,263              | 1,549             | 17             | 1,758              | 5              | 29%        | 12                | 71%        | 0                      | 0%        |
| Antique Restoration                            | 5,963              | 1,708             | 17             | 1,758              | 10             | 59%        | 6                 | 35%        | 1                      | 6%        |
| Army Gear                                      | 2,761              | 2,310             | 17             | 1,758              | 13             | 76%        | 3                 | 18%        | 1                      | 6%        |



**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Bank Equipment                               | 2,249              | 2,465             | 17             | 1,758              | 16             | 94%        | 0                 | 0%         | 1                      | 6%        |
| Bankruptcy Assistance                        | 7,976              | 1,490             | 17             | 1,758              | 9              | 53%        | 5                 | 29%        | 3                      | 18%       |
| Bench Seat                                   | 914                | 3,191             | 17             | 1,758              | 17             | 100%       | 0                 | 0%         | 0                      | 0%        |
| Blood Bank                                   | 2,572              | 2,360             | 17             | 1,758              | 10             | 59%        | 7                 | 41%        | 0                      | 0%        |
| Bus Line Tickets                             | 873                | 3,232             | 17             | 1,758              | 13             | 76%        | 4                 | 24%        | 0                      | 0%        |
| Carbon Monoxide Detector                     | 249                | 4,091             | 17             | 1,758              | 15             | 88%        | 2                 | 12%        | 0                      | 0%        |
| Charity - Children & Youth                   | 21,147             | 850               | 17             | 1,758              | 9              | 53%        | 8                 | 47%        | 0                      | 0%        |
| Cleaning Supplies by Internet                | 4,472              | 1,935             | 17             | 1,758              | 7              | 41%        | 10                | 59%        | 0                      | 0%        |
| Commercial Window Tinting                    | 4,246              | 1,984             | 17             | 1,758              | 10             | 59%        | 7                 | 41%        | 0                      | 0%        |
| Door and Gate Operating Devices              | 8,568              | 1,440             | 17             | 1,758              | 14             | 82%        | 2                 | 12%        | 1                      | 6%        |
| Drainage Contractors                         | 17,110             | 988               | 17             | 1,758              | 7              | 41%        | 8                 | 47%        | 2                      | 12%       |
| Exercise Equipment Repair                    | 2,711              | 2,327             | 17             | 1,758              | 6              | 35%        | 9                 | 53%        | 2                      | 12%       |
| Fabric Manufacturers                         | 4,704              | 1,896             | 17             | 1,758              | 10             | 59%        | 7                 | 41%        | 0                      | 0%        |
| Fleet Services                               | 2,611              | 2,348             | 17             | 1,758              | 10             | 59%        | 7                 | 41%        | 0                      | 0%        |
| Fruits and Vegetables Retail                 | 6,307              | 1,661             | 17             | 1,758              | 8              | 47%        | 9                 | 53%        | 0                      | 0%        |
| Hybrid Car Dealers                           | 975                | 3,142             | 17             | 1,758              | 14             | 82%        | 3                 | 18%        | 0                      | 0%        |
| Indian Products                              | 1,731              | 2,686             | 17             | 1,758              | 2              | 12%        | 15                | 88%        | 0                      | 0%        |
| Land Clearing                                | 18,375             | 940               | 17             | 1,758              | 8              | 47%        | 9                 | 53%        | 0                      | 0%        |
| Litigation Lawyer                            | 14,064             | 1,116             | 17             | 1,758              | 16             | 94%        | 1                 | 6%         | 0                      | 0%        |
| Mailbox Manufacturers                        | 2,684              | 2,333             | 17             | 1,758              | 11             | 65%        | 6                 | 35%        | 0                      | 0%        |
| Meat Packers                                 | 9,763              | 1,353             | 17             | 1,758              | 5              | 29%        | 12                | 71%        | 0                      | 0%        |
| Medical Staffing                             | 9,569              | 1,362             | 17             | 1,758              | 13             | 76%        | 3                 | 18%        | 1                      | 6%        |
| Model Training                               | 11,200             | 1,269             | 17             | 1,758              | 12             | 71%        | 5                 | 29%        | 0                      | 0%        |
| Mold Inspection                              | 8,011              | 1,487             | 17             | 1,758              | 8              | 47%        | 9                 | 53%        | 0                      | 0%        |
| Mud Jacking Contractors                      | 20,211             | 878               | 17             | 1,758              | 15             | 88%        | 2                 | 12%        | 0                      | 0%        |
| Pool Leak Detection                          | 8,452              | 1,451             | 17             | 1,758              | 11             | 65%        | 6                 | 35%        | 0                      | 0%        |
| Real Estate Maintenance Protection Plan      | 2,278              | 2,457             | 17             | 1,758              | 16             | 94%        | 0                 | 0%         | 1                      | 6%        |
| Sanitary Landfill                            | 836                | 3,266             | 17             | 1,758              | 16             | 94%        | 1                 | 6%         | 0                      | 0%        |
| School Photographers                         | 1,392              | 2,858             | 17             | 1,758              | 16             | 94%        | 1                 | 6%         | 0                      | 0%        |
| Social Service Organizations                 | 14,443             | 1,100             | 17             | 1,758              | 12             | 71%        | 5                 | 29%        | 0                      | 0%        |
| Solar Energy Parts                           | 7,965              | 1,492             | 17             | 1,758              | 11             | 65%        | 6                 | 35%        | 0                      | 0%        |
| Spiritualist                                 | 2,118              | 2,509             | 17             | 1,758              | 12             | 71%        | 3                 | 18%        | 2                      | 12%       |
| Technical Staffing                           | 16,169             | 1,026             | 17             | 1,758              | 9              | 53%        | 8                 | 47%        | 0                      | 0%        |
| Tents  | 2,976              | 2,255             | 17             | 1,758              | 10             | 59%        | 7                 | 41%        | 0                      | 0%        |
| Tool Rental                                  | 5,258              | 1,807             | 17             | 1,758              | 12             | 71%        | 4                 | 24%        | 1                      | 6%        |
| Transit Advertising                          | 3,971              | 2,040             | 17             | 1,758              | 1              | 6%         | 14                | 82%        | 2                      | 12%       |
| Waste Reduction, Disposal, Recycle Equipment | 2,875              | 2,279             | 17             | 1,758              | 12             | 71%        | 5                 | 29%        | 0                      | 0%        |
| Wholesale Candy                              | 3,904              | 2,050             | 17             | 1,758              | 13             | 76%        | 3                 | 18%        | 1                      | 6%        |
| Wholesale General Merchandise                | 3,849              | 2,060             | 17             | 1,758              | 10             | 59%        | 7                 | 41%        | 0                      | 0%        |
| Wholesale Stationery                         | 1,127              | 3,034             | 17             | 1,758              | 4              | 24%        | 13                | 76%        | 0                      | 0%        |
| Airplane Parts                               | 9,130              | 1,393             | 16             | 1,801              | 9              | 56%        | 7                 | 44%        | 0                      | 0%        |
| Arbors                                       | 4,202              | 1,990             | 16             | 1,801              | 14             | 88%        | 2                 | 13%        | 0                      | 0%        |
| Audio Visual Equipment Supplies              | 4,294              | 1,971             | 16             | 1,801              | 9              | 56%        | 7                 | 44%        | 0                      | 0%        |
| Awards                                       | 8,550              | 1,442             | 16             | 1,801              | 8              | 50%        | 8                 | 50%        | 0                      | 0%        |
| Bartending School                            | 5,450              | 1,782             | 16             | 1,801              | 7              | 44%        | 7                 | 44%        | 2                      | 13%       |
| Bike Repair                                  | 1,992              | 2,555             | 16             | 1,801              | 7              | 44%        | 9                 | 56%        | 0                      | 0%        |
| Cemetery Equipment                           | 2,001              | 2,552             | 16             | 1,801              | 9              | 56%        | 7                 | 44%        | 0                      | 0%        |
| Clean Up Services                            | 8,047              | 1,483             | 16             | 1,801              | 9              | 56%        | 6                 | 38%        | 1                      | 6%        |
| Commercial Painting Contractors              | 16,656             | 1,008             | 16             | 1,801              | 6              | 38%        | 9                 | 56%        | 1                      | 6%        |
| Condiments and Sauces                        | 1,878              | 2,611             | 16             | 1,801              | 1              | 6%         | 14                | 88%        | 1                      | 6%        |
| County Government                            | 6,827              | 1,603             | 16             | 1,801              | 13             | 81%        | 3                 | 19%        | 0                      | 0%        |
| Cylinder Head                                | 2,325              | 2,434             | 16             | 1,801              | 5              | 31%        | 11                | 69%        | 0                      | 0%        |
| Door Installation                            | 6,026              | 1,700             | 16             | 1,801              | 8              | 50%        | 7                 | 44%        | 1                      | 6%        |
| Embroidery Supplies                          | 2,762              | 2,308             | 16             | 1,801              | 5              | 31%        | 11                | 69%        | 0                      | 0%        |
| Engineering Consultant                       | 21,729             | 833               | 16             | 1,801              | 5              | 31%        | 11                | 69%        | 0                      | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>   | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|----------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                     | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Fiber Optics                     | 5,632              | 1,755                    | 16                | 1,801                     | 13                   | 81%        | 3                        | 19%        | 0                             | 0%        |
| Fingerprinting                   | 3,708              | 2,086                    | 16                | 1,801                     | 6                    | 38%        | 9                        | 56%        | 1                             | 6%        |
| Food Processing Equipment        | 4,892              | 1,865                    | 16                | 1,801                     | 11                   | 69%        | 5                        | 31%        | 0                             | 0%        |
| Garden Fountains                 | 4,852              | 1,867                    | 16                | 1,801                     | 7                    | 44%        | 9                        | 56%        | 0                             | 0%        |
| Gardener                         | 6,062              | 1,693                    | 16                | 1,801                     | 7                    | 44%        | 8                        | 50%        | 1                             | 6%        |
| Golf Lessons                     | 3,413              | 2,139                    | 16                | 1,801                     | 7                    | 44%        | 7                        | 44%        | 2                             | 13%       |
| Horse Dealers                    | 5,913              | 1,718                    | 16                | 1,801                     | 7                    | 44%        | 9                        | 56%        | 0                             | 0%        |
| Hostel                           | 1,196              | 2,978                    | 16                | 1,801                     | 11                   | 69%        | 4                        | 25%        | 1                             | 6%        |
| Hydroponics Equipment            | 5,216              | 1,814                    | 16                | 1,801                     | 12                   | 75%        | 3                        | 19%        | 1                             | 6%        |
| Invitations                      | 5,122              | 1,830                    | 16                | 1,801                     | 9                    | 56%        | 7                        | 44%        | 0                             | 0%        |
| Meat Processing                  | 8,480              | 1,449                    | 16                | 1,801                     | 10                   | 63%        | 5                        | 31%        | 1                             | 6%        |
| Millwork                         | 12,853             | 1,181                    | 16                | 1,801                     | 10                   | 63%        | 6                        | 38%        | 0                             | 0%        |
| Miniatures                       | 2,042              | 2,541                    | 16                | 1,801                     | 13                   | 81%        | 3                        | 19%        | 0                             | 0%        |
| Nuts                             | 5,025              | 1,846                    | 16                | 1,801                     | 10                   | 63%        | 6                        | 38%        | 0                             | 0%        |
| Office Movers                    | 4,114              | 2,012                    | 16                | 1,801                     | 12                   | 75%        | 3                        | 19%        | 1                             | 6%        |
| Online Photography Sales         | 1,356              | 2,878                    | 16                | 1,801                     | 7                    | 44%        | 9                        | 56%        | 0                             | 0%        |
| Orthopedic Appliances            | 5,888              | 1,721                    | 16                | 1,801                     | 12                   | 75%        | 4                        | 25%        | 0                             | 0%        |
| Pipe Line Contractors            | 12,502             | 1,201                    | 16                | 1,801                     | 14                   | 88%        | 2                        | 13%        | 0                             | 0%        |
| Psychotherapist                  | 4,999              | 1,849                    | 16                | 1,801                     | 10                   | 63%        | 5                        | 31%        | 1                             | 6%        |
| Radiotelephone Equipment         | 2,948              | 2,262                    | 16                | 1,801                     | 7                    | 44%        | 8                        | 50%        | 1                             | 6%        |
| Rubber Products                  | 5,320              | 1,800                    | 16                | 1,801                     | 12                   | 75%        | 3                        | 19%        | 1                             | 6%        |
| RV Storage                       | 2,357              | 2,424                    | 16                | 1,801                     | 13                   | 81%        | 3                        | 19%        | 0                             | 0%        |
| Speech Pathologist               | 6,051              | 1,695                    | 16                | 1,801                     | 12                   | 75%        | 4                        | 25%        | 0                             | 0%        |
| Stained Glass                    | 5,536              | 1,767                    | 16                | 1,801                     | 4                    | 25%        | 12                       | 75%        | 0                             | 0%        |
| Steam Cleaning                   | 2,816              | 2,290                    | 16                | 1,801                     | 5                    | 31%        | 8                        | 50%        | 3                             | 19%       |
| U.S. Government                  | 6,613              | 1,628                    | 16                | 1,801                     | 3                    | 19%        | 12                       | 75%        | 1                             | 6%        |
| Wholesale Pet Foods              | 5,827              | 1,730                    | 16                | 1,801                     | 12                   | 75%        | 4                        | 25%        | 0                             | 0%        |
| Audio-Visual Consultant          | 11,658             | 1,248                    | 15                | 1,843                     | 9                    | 60%        | 6                        | 40%        | 0                             | 0%        |
| Audio-Visual Production Services | 8,769              | 1,420                    | 15                | 1,843                     | 7                    | 47%        | 7                        | 47%        | 1                             | 7%        |
| Behavioral Education             | 5,648              | 1,754                    | 15                | 1,843                     | 13                   | 87%        | 2                        | 13%        | 0                             | 0%        |
| Family Services                  | 7,180              | 1,554                    | 15                | 1,843                     | 9                    | 60%        | 6                        | 40%        | 0                             | 0%        |
| Fire Department Equipment        | 2,432              | 2,403                    | 15                | 1,843                     | 10                   | 67%        | 5                        | 33%        | 0                             | 0%        |
| Fire Safety Equipment            | 18,193             | 948                      | 15                | 1,843                     | 9                    | 60%        | 6                        | 40%        | 0                             | 0%        |
| Flight School                    | 6,351              | 1,655                    | 15                | 1,843                     | 11                   | 73%        | 4                        | 27%        | 0                             | 0%        |
| Floor Refinishing                | 4,645              | 1,907                    | 15                | 1,843                     | 9                    | 60%        | 5                        | 33%        | 1                             | 7%        |
| Foreclosure Help                 | 8,801              | 1,418                    | 15                | 1,843                     | 6                    | 40%        | 9                        | 60%        | 0                             | 0%        |
| Gas Distributors                 | 4,593              | 1,919                    | 15                | 1,843                     | 12                   | 80%        | 2                        | 13%        | 1                             | 7%        |
| Home Automation                  | 12,113             | 1,220                    | 15                | 1,843                     | 11                   | 73%        | 4                        | 27%        | 0                             | 0%        |
| House Cleaning Equipment         | 3,078              | 2,226                    | 15                | 1,843                     | 13                   | 87%        | 2                        | 13%        | 0                             | 0%        |
| In Home Child Care               | 6,691              | 1,620                    | 15                | 1,843                     | 8                    | 53%        | 6                        | 40%        | 1                             | 7%        |
| Jewelry Appraisal                | 4,575              | 1,923                    | 15                | 1,843                     | 6                    | 40%        | 9                        | 60%        | 0                             | 0%        |
| Jewelry Buyers                   | 21,396             | 841                      | 15                | 1,843                     | 5                    | 33%        | 10                       | 67%        | 0                             | 0%        |
| Language School                  | 8,481              | 1,448                    | 15                | 1,843                     | 10                   | 67%        | 4                        | 27%        | 1                             | 7%        |
| Maxillofacial                    | 3,217              | 2,186                    | 15                | 1,843                     | 13                   | 87%        | 2                        | 13%        | 0                             | 0%        |
| Motor Home Rentals               | 3,008              | 2,243                    | 15                | 1,843                     | 10                   | 67%        | 5                        | 33%        | 0                             | 0%        |
| Novelty Balloons                 | 3,385              | 2,147                    | 15                | 1,843                     | 1                    | 7%         | 14                       | 93%        | 0                             | 0%        |
| Oxygen Therapy                   | 3,154              | 2,204                    | 15                | 1,843                     | 11                   | 73%        | 4                        | 27%        | 0                             | 0%        |
| Public Relations Counselor       | 13,713             | 1,139                    | 15                | 1,843                     | 7                    | 47%        | 7                        | 47%        | 1                             | 7%        |
| Ranches                          | 5,531              | 1,770                    | 15                | 1,843                     | 10                   | 67%        | 4                        | 27%        | 1                             | 7%        |
| School Information               | 6,874              | 1,597                    | 15                | 1,843                     | 9                    | 60%        | 6                        | 40%        | 0                             | 0%        |
| Self Defense Devices             | 4,849              | 1,869                    | 15                | 1,843                     | 10                   | 67%        | 5                        | 33%        | 0                             | 0%        |
| Service Station Equipment        | 4,135              | 2,009                    | 15                | 1,843                     | 1                    | 7%         | 14                       | 93%        | 0                             | 0%        |
| Tax Negotiators                  | 14,836             | 1,078                    | 15                | 1,843                     | 12                   | 80%        | 3                        | 20%        | 0                             | 0%        |
| Tent Rentals                     | 4,624              | 1,914                    | 15                | 1,843                     | 7                    | 47%        | 8                        | 53%        | 0                             | 0%        |
| Training Videos                  | 6,009              | 1,701                    | 15                | 1,843                     | 9                    | 60%        | 6                        | 40%        | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>               | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                                 | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Truck Trailer                                | 5,257              | 1,808                    | 15                | 1,843                     | 9                    | 60%        | 6                        | 40%        | 0                             | 0%        |
| Vacuum Cleaners Parts                        | 7,643              | 1,522                    | 15                | 1,843                     | 12                   | 80%        | 3                        | 20%        | 0                             | 0%        |
| Washer and Dryer Sale                        | 983                | 3,132                    | 15                | 1,843                     | 5                    | 33%        | 8                        | 53%        | 2                             | 13%       |
| Water Gardens                                | 6,101              | 1,688                    | 15                | 1,843                     | 9                    | 60%        | 6                        | 40%        | 0                             | 0%        |
| 3D Printers                                  | 887                | 3,214                    | 14                | 1,875                     | 10                   | 71%        | 4                        | 29%        | 0                             | 0%        |
| Adoption Agencies                            | 27,727             | 726                      | 14                | 1,875                     | 8                    | 57%        | 4                        | 29%        | 2                             | 14%       |
| Arborist                                     | 12,826             | 1,184                    | 14                | 1,875                     | 10                   | 71%        | 4                        | 29%        | 0                             | 0%        |
| Assets                                       | 6,895              | 1,595                    | 14                | 1,875                     | 14                   | 100%       | 0                        | 0%         | 0                             | 0%        |
| Auto Repair Referral                         | 980                | 3,139                    | 14                | 1,875                     | 3                    | 21%        | 11                       | 79%        | 0                             | 0%        |
| Bartending Services                          | 6,172              | 1,680                    | 14                | 1,875                     | 3                    | 21%        | 9                        | 64%        | 2                             | 14%       |
| Beverage Dispenser                           | 1,362              | 2,874                    | 14                | 1,875                     | 5                    | 36%        | 9                        | 64%        | 0                             | 0%        |
| Blankets                                     | 2,475              | 2,382                    | 14                | 1,875                     | 13                   | 93%        | 1                        | 7%         | 0                             | 0%        |
| Bottleless Water Cooler                      | 837                | 3,265                    | 14                | 1,875                     | 3                    | 21%        | 11                       | 79%        | 0                             | 0%        |
| Brew Pub                                     | 2,575              | 2,358                    | 14                | 1,875                     | 6                    | 43%        | 7                        | 50%        | 1                             | 7%        |
| Brewers                                      | 3,755              | 2,078                    | 14                | 1,875                     | 12                   | 86%        | 1                        | 7%         | 1                             | 7%        |
| Bridge Operator                              | 478                | 3,681                    | 14                | 1,875                     | 14                   | 100%       | 0                        | 0%         | 0                             | 0%        |
| Camper Rental                                | 1,489              | 2,803                    | 14                | 1,875                     | 8                    | 57%        | 6                        | 43%        | 0                             | 0%        |
| Camper Repair                                | 1,926              | 2,584                    | 14                | 1,875                     | 7                    | 50%        | 6                        | 43%        | 1                             | 7%        |
| Carburetors                                  | 2,194              | 2,484                    | 14                | 1,875                     | 8                    | 57%        | 6                        | 43%        | 0                             | 0%        |
| Chair Rental                                 | 6,616              | 1,627                    | 14                | 1,875                     | 8                    | 57%        | 5                        | 36%        | 1                             | 7%        |
| Charity - Arts & Culture                     | 5,675              | 1,751                    | 14                | 1,875                     | 9                    | 64%        | 5                        | 36%        | 0                             | 0%        |
| Cigars and Cigar Accessories                 | 2,222              | 2,478                    | 14                | 1,875                     | 2                    | 14%        | 12                       | 86%        | 0                             | 0%        |
| Corporate Lodging                            | 5,523              | 1,772                    | 14                | 1,875                     | 6                    | 43%        | 8                        | 57%        | 0                             | 0%        |
| Craft Dealers                                | 2,611              | 2,348                    | 14                | 1,875                     | 8                    | 57%        | 4                        | 29%        | 2                             | 14%       |
| Custom Suits                                 | 2,425              | 2,405                    | 14                | 1,875                     | 5                    | 36%        | 9                        | 64%        | 0                             | 0%        |
| Dinner Theater                               | 1,218              | 2,963                    | 14                | 1,875                     | 5                    | 36%        | 9                        | 64%        | 0                             | 0%        |
| Dock   | 4,097              | 2,015                    | 14                | 1,875                     | 9                    | 64%        | 5                        | 36%        | 0                             | 0%        |
| Electric Motor Parts                         | 5,253              | 1,809                    | 14                | 1,875                     | 7                    | 50%        | 6                        | 43%        | 1                             | 7%        |
| Endocrinologist                              | 2,952              | 2,260                    | 14                | 1,875                     | 9                    | 64%        | 5                        | 36%        | 0                             | 0%        |
| Estate Planning and Management               | 49,190             | 480                      | 14                | 1,875                     | 9                    | 64%        | 3                        | 21%        | 2                             | 14%       |
| Exporter                                     | 6,227              | 1,672                    | 14                | 1,875                     | 6                    | 43%        | 8                        | 57%        | 0                             | 0%        |
| Frog Dealers                                 | 258                | 4,072                    | 14                | 1,875                     | 9                    | 64%        | 1                        | 7%         | 4                             | 29%       |
| Furniture Assembly Service                   | 2,173              | 2,491                    | 14                | 1,875                     | 12                   | 86%        | 2                        | 14%        | 0                             | 0%        |
| General Interest Schools                     | 3,705              | 2,088                    | 14                | 1,875                     | 7                    | 50%        | 5                        | 36%        | 2                             | 14%       |
| Government Auctions and Job Listing Services | 2,198              | 2,483                    | 14                | 1,875                     | 7                    | 50%        | 6                        | 43%        | 1                             | 7%        |
| Government Loan Collection Agencies          | 1,952              | 2,575                    | 14                | 1,875                     | 7                    | 50%        | 6                        | 43%        | 1                             | 7%        |
| Identification Equipment                     | 2,323              | 2,436                    | 14                | 1,875                     | 1                    | 7%         | 13                       | 93%        | 0                             | 0%        |
| Linen Manufacturers                          | 4,655              | 1,903                    | 14                | 1,875                     | 8                    | 57%        | 6                        | 43%        | 0                             | 0%        |
| Magazine Sales by Mail                       | 1,083              | 3,065                    | 14                | 1,875                     | 7                    | 50%        | 6                        | 43%        | 1                             | 7%        |
| Manufactured Home Supplies                   | 5,376              | 1,794                    | 14                | 1,875                     | 13                   | 93%        | 1                        | 7%         | 0                             | 0%        |
| Mattress Supplies                            | 1,769              | 2,663                    | 14                | 1,875                     | 11                   | 79%        | 2                        | 14%        | 1                             | 7%        |
| Motion Picture Film Distributors             | 1,899              | 2,594                    | 14                | 1,875                     | 11                   | 79%        | 3                        | 21%        | 0                             | 0%        |
| Office Buildings                             | 3,171              | 2,197                    | 14                | 1,875                     | 11                   | 79%        | 2                        | 14%        | 1                             | 7%        |
| Osteopath                                    | 8,725              | 1,424                    | 14                | 1,875                     | 7                    | 50%        | 7                        | 50%        | 0                             | 0%        |
| Outfitters                                   | 1,572              | 2,765                    | 14                | 1,875                     | 6                    | 43%        | 6                        | 43%        | 2                             | 14%       |
| Outpatient Surgery Center                    | 1,862              | 2,620                    | 14                | 1,875                     | 11                   | 79%        | 3                        | 21%        | 0                             | 0%        |
| Pest Control Supplies                        | 10,340             | 1,308                    | 14                | 1,875                     | 8                    | 57%        | 6                        | 43%        | 0                             | 0%        |
| Pet Kennels                                  | 4,133              | 2,010                    | 14                | 1,875                     | 8                    | 57%        | 4                        | 29%        | 2                             | 14%       |
| Pool Cover Service                           | 4,550              | 1,926                    | 14                | 1,875                     | 7                    | 50%        | 7                        | 50%        | 0                             | 0%        |
| Private Health Services Plan                 | 49,595             | 478                      | 14                | 1,875                     | 14                   | 100%       | 0                        | 0%         | 0                             | 0%        |
| Pump Service                                 | 11,450             | 1,255                    | 14                | 1,875                     | 9                    | 64%        | 5                        | 36%        | 0                             | 0%        |
| Recreational Vehicles                        | 4,611              | 1,916                    | 14                | 1,875                     | 8                    | 57%        | 4                        | 29%        | 2                             | 14%       |
| Sand   | 17,158             | 985                      | 14                | 1,875                     | 9                    | 64%        | 5                        | 36%        | 0                             | 0%        |
| Shooting Range                               | 3,084              | 2,222                    | 14                | 1,875                     | 9                    | 64%        | 5                        | 36%        | 0                             | 0%        |
| Social Worker                                | 4,391              | 1,950                    | 14                | 1,875                     | 11                   | 79%        | 2                        | 14%        | 1                             | 7%        |

**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Soliciting Organizations           | 15,326             | 1,060             | 14             | 1,875              | 7              | 50%        | 6                 | 43%        | 1                      | 7%        |
| Storm Shelters                     | 15,915             | 1,037             | 14             | 1,875              | 3              | 21%        | 11                | 79%        | 0                      | 0%        |
| Technical Writing                  | 2,692              | 2,330             | 14             | 1,875              | 1              | 7%         | 13                | 93%        | 0                      | 0%        |
| Timber Companies                   | 10,433             | 1,301             | 14             | 1,875              | 8              | 57%        | 5                 | 36%        | 1                      | 7%        |
| Truck Caps                         | 3,445              | 2,133             | 14             | 1,875              | 14             | 100%       | 0                 | 0%         | 0                      | 0%        |
| Video Equipment Rentals            | 3,762              | 2,075             | 14             | 1,875              | 8              | 57%        | 6                 | 43%        | 0                      | 0%        |
| Warehouse Services                 | 6,039              | 1,697             | 14             | 1,875              | 7              | 50%        | 7                 | 50%        | 0                      | 0%        |
| Water Heater Repair                | 5,384              | 1,793             | 14             | 1,875              | 10             | 71%        | 4                 | 29%        | 0                      | 0%        |
| Welding Supplies                   | 7,673              | 1,520             | 14             | 1,875              | 9              | 64%        | 5                 | 36%        | 0                      | 0%        |
| Wheel Alignment                    | 5,538              | 1,765             | 14             | 1,875              | 7              | 50%        | 7                 | 50%        | 0                      | 0%        |
| Wholesale Hardware                 | 11,236             | 1,265             | 14             | 1,875              | 11             | 79%        | 3                 | 21%        | 0                      | 0%        |
| Wholesale Luggage                  | 914                | 3,191             | 14             | 1,875              | 8              | 57%        | 6                 | 43%        | 0                      | 0%        |
| Yacht Broker                       | 10,317             | 1,310             | 14             | 1,875              | 10             | 71%        | 4                 | 29%        | 0                      | 0%        |
| 4 Wheel Drive Repair               | 1,878              | 2,611             | 13             | 1,939              | 3              | 23%        | 10                | 77%        | 0                      | 0%        |
| Air Ambulance Service              | 15,631             | 1,051             | 13             | 1,939              | 11             | 85%        | 2                 | 15%        | 0                      | 0%        |
| Ammunition & Weapons               | 575                | 3,551             | 13             | 1,939              | 10             | 77%        | 3                 | 23%        | 0                      | 0%        |
| Armory                             | 1,387              | 2,863             | 13             | 1,939              | 6              | 46%        | 7                 | 54%        | 0                      | 0%        |
| Artist Agent                       | 3,272              | 2,174             | 13             | 1,939              | 11             | 85%        | 2                 | 15%        | 0                      | 0%        |
| Ballroom Dance Classes             | 1,282              | 2,919             | 13             | 1,939              | 8              | 62%        | 5                 | 38%        | 0                      | 0%        |
| Bee Removal                        | 3,676              | 2,094             | 13             | 1,939              | 8              | 62%        | 5                 | 38%        | 0                      | 0%        |
| Beveled Glass                      | 6,577              | 1,633             | 13             | 1,939              | 6              | 46%        | 7                 | 54%        | 0                      | 0%        |
| Builders Hardware                  | 2,448              | 2,394             | 13             | 1,939              | 9              | 69%        | 4                 | 31%        | 0                      | 0%        |
| Charity - National                 | 26,488             | 741               | 13             | 1,939              | 11             | 85%        | 2                 | 15%        | 0                      | 0%        |
| Cigarette Lighter                  | 4,725              | 1,894             | 13             | 1,939              | 5              | 38%        | 8                 | 62%        | 0                      | 0%        |
| Civil Engineer                     | 27,888             | 722               | 13             | 1,939              | 9              | 69%        | 4                 | 31%        | 0                      | 0%        |
| Concrete Construction Forms        | 6,547              | 1,636             | 13             | 1,939              | 2              | 15%        | 11                | 85%        | 0                      | 0%        |
| Consumer Cooperative Organizations | 7,800              | 1,509             | 13             | 1,939              | 10             | 77%        | 2                 | 15%        | 1                      | 8%        |
| Containerized Freight Service      | 3,690              | 2,091             | 13             | 1,939              | 8              | 62%        | 5                 | 38%        | 0                      | 0%        |
| Diamond                            | 22,417             | 816               | 13             | 1,939              | 10             | 77%        | 3                 | 23%        | 0                      | 0%        |
| Digital Signs                      | 2,592              | 2,354             | 13             | 1,939              | 6              | 46%        | 7                 | 54%        | 0                      | 0%        |
| Electric Bike                      | 1,722              | 2,690             | 13             | 1,939              | 10             | 77%        | 3                 | 23%        | 0                      | 0%        |
| Electric Vehicles                  | 1,222              | 2,961             | 13             | 1,939              | 9              | 69%        | 3                 | 23%        | 1                      | 8%        |
| Environmental Consulting           | 14,973             | 1,072             | 13             | 1,939              | 7              | 54%        | 6                 | 46%        | 0                      | 0%        |
| Food Trucks                        | 1,164              | 3,000             | 13             | 1,939              | 4              | 31%        | 8                 | 62%        | 1                      | 8%        |
| Horse Trailer                      | 3,079              | 2,225             | 13             | 1,939              | 10             | 77%        | 3                 | 23%        | 0                      | 0%        |
| Hotel Consultants                  | 717                | 3,372             | 13             | 1,939              | 7              | 54%        | 5                 | 38%        | 1                      | 8%        |
| Investment Seminars                | 13,212             | 1,165             | 13             | 1,939              | 6              | 46%        | 7                 | 54%        | 0                      | 0%        |
| Labeling                           | 5,741              | 1,740             | 13             | 1,939              | 11             | 85%        | 2                 | 15%        | 0                      | 0%        |
| Lasik Eye Surgery                  | 4,398              | 1,947             | 13             | 1,939              | 9              | 69%        | 4                 | 31%        | 0                      | 0%        |
| Leak Detection                     | 10,234             | 1,318             | 13             | 1,939              | 8              | 62%        | 5                 | 38%        | 0                      | 0%        |
| Life Coach                         | 19,634             | 895               | 13             | 1,939              | 10             | 77%        | 2                 | 15%        | 1                      | 8%        |
| Logging Companies                  | 17,157             | 986               | 13             | 1,939              | 6              | 46%        | 7                 | 54%        | 0                      | 0%        |
| Map Publisher                      | 2,302              | 2,444             | 13             | 1,939              | 10             | 77%        | 3                 | 23%        | 0                      | 0%        |
| Organizing Services                | 7,863              | 1,500             | 13             | 1,939              | 12             | 92%        | 1                 | 8%         | 0                      | 0%        |
| Personnel Consultants              | 7,004              | 1,578             | 13             | 1,939              | 10             | 77%        | 3                 | 23%        | 0                      | 0%        |
| Pet Day Care                       | 7,548              | 1,530             | 13             | 1,939              | 7              | 54%        | 6                 | 46%        | 0                      | 0%        |
| Planning Consultants               | 14,918             | 1,075             | 13             | 1,939              | 2              | 15%        | 10                | 77%        | 1                      | 8%        |
| Pressure Washer                    | 8,541              | 1,443             | 13             | 1,939              | 8              | 62%        | 5                 | 38%        | 0                      | 0%        |
| Public Aquariums                   | 1,105              | 3,049             | 13             | 1,939              | 9              | 69%        | 4                 | 31%        | 0                      | 0%        |
| Publishers Internet Guide          | 17,750             | 963               | 13             | 1,939              | 7              | 54%        | 6                 | 46%        | 0                      | 0%        |
| Radon Mitigation                   | 24,932             | 765               | 13             | 1,939              | 9              | 69%        | 4                 | 31%        | 0                      | 0%        |
| Rubber Stamps                      | 3,476              | 2,127             | 13             | 1,939              | 6              | 46%        | 1                 | 8%         | 6                      | 46%       |
| Tax Attorney                       | 18,890             | 915               | 13             | 1,939              | 11             | 85%        | 2                 | 15%        | 0                      | 0%        |
| Trophies                           | 10,785             | 1,285             | 13             | 1,939              | 8              | 62%        | 5                 | 38%        | 0                      | 0%        |
| Truck Stop                         | 2,044              | 2,538             | 13             | 1,939              | 7              | 54%        | 4                 | 31%        | 2                      | 15%       |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>      | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|-------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                        | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Upholstery Supplies                 | 1,750              | 2,672                    | 13                | 1,939                     | 13                   | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wholesale Giftware                  | 3,807              | 2,067                    | 13                | 1,939                     | 8                    | 62%        | 3                        | 23%        | 2                             | 15%       |
| Wholesale Toiletries                | 2,373              | 2,419                    | 13                | 1,939                     | 10                   | 77%        | 3                        | 23%        | 0                             | 0%        |
| Wholesale Underwear                 | 1,412              | 2,846                    | 13                | 1,939                     | 5                    | 38%        | 8                        | 62%        | 0                             | 0%        |
| Wholesale Variety Store Merchandise | 1,203              | 2,970                    | 13                | 1,939                     | 3                    | 23%        | 9                        | 69%        | 1                             | 8%        |
| Yarn                                | 2,462              | 2,388                    | 13                | 1,939                     | 5                    | 38%        | 6                        | 46%        | 2                             | 15%       |
| Yoga Supplies                       | 1,891              | 2,603                    | 13                | 1,939                     | 10                   | 77%        | 3                        | 23%        | 0                             | 0%        |
| Appraisal Management                | 4,768              | 1,885                    | 12                | 1,988                     | 4                    | 33%        | 8                        | 67%        | 0                             | 0%        |
| Armored Car Services                | 4,464              | 1,938                    | 12                | 1,988                     | 6                    | 50%        | 5                        | 42%        | 1                             | 8%        |
| Auto Repair Consultants             | 852                | 3,250                    | 12                | 1,988                     | 8                    | 67%        | 4                        | 33%        | 0                             | 0%        |
| Automated Teller Machine            | 8,612              | 1,437                    | 12                | 1,988                     | 7                    | 58%        | 5                        | 42%        | 0                             | 0%        |
| Barrels                             | 1,550              | 2,779                    | 12                | 1,988                     | 6                    | 50%        | 5                        | 42%        | 1                             | 8%        |
| Bed Bug Removal                     | 11,896             | 1,237                    | 12                | 1,988                     | 10                   | 83%        | 2                        | 17%        | 0                             | 0%        |
| Car Springs                         | 2,230              | 2,474                    | 12                | 1,988                     | 7                    | 58%        | 5                        | 42%        | 0                             | 0%        |
| Car Wash Equipment                  | 2,291              | 2,449                    | 12                | 1,988                     | 3                    | 25%        | 8                        | 67%        | 1                             | 8%        |
| Ceramic Tile Manufacturers          | 4,031              | 2,028                    | 12                | 1,988                     | 7                    | 58%        | 5                        | 42%        | 0                             | 0%        |
| Check Recovery Service              | 5,955              | 1,709                    | 12                | 1,988                     | 10                   | 83%        | 1                        | 8%         | 1                             | 8%        |
| Childrens Play Programs Instruction | 3,154              | 2,204                    | 12                | 1,988                     | 2                    | 17%        | 10                       | 83%        | 0                             | 0%        |
| Computer Assisted Design Services   | 2,075              | 2,527                    | 12                | 1,988                     | 1                    | 8%         | 11                       | 92%        | 0                             | 0%        |
| Cookies                             | 1,837              | 2,636                    | 12                | 1,988                     | 10                   | 83%        | 1                        | 8%         | 1                             | 8%        |
| Cord Blood Banking                  | 1,930              | 2,583                    | 12                | 1,988                     | 12                   | 100%       | 0                        | 0%         | 0                             | 0%        |
| Countertop Fabrication              | 6,448              | 1,647                    | 12                | 1,988                     | 8                    | 67%        | 4                        | 33%        | 0                             | 0%        |
| Doughnuts                           | 2,420              | 2,407                    | 12                | 1,988                     | 3                    | 25%        | 9                        | 75%        | 0                             | 0%        |
| Drilling Contractor                 | 14,797             | 1,080                    | 12                | 1,988                     | 3                    | 25%        | 7                        | 58%        | 2                             | 17%       |
| Emergency Vet                       | 3,219              | 2,185                    | 12                | 1,988                     | 10                   | 83%        | 2                        | 17%        | 0                             | 0%        |
| Exercise Equipment                  | 1,576              | 2,760                    | 12                | 1,988                     | 10                   | 83%        | 2                        | 17%        | 0                             | 0%        |
| Filtering Materials                 | 3,416              | 2,138                    | 12                | 1,988                     | 10                   | 83%        | 2                        | 17%        | 0                             | 0%        |
| Financial Planning Kit              | 986                | 3,126                    | 12                | 1,988                     | 9                    | 75%        | 3                        | 25%        | 0                             | 0%        |
| Fine Artist                         | 5,136              | 1,827                    | 12                | 1,988                     | 1                    | 8%         | 11                       | 92%        | 0                             | 0%        |
| Fleet Maintenance                   | 1,083              | 3,065                    | 12                | 1,988                     | 6                    | 50%        | 6                        | 50%        | 0                             | 0%        |
| Framing Contractors                 | 20,555             | 865                      | 12                | 1,988                     | 7                    | 58%        | 5                        | 42%        | 0                             | 0%        |
| Grant Writing                       | 4,644              | 1,908                    | 12                | 1,988                     | 6                    | 50%        | 3                        | 25%        | 3                             | 25%       |
| Guide Service                       | 3,759              | 2,077                    | 12                | 1,988                     | 5                    | 42%        | 7                        | 58%        | 0                             | 0%        |
| Industrial Cleaning Chemicals       | 4,758              | 1,888                    | 12                | 1,988                     | 7                    | 58%        | 5                        | 42%        | 0                             | 0%        |
| Industrial Radiography              | 1,197              | 2,975                    | 12                | 1,988                     | 2                    | 17%        | 10                       | 83%        | 0                             | 0%        |
| Infomercial                         | 1,744              | 2,675                    | 12                | 1,988                     | 10                   | 83%        | 2                        | 17%        | 0                             | 0%        |
| Lapel Pins                          | 2,584              | 2,355                    | 12                | 1,988                     | 10                   | 83%        | 2                        | 17%        | 0                             | 0%        |
| Laundry Consultants                 | 1,799              | 2,648                    | 12                | 1,988                     | 6                    | 50%        | 6                        | 50%        | 0                             | 0%        |
| Lottery                             | 0                  | 5,444                    | 12                | 1,988                     | 2                    | 17%        | 1                        | 8%         | 9                             | 75%       |
| Machine Tool Repair                 | 3,994              | 2,038                    | 12                | 1,988                     | 6                    | 50%        | 6                        | 50%        | 0                             | 0%        |
| Motorcycle Consignment              | 1,559              | 2,771                    | 12                | 1,988                     | 6                    | 50%        | 6                        | 50%        | 0                             | 0%        |
| Needlework Supplies                 | 1,349              | 2,883                    | 12                | 1,988                     | 6                    | 50%        | 6                        | 50%        | 0                             | 0%        |
| Organic Food                        | 4,455              | 1,939                    | 12                | 1,988                     | 8                    | 67%        | 4                        | 33%        | 0                             | 0%        |
| Paintball Games                     | 2,996              | 2,249                    | 12                | 1,988                     | 6                    | 50%        | 5                        | 42%        | 1                             | 8%        |
| Patent Medicine                     | 686                | 3,413                    | 12                | 1,988                     | 6                    | 50%        | 6                        | 50%        | 0                             | 0%        |
| Pavement Marking                    | 4,013              | 2,035                    | 12                | 1,988                     | 5                    | 42%        | 7                        | 58%        | 0                             | 0%        |
| Pet Waste Removal                   | 2,782              | 2,304                    | 12                | 1,988                     | 6                    | 50%        | 5                        | 42%        | 1                             | 8%        |
| Physical Therapy Supplies           | 1,359              | 2,876                    | 12                | 1,988                     | 1                    | 8%         | 11                       | 92%        | 0                             | 0%        |
| Pulmonary Diseases                  | 2,892              | 2,272                    | 12                | 1,988                     | 7                    | 58%        | 5                        | 42%        | 0                             | 0%        |
| Quilts                              | 4,622              | 1,915                    | 12                | 1,988                     | 4                    | 33%        | 8                        | 67%        | 0                             | 0%        |
| Racing Cars                         | 4,041              | 2,027                    | 12                | 1,988                     | 5                    | 42%        | 7                        | 58%        | 0                             | 0%        |
| Refrigeration Equipment             | 3,425              | 2,136                    | 12                | 1,988                     | 7                    | 58%        | 5                        | 42%        | 0                             | 0%        |
| Sewing Machine Repair               | 4,356              | 1,955                    | 12                | 1,988                     | 6                    | 50%        | 6                        | 50%        | 0                             | 0%        |
| Sky Diving                          | 3,063              | 2,231                    | 12                | 1,988                     | 7                    | 58%        | 5                        | 42%        | 0                             | 0%        |
| Sports Photographers                | 607                | 3,502                    | 12                | 1,988                     | 5                    | 42%        | 7                        | 58%        | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>         | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                           | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Tanning Equipment                      | 4,784              | 1,881                    | 12                | 1,988                     | 10                    | 83%        | 1                         | 8%         | 1                              | 8%        |
| Trading Stamps                         | 994                | 3,117                    | 12                | 1,988                     | 0                     | 0%         | 12                        | 100%       | 0                              | 0%        |
| Uniform Embroidery                     | 2,665              | 2,340                    | 12                | 1,988                     | 6                     | 50%        | 6                         | 50%        | 0                              | 0%        |
| Upholstery Fabric                      | 5,782              | 1,733                    | 12                | 1,988                     | 5                     | 42%        | 6                         | 50%        | 1                              | 8%        |
| Used Machinery                         | 3,755              | 2,078                    | 12                | 1,988                     | 5                     | 42%        | 7                         | 58%        | 0                              | 0%        |
| Video Conference                       | 2,276              | 2,458                    | 12                | 1,988                     | 8                     | 67%        | 2                         | 17%        | 2                              | 17%       |
| Wildlife Shop                          | 3,078              | 2,226                    | 12                | 1,988                     | 8                     | 67%        | 4                         | 33%        | 0                              | 0%        |
| Work Clothes                           | 3,549              | 2,115                    | 12                | 1,988                     | 8                     | 67%        | 4                         | 33%        | 0                              | 0%        |
| Acupuncturist                          | 10,358             | 1,307                    | 11                | 2,044                     | 10                    | 91%        | 1                         | 9%         | 0                              | 0%        |
| Airport                                | 2,156              | 2,497                    | 11                | 2,044                     | 7                     | 64%        | 3                         | 27%        | 1                              | 9%        |
| Amplifier                              | 1,616              | 2,742                    | 11                | 2,044                     | 5                     | 45%        | 6                         | 55%        | 0                              | 0%        |
| Architectural Specs                    | 5,339              | 1,797                    | 11                | 2,044                     | 7                     | 64%        | 4                         | 36%        | 0                              | 0%        |
| Auto Emissions Testing                 | 861                | 3,242                    | 11                | 2,044                     | 7                     | 64%        | 4                         | 36%        | 0                              | 0%        |
| Barrel and Drums Equipment             | 973                | 3,145                    | 11                | 2,044                     | 5                     | 45%        | 6                         | 55%        | 0                              | 0%        |
| Beekeeper                              | 2,344              | 2,428                    | 11                | 2,044                     | 8                     | 73%        | 2                         | 18%        | 1                              | 9%        |
| Birthing Center                        | 1,563              | 2,769                    | 11                | 2,044                     | 8                     | 73%        | 3                         | 27%        | 0                              | 0%        |
| Business Plan                          | 3,526              | 2,118                    | 11                | 2,044                     | 3                     | 27%        | 2                         | 18%        | 6                              | 55%       |
| Camper Parts                           | 632                | 3,468                    | 11                | 2,044                     | 4                     | 36%        | 7                         | 64%        | 0                              | 0%        |
| Charity - Advertising for Publications | 688                | 3,410                    | 11                | 2,044                     | 5                     | 45%        | 6                         | 55%        | 0                              | 0%        |
| Commercial Plumber                     | 12,418             | 1,204                    | 11                | 2,044                     | 6                     | 55%        | 5                         | 45%        | 0                              | 0%        |
| Construction Reports                   | 2,964              | 2,257                    | 11                | 2,044                     | 9                     | 82%        | 2                         | 18%        | 0                              | 0%        |
| Disability Insurance                   | 4,590              | 1,920                    | 11                | 2,044                     | 9                     | 82%        | 2                         | 18%        | 0                              | 0%        |
| Dryer Vent Cleaning                    | 15,049             | 1,066                    | 11                | 2,044                     | 8                     | 73%        | 1                         | 9%         | 2                              | 18%       |
| Estate Planning Attorney               | 22,157             | 824                      | 11                | 2,044                     | 8                     | 73%        | 3                         | 27%        | 0                              | 0%        |
| Eye Training                           | 817                | 3,286                    | 11                | 2,044                     | 6                     | 55%        | 5                         | 45%        | 0                              | 0%        |
| Fence Materials                        | 3,411              | 2,140                    | 11                | 2,044                     | 11                    | 100%       | 0                         | 0%         | 0                              | 0%        |
| Fire Insurance                         | 8,175              | 1,474                    | 11                | 2,044                     | 5                     | 45%        | 6                         | 55%        | 0                              | 0%        |
| First Aid Instruction                  | 2,686              | 2,332                    | 11                | 2,044                     | 7                     | 64%        | 4                         | 36%        | 0                              | 0%        |
| Fishing Bait                           | 2,040              | 2,543                    | 11                | 2,044                     | 2                     | 18%        | 8                         | 73%        | 1                              | 9%        |
| Forklift Repair                        | 3,623              | 2,101                    | 11                | 2,044                     | 9                     | 82%        | 2                         | 18%        | 0                              | 0%        |
| Freelance Writer                       | 6,480              | 1,644                    | 11                | 2,044                     | 7                     | 64%        | 3                         | 27%        | 1                              | 9%        |
| Garage Organizers                      | 6,818              | 1,606                    | 11                | 2,044                     | 4                     | 36%        | 7                         | 64%        | 0                              | 0%        |
| Halls                                  | 2,762              | 2,308                    | 11                | 2,044                     | 5                     | 45%        | 6                         | 55%        | 0                              | 0%        |
| Hand Painting                          | 2,891              | 2,273                    | 11                | 2,044                     | 3                     | 27%        | 7                         | 64%        | 1                              | 9%        |
| Heating and Air Conditioning Filters   | 12,156             | 1,215                    | 11                | 2,044                     | 7                     | 64%        | 4                         | 36%        | 0                              | 0%        |
| Heavy Duty Equipment Repair            | 3,888              | 2,052                    | 11                | 2,044                     | 10                    | 91%        | 1                         | 9%         | 0                              | 0%        |
| Hockey Club                            | 913                | 3,193                    | 11                | 2,044                     | 6                     | 55%        | 5                         | 45%        | 0                              | 0%        |
| Kitchen Cabinet Refacing               | 11,942             | 1,233                    | 11                | 2,044                     | 10                    | 91%        | 1                         | 9%         | 0                              | 0%        |
| Lawn Equipment Rental                  | 1,842              | 2,634                    | 11                | 2,044                     | 8                     | 73%        | 3                         | 27%        | 0                              | 0%        |
| Lice Removal Services                  | 5,938              | 1,715                    | 11                | 2,044                     | 9                     | 82%        | 2                         | 18%        | 0                              | 0%        |
| Manufacturer Representative            | 7,659              | 1,521                    | 11                | 2,044                     | 7                     | 64%        | 4                         | 36%        | 0                              | 0%        |
| Medical Supplies                       | 1,715              | 2,693                    | 11                | 2,044                     | 7                     | 64%        | 4                         | 36%        | 0                              | 0%        |
| Metal Art                              | 5,265              | 1,806                    | 11                | 2,044                     | 4                     | 36%        | 6                         | 55%        | 1                              | 9%        |
| Mildew Remediation                     | 17,845             | 957                      | 11                | 2,044                     | 8                     | 73%        | 2                         | 18%        | 1                              | 9%        |
| Mining Equipment                       | 2,821              | 2,288                    | 11                | 2,044                     | 4                     | 36%        | 7                         | 64%        | 0                              | 0%        |
| Musicians                              | 2,809              | 2,294                    | 11                | 2,044                     | 6                     | 55%        | 4                         | 36%        | 1                              | 9%        |
| Occupational Therapy                   | 4,405              | 1,946                    | 11                | 2,044                     | 6                     | 55%        | 3                         | 27%        | 2                              | 18%       |
| Orthopedic Chairs                      | 3,035              | 2,240                    | 11                | 2,044                     | 7                     | 64%        | 4                         | 36%        | 0                              | 0%        |
| Outdoor Advertising                    | 6,919              | 1,591                    | 11                | 2,044                     | 10                    | 91%        | 1                         | 9%         | 0                              | 0%        |
| Park                                   | 1,350              | 2,881                    | 11                | 2,044                     | 9                     | 82%        | 2                         | 18%        | 0                              | 0%        |
| Pens and Pencils                       | 1,249              | 2,944                    | 11                | 2,044                     | 7                     | 64%        | 3                         | 27%        | 1                              | 9%        |
| Pet Cemetery                           | 8,524              | 1,445                    | 11                | 2,044                     | 8                     | 73%        | 3                         | 27%        | 0                              | 0%        |
| Porcelain Enamel Repair                | 6,704              | 1,617                    | 11                | 2,044                     | 6                     | 55%        | 4                         | 36%        | 1                              | 9%        |
| Printing Broker                        | 4,992              | 1,852                    | 11                | 2,044                     | 5                     | 45%        | 4                         | 36%        | 2                              | 18%       |
| Renters Insurance                      | 11,923             | 1,235                    | 11                | 2,044                     | 5                     | 45%        | 3                         | 27%        | 3                              | 27%       |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Respirator                     | 1,197              | 2,975                    | 11                | 2,044                     | 7                    | 64%        | 4                        | 36%        | 0                             | 0%        |
| Security Consultant            | 4,744              | 1,892                    | 11                | 2,044                     | 8                    | 73%        | 2                        | 18%        | 1                             | 9%        |
| Self Dry Cleaning              | 489                | 3,670                    | 11                | 2,044                     | 3                    | 27%        | 8                        | 73%        | 0                             | 0%        |
| Shelves                        | 3,669              | 2,096                    | 11                | 2,044                     | 4                    | 36%        | 5                        | 45%        | 2                             | 18%       |
| Shoppers News Publications     | 3,914              | 2,048                    | 11                | 2,044                     | 7                    | 64%        | 4                        | 36%        | 0                             | 0%        |
| Ski Equipment Manufacturers    | 527                | 3,623                    | 11                | 2,044                     | 1                    | 9%         | 10                       | 91%        | 0                             | 0%        |
| Skip Tracing                   | 6,051              | 1,695                    | 11                | 2,044                     | 9                    | 82%        | 2                        | 18%        | 0                             | 0%        |
| Smart Phone Software           | 956                | 3,156                    | 11                | 2,044                     | 4                    | 36%        | 6                        | 55%        | 1                             | 9%        |
| Speaker Manufacturers          | 902                | 3,204                    | 11                | 2,044                     | 7                    | 64%        | 4                        | 36%        | 0                             | 0%        |
| Stables                        | 5,412              | 1,791                    | 11                | 2,044                     | 9                    | 82%        | 2                        | 18%        | 0                             | 0%        |
| Stationers                     | 2,228              | 2,475                    | 11                | 2,044                     | 5                    | 45%        | 6                        | 55%        | 0                             | 0%        |
| Structural Engineer            | 19,364             | 903                      | 11                | 2,044                     | 8                    | 73%        | 2                        | 18%        | 1                             | 9%        |
| Stump Removal                  | 9,621              | 1,356                    | 11                | 2,044                     | 3                    | 27%        | 8                        | 73%        | 0                             | 0%        |
| Surfboard                      | 2,465              | 2,386                    | 11                | 2,044                     | 7                    | 64%        | 4                        | 36%        | 0                             | 0%        |
| Table Pads                     | 4,442              | 1,940                    | 11                | 2,044                     | 11                   | 100%       | 0                        | 0%         | 0                             | 0%        |
| Telephone Parts                | 1,107              | 3,048                    | 11                | 2,044                     | 6                    | 55%        | 3                        | 27%        | 2                             | 18%       |
| Tobacco Manufacturers          | 953                | 3,158                    | 11                | 2,044                     | 10                   | 91%        | 1                        | 9%         | 0                             | 0%        |
| Traffic Law Attorney           | 5,442              | 1,784                    | 11                | 2,044                     | 9                    | 82%        | 2                        | 18%        | 0                             | 0%        |
| Transit Line                   | 1,862              | 2,620                    | 11                | 2,044                     | 9                    | 82%        | 2                        | 18%        | 0                             | 0%        |
| Treatment Centers              | 2,109              | 2,513                    | 11                | 2,044                     | 7                    | 64%        | 4                        | 36%        | 0                             | 0%        |
| TV Advertising                 | 3,859              | 2,058                    | 11                | 2,044                     | 6                    | 55%        | 4                        | 36%        | 1                             | 9%        |
| Vertical Blinds                | 5,566              | 1,761                    | 11                | 2,044                     | 7                    | 64%        | 4                        | 36%        | 0                             | 0%        |
| Virtual Assistant Employment   | 5,992              | 1,702                    | 11                | 2,044                     | 6                    | 55%        | 5                        | 45%        | 0                             | 0%        |
| Wholesale Florist              | 2,577              | 2,357                    | 11                | 2,044                     | 5                    | 45%        | 4                        | 36%        | 2                             | 18%       |
| Wholesale Wine                 | 1,816              | 2,643                    | 11                | 2,044                     | 7                    | 64%        | 4                        | 36%        | 0                             | 0%        |
| Air Conditioning Equipment     | 3,040              | 2,238                    | 10                | 2,116                     | 10                   | 100%       | 0                        | 0%         | 0                             | 0%        |
| Animal Identification          | 18,124             | 950                      | 10                | 2,116                     | 6                    | 60%        | 4                        | 40%        | 0                             | 0%        |
| Aquarium Manufacturers         | 1,134              | 3,029                    | 10                | 2,116                     | 9                    | 90%        | 1                        | 10%        | 0                             | 0%        |
| Architectural Designer         | 2,861              | 2,284                    | 10                | 2,116                     | 4                    | 40%        | 6                        | 60%        | 0                             | 0%        |
| Asbestos Removal               | 34,237             | 631                      | 10                | 2,116                     | 9                    | 90%        | 1                        | 10%        | 0                             | 0%        |
| Auto Equipment Manufacturers   | 2,471              | 2,385                    | 10                | 2,116                     | 6                    | 60%        | 4                        | 40%        | 0                             | 0%        |
| Autograph Dealer               | 4,018              | 2,034                    | 10                | 2,116                     | 7                    | 70%        | 3                        | 30%        | 0                             | 0%        |
| Bar Coding                     | 8,340              | 1,459                    | 10                | 2,116                     | 6                    | 60%        | 3                        | 30%        | 1                             | 10%       |
| Boarding House                 | 2,925              | 2,266                    | 10                | 2,116                     | 6                    | 60%        | 4                        | 40%        | 0                             | 0%        |
| Boat Storage                   | 3,044              | 2,235                    | 10                | 2,116                     | 5                    | 50%        | 5                        | 50%        | 0                             | 0%        |
| Cabinet Refinishing            | 12,074             | 1,224                    | 10                | 2,116                     | 4                    | 40%        | 6                        | 60%        | 0                             | 0%        |
| Ceramics Supplies              | 1,551              | 2,777                    | 10                | 2,116                     | 6                    | 60%        | 4                        | 40%        | 0                             | 0%        |
| Chamber of Commerce            | 169,315            | 167                      | 10                | 2,116                     | 8                    | 80%        | 2                        | 20%        | 0                             | 0%        |
| China Repair                   | 1,316              | 2,902                    | 10                | 2,116                     | 4                    | 40%        | 6                        | 60%        | 0                             | 0%        |
| Commercial Interior Designers  | 1,969              | 2,570                    | 10                | 2,116                     | 4                    | 40%        | 6                        | 60%        | 0                             | 0%        |
| Computer Software              | 1,712              | 2,694                    | 10                | 2,116                     | 6                    | 60%        | 4                        | 40%        | 0                             | 0%        |
| Conference Center              | 1,899              | 2,594                    | 10                | 2,116                     | 6                    | 60%        | 4                        | 40%        | 0                             | 0%        |
| Control Systems                | 9,584              | 1,359                    | 10                | 2,116                     | 8                    | 80%        | 2                        | 20%        | 0                             | 0%        |
| Coupon Printer                 | 3,090              | 2,218                    | 10                | 2,116                     | 3                    | 30%        | 7                        | 70%        | 0                             | 0%        |
| Custom Machinery               | 4,469              | 1,937                    | 10                | 2,116                     | 2                    | 20%        | 7                        | 70%        | 1                             | 10%       |
| Dental Management Consultants  | 2,787              | 2,303                    | 10                | 2,116                     | 8                    | 80%        | 2                        | 20%        | 0                             | 0%        |
| Doll Collectors                | 403                | 3,802                    | 10                | 2,116                     | 5                    | 50%        | 5                        | 50%        | 0                             | 0%        |
| Door Guard                     | 1,560              | 2,770                    | 10                | 2,116                     | 10                   | 100%       | 0                        | 0%         | 0                             | 0%        |
| Door Manufacturers             | 3,216              | 2,187                    | 10                | 2,116                     | 10                   | 100%       | 0                        | 0%         | 0                             | 0%        |
| Drafting Services              | 8,624              | 1,435                    | 10                | 2,116                     | 3                    | 30%        | 7                        | 70%        | 0                             | 0%        |
| Exterior Designer              | 3,379              | 2,149                    | 10                | 2,116                     | 0                    | 0%         | 9                        | 90%        | 1                             | 10%       |
| Fire Emergency                 | 6,242              | 1,670                    | 10                | 2,116                     | 8                    | 80%        | 2                        | 20%        | 0                             | 0%        |
| First Aid Supplies             | 1,389              | 2,860                    | 10                | 2,116                     | 6                    | 60%        | 4                        | 40%        | 0                             | 0%        |
| Floor Cleaning                 | 6,455              | 1,646                    | 10                | 2,116                     | 5                    | 50%        | 5                        | 50%        | 0                             | 0%        |
| Freight Traffic Service        | 6,701              | 1,619                    | 10                | 2,116                     | 6                    | 60%        | 4                        | 40%        | 0                             | 0%        |

**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Fur                          | 4,996              | 1,850             | 10             | 2,116              | 8              | 80%        | 2                 | 20%        | 0                      | 0%        |
| Glassware Wholesale          | 3,342              | 2,157             | 10             | 2,116              | 10             | 100%       | 0                 | 0%         | 0                      | 0%        |
| HOA Attorney                 | 1,856              | 2,626             | 10             | 2,116              | 5              | 50%        | 5                 | 50%        | 0                      | 0%        |
| Hospitality                  | 2,454              | 2,393             | 10             | 2,116              | 5              | 50%        | 5                 | 50%        | 0                      | 0%        |
| Industrial Contractors       | 7,180              | 1,554             | 10             | 2,116              | 3              | 30%        | 7                 | 70%        | 0                      | 0%        |
| Juice                        | 1,978              | 2,564             | 10             | 2,116              | 4              | 40%        | 6                 | 60%        | 0                      | 0%        |
| Jumping Balloons             | 1,227              | 2,958             | 10             | 2,116              | 1              | 10%        | 9                 | 90%        | 0                      | 0%        |
| Library Research Service     | 4,012              | 2,036             | 10             | 2,116              | 10             | 100%       | 0                 | 0%         | 0                      | 0%        |
| Light Haul Trucking          | 10,039             | 1,332             | 10             | 2,116              | 3              | 30%        | 7                 | 70%        | 0                      | 0%        |
| Lighting Consultant          | 7,330              | 1,542             | 10             | 2,116              | 7              | 70%        | 3                 | 30%        | 0                      | 0%        |
| Medical Liability Insurance  | 4,628              | 1,911             | 10             | 2,116              | 4              | 40%        | 6                 | 60%        | 0                      | 0%        |
| Metal Recycling              | 4,144              | 2,002             | 10             | 2,116              | 4              | 40%        | 6                 | 60%        | 0                      | 0%        |
| Metal Salvage Yards          | 8,704              | 1,428             | 10             | 2,116              | 5              | 50%        | 5                 | 50%        | 0                      | 0%        |
| Mobile Pet Grooming          | 7,599              | 1,524             | 10             | 2,116              | 8              | 80%        | 2                 | 20%        | 0                      | 0%        |
| Mobile Truck Repair          | 2,999              | 2,246             | 10             | 2,116              | 7              | 70%        | 3                 | 30%        | 0                      | 0%        |
| Money Order Systems          | 631                | 3,469             | 10             | 2,116              | 7              | 70%        | 2                 | 20%        | 1                      | 10%       |
| New Boiler                   | 2,954              | 2,258             | 10             | 2,116              | 9              | 90%        | 1                 | 10%        | 0                      | 0%        |
| Office Furniture Rental      | 9,029              | 1,401             | 10             | 2,116              | 9              | 90%        | 1                 | 10%        | 0                      | 0%        |
| Oil Refinery                 | 1,188              | 2,984             | 10             | 2,116              | 9              | 90%        | 1                 | 10%        | 0                      | 0%        |
| Pearl                        | 2,105              | 2,516             | 10             | 2,116              | 2              | 20%        | 8                 | 80%        | 0                      | 0%        |
| Pet Jewelry                  | 742                | 3,352             | 10             | 2,116              | 4              | 40%        | 6                 | 60%        | 0                      | 0%        |
| Petroleum Oil                | 4,026              | 2,031             | 10             | 2,116              | 7              | 70%        | 3                 | 30%        | 0                      | 0%        |
| Pharmaceutical Research      | 6,938              | 1,588             | 10             | 2,116              | 9              | 90%        | 1                 | 10%        | 0                      | 0%        |
| Playing Cards                | 794                | 3,304             | 10             | 2,116              | 7              | 70%        | 3                 | 30%        | 0                      | 0%        |
| Powder Coating               | 5,943              | 1,712             | 10             | 2,116              | 4              | 40%        | 6                 | 60%        | 0                      | 0%        |
| Prosthodontist               | 1,816              | 2,643             | 10             | 2,116              | 8              | 80%        | 2                 | 20%        | 0                      | 0%        |
| Publicity Service            | 3,477              | 2,126             | 10             | 2,116              | 6              | 60%        | 4                 | 40%        | 0                      | 0%        |
| Quilting                     | 1,780              | 2,658             | 10             | 2,116              | 9              | 90%        | 1                 | 10%        | 0                      | 0%        |
| Quilting Supplies            | 1,852              | 2,629             | 10             | 2,116              | 7              | 70%        | 3                 | 30%        | 0                      | 0%        |
| Records Management           | 2,809              | 2,294             | 10             | 2,116              | 5              | 50%        | 5                 | 50%        | 0                      | 0%        |
| Robots                       | 1,244              | 2,947             | 10             | 2,116              | 5              | 50%        | 5                 | 50%        | 0                      | 0%        |
| Sales Training               | 10,238             | 1,317             | 10             | 2,116              | 7              | 70%        | 3                 | 30%        | 0                      | 0%        |
| Scrap Metal                  | 10,000             | 1,336             | 10             | 2,116              | 6              | 60%        | 4                 | 40%        | 0                      | 0%        |
| Seminar Marketing            | 3,453              | 2,132             | 10             | 2,116              | 7              | 70%        | 3                 | 30%        | 0                      | 0%        |
| Senior Move Manager          | 3,342              | 2,157             | 10             | 2,116              | 6              | 60%        | 4                 | 40%        | 0                      | 0%        |
| Specialty Auto Manufacturers | 1,798              | 2,650             | 10             | 2,116              | 9              | 90%        | 1                 | 10%        | 0                      | 0%        |
| Surgical Instruments         | 2,812              | 2,292             | 10             | 2,116              | 5              | 50%        | 4                 | 40%        | 1                      | 10%       |
| Suspension Repair            | 982                | 3,135             | 10             | 2,116              | 2              | 20%        | 8                 | 80%        | 0                      | 0%        |
| Teacher Agency               | 6,272              | 1,666             | 10             | 2,116              | 8              | 80%        | 2                 | 20%        | 0                      | 0%        |
| Telescope                    | 1,716              | 2,692             | 10             | 2,116              | 9              | 90%        | 1                 | 10%        | 0                      | 0%        |
| Tractor Repair               | 4,142              | 2,004             | 10             | 2,116              | 7              | 70%        | 3                 | 30%        | 0                      | 0%        |
| Travel Agent Mills           | 4,539              | 1,927             | 10             | 2,116              | 6              | 60%        | 4                 | 40%        | 0                      | 0%        |
| Truck Transmission           | 3,116              | 2,212             | 10             | 2,116              | 7              | 70%        | 3                 | 30%        | 0                      | 0%        |
| Tuckpointing                 | 12,104             | 1,222             | 10             | 2,116              | 6              | 60%        | 3                 | 30%        | 1                      | 10%       |
| Viatical Settlement          | 6,403              | 1,650             | 10             | 2,116              | 3              | 30%        | 5                 | 50%        | 2                      | 20%       |
| Washing Machine Parts        | 517                | 3,637             | 10             | 2,116              | 1              | 10%        | 9                 | 90%        | 0                      | 0%        |
| Wholesale Canvas             | 1,292              | 2,912             | 10             | 2,116              | 6              | 60%        | 4                 | 40%        | 0                      | 0%        |
| Wholesale Electric Supplies  | 9,060              | 1,397             | 10             | 2,116              | 8              | 80%        | 2                 | 20%        | 0                      | 0%        |
| Wholesale Leather Goods      | 2,326              | 2,433             | 10             | 2,116              | 7              | 70%        | 2                 | 20%        | 1                      | 10%       |
| Wholesale Mens Clothing      | 1,891              | 2,603             | 10             | 2,116              | 5              | 50%        | 5                 | 50%        | 0                      | 0%        |
| Wine Broker                  | 858                | 3,245             | 10             | 2,116              | 8              | 80%        | 2                 | 20%        | 0                      | 0%        |
| Agricultural Services        | 9,142              | 1,389             | 9              | 2,197              | 9              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Air Conditioning Cleaning    | 5,294              | 1,804             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Air Filters                  | 5,699              | 1,748             | 9              | 2,197              | 3              | 33%        | 2                 | 22%        | 4                      | 44%       |
| Alcoholic Beverage Service   | 3,650              | 2,099             | 9              | 2,197              | 3              | 33%        | 4                 | 44%        | 2                      | 22%       |



**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Appliances                           | 904                | 3,201             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Appointment Setting Service          | 2,475              | 2,382             | 9              | 2,197              | 9              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Battery Storage Wholesale            | 1,888              | 2,606             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Biomedical Products                  | 4,089              | 2,017             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Boat Trailers                        | 3,507              | 2,119             | 9              | 2,197              | 3              | 33%        | 6                 | 67%        | 0                      | 0%        |
| Boat Transportation                  | 2,127              | 2,505             | 9              | 2,197              | 3              | 33%        | 6                 | 67%        | 0                      | 0%        |
| Bra                                  | 2,575              | 2,358             | 9              | 2,197              | 6              | 67%        | 3                 | 33%        | 0                      | 0%        |
| Cake Decorating Supplies             | 1,752              | 2,671             | 9              | 2,197              | 2              | 22%        | 5                 | 56%        | 2                      | 22%       |
| Car Diffuser                         | 769                | 3,323             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Coffee Break Services and Supplies   | 5,230              | 1,812             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Commercial Artist                    | 2,002              | 2,550             | 9              | 2,197              | 3              | 33%        | 5                 | 56%        | 1                      | 11%       |
| Cooking Classes                      | 2,953              | 2,259             | 9              | 2,197              | 3              | 33%        | 6                 | 67%        | 0                      | 0%        |
| Detective Agency                     | 6,098              | 1,689             | 9              | 2,197              | 6              | 67%        | 3                 | 33%        | 0                      | 0%        |
| Disability Lawyers                   | 14,785             | 1,081             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Electrical Power Systems Maintenance | 3,216              | 2,187             | 9              | 2,197              | 1              | 11%        | 7                 | 78%        | 1                      | 11%       |
| Electronics and Technology           | 247                | 4,100             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |
| Fiberglass Bath                      | 852                | 3,250             | 9              | 2,197              | 6              | 67%        | 3                 | 33%        | 0                      | 0%        |
| Fire Protection Consultant           | 7,787              | 1,510             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Fishermens Supplies                  | 1,519              | 2,785             | 9              | 2,197              | 2              | 22%        | 7                 | 78%        | 0                      | 0%        |
| Food Manufacturing Equipment         | 3,069              | 2,229             | 9              | 2,197              | 7              | 78%        | 2                 | 22%        | 0                      | 0%        |
| Forensic Computers                   | 1,438              | 2,833             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |
| Furniture Cleaning Equipment         | 424                | 3,778             | 9              | 2,197              | 9              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Garage Floor                         | 8,381              | 1,456             | 9              | 2,197              | 7              | 78%        | 1                 | 11%        | 1                      | 11%       |
| Gas Engine                           | 4,954              | 1,855             | 9              | 2,197              | 6              | 67%        | 3                 | 33%        | 0                      | 0%        |
| Gift Boxes                           | 365                | 3,858             | 9              | 2,197              | 2              | 22%        | 7                 | 78%        | 0                      | 0%        |
| Gluten Free Food                     | 316                | 3,947             | 9              | 2,197              | 0              | 0%         | 9                 | 100%       | 0                      | 0%        |
| Greenhouse Equipment                 | 2,406              | 2,411             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |
| Halloween Decorations                | 680                | 3,421             | 9              | 2,197              | 4              | 44%        | 5                 | 56%        | 0                      | 0%        |
| Hydraulic Equipment Repair           | 3,875              | 2,053             | 9              | 2,197              | 4              | 44%        | 5                 | 56%        | 0                      | 0%        |
| Industrial Floors                    | 5,177              | 1,818             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Infrared Thermography                | 319                | 3,942             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |
| Jewelry Supplies                     | 3,088              | 2,220             | 9              | 2,197              | 7              | 78%        | 2                 | 22%        | 0                      | 0%        |
| Knobs                                | 4,242              | 1,986             | 9              | 2,197              | 9              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Lab Equipment                        | 7,323              | 1,543             | 9              | 2,197              | 1              | 11%        | 8                 | 89%        | 0                      | 0%        |
| Leadership Coaching                  | 6,949              | 1,586             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |
| Liability Insurance                  | 6,114              | 1,687             | 9              | 2,197              | 7              | 78%        | 2                 | 22%        | 0                      | 0%        |
| Lifts                                | 9,301              | 1,379             | 9              | 2,197              | 9              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Linen Supply Service                 | 5,446              | 1,783             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Magazine Sales by Telephone          | 2,151              | 2,499             | 9              | 2,197              | 6              | 67%        | 3                 | 33%        | 0                      | 0%        |
| Magnets                              | 1,732              | 2,685             | 9              | 2,197              | 2              | 22%        | 6                 | 67%        | 1                      | 11%       |
| Medicare                             | 10,561             | 1,296             | 9              | 2,197              | 7              | 78%        | 2                 | 22%        | 0                      | 0%        |
| Merchandise Broker                   | 1,706              | 2,696             | 9              | 2,197              | 5              | 56%        | 2                 | 22%        | 2                      | 22%       |
| Mosquito Control                     | 7,823              | 1,507             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |
| Motion Picture Projection Service    | 524                | 3,630             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |
| Oncology                             | 1,996              | 2,554             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |
| Petroleum                            | 6,236              | 1,671             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Piano Movers                         | 7,580              | 1,528             | 9              | 2,197              | 2              | 22%        | 7                 | 78%        | 0                      | 0%        |
| Playground                           | 1,190              | 2,982             | 9              | 2,197              | 4              | 44%        | 4                 | 44%        | 1                      | 11%       |
| Pump Sales                           | 5,939              | 1,713             | 9              | 2,197              | 7              | 78%        | 2                 | 22%        | 0                      | 0%        |
| Radar Equipment                      | 913                | 3,193             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |
| Raft Trips                           | 938                | 3,169             | 9              | 2,197              | 7              | 78%        | 2                 | 22%        | 0                      | 0%        |
| Reading Lessons                      | 9,356              | 1,377             | 9              | 2,197              | 6              | 67%        | 3                 | 33%        | 0                      | 0%        |
| Riding Apparel                       | 1,151              | 3,008             | 9              | 2,197              | 2              | 22%        | 6                 | 67%        | 1                      | 11%       |
| Scooter Repair                       | 1,069              | 3,071             | 9              | 2,197              | 5              | 56%        | 3                 | 33%        | 1                      | 11%       |
| Sheet Metal Equipment                | 3,531              | 2,116             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |

**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Skating Rink                           | 3,708              | 2,086             | 9              | 2,197              | 4              | 44%        | 5                 | 56%        | 0                      | 0%        |
| Sleep Apnea                            | 4,139              | 2,005             | 9              | 2,197              | 4              | 44%        | 5                 | 56%        | 0                      | 0%        |
| Software Testing                       | 1,556              | 2,773             | 9              | 2,197              | 4              | 44%        | 5                 | 56%        | 0                      | 0%        |
| Stair Builders                         | 7,972              | 1,491             | 9              | 2,197              | 6              | 67%        | 3                 | 33%        | 0                      | 0%        |
| Steamship Agencies                     | 1,345              | 2,888             | 9              | 2,197              | 7              | 78%        | 2                 | 22%        | 0                      | 0%        |
| Storm Window Repair                    | 4,196              | 1,991             | 9              | 2,197              | 3              | 33%        | 6                 | 67%        | 0                      | 0%        |
| Support Groups                         | 7,161              | 1,558             | 9              | 2,197              | 2              | 22%        | 7                 | 78%        | 0                      | 0%        |
| Teleconference                         | 1,621              | 2,739             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Vending Machine Supplies               | 6,416              | 1,649             | 9              | 2,197              | 4              | 44%        | 4                 | 44%        | 1                      | 11%       |
| Vinyl Flooring                         | 3,942              | 2,042             | 9              | 2,197              | 5              | 56%        | 4                 | 44%        | 0                      | 0%        |
| Water Analysis                         | 4,895              | 1,864             | 9              | 2,197              | 4              | 44%        | 4                 | 44%        | 1                      | 11%       |
| Water Conditioning Contractor          | 5,623              | 1,757             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |
| Wax                                    | 500                | 3,659             | 9              | 2,197              | 2              | 22%        | 7                 | 78%        | 0                      | 0%        |
| Wedding Cakes                          | 3,337              | 2,161             | 9              | 2,197              | 4              | 44%        | 5                 | 56%        | 0                      | 0%        |
| Wholesale Beverages                    | 5,161              | 1,821             | 9              | 2,197              | 7              | 78%        | 2                 | 22%        | 0                      | 0%        |
| Wholesale Fishing Tackle               | 1,940              | 2,578             | 9              | 2,197              | 3              | 33%        | 6                 | 67%        | 0                      | 0%        |
| Wholesale Housewares                   | 1,283              | 2,917             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |
| Wholesale Plastic Products             | 9,604              | 1,357             | 9              | 2,197              | 8              | 89%        | 1                 | 11%        | 0                      | 0%        |
| Window Shade Supplies                  | 4,899              | 1,863             | 9              | 2,197              | 2              | 22%        | 7                 | 78%        | 0                      | 0%        |
| Wood Carving                           | 1,431              | 2,837             | 9              | 2,197              | 6              | 67%        | 3                 | 33%        | 0                      | 0%        |
| Above Ground Pools                     | 5,109              | 1,833             | 8              | 2,276              | 8              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Accumulator                            | 1,261              | 2,938             | 8              | 2,276              | 5              | 63%        | 3                 | 38%        | 0                      | 0%        |
| Air Quality Services                   | 6,834              | 1,602             | 8              | 2,276              | 6              | 75%        | 2                 | 25%        | 0                      | 0%        |
| Aluminum Products                      | 5,709              | 1,745             | 8              | 2,276              | 5              | 63%        | 3                 | 38%        | 0                      | 0%        |
| Artificial Flowers                     | 1,336              | 2,893             | 8              | 2,276              | 7              | 88%        | 1                 | 13%        | 0                      | 0%        |
| Asphalt Equipment                      | 1,974              | 2,568             | 8              | 2,276              | 3              | 38%        | 5                 | 63%        | 0                      | 0%        |
| Auto Electric Equipment                | 4,959              | 1,853             | 8              | 2,276              | 5              | 63%        | 3                 | 38%        | 0                      | 0%        |
| Auto Parts                             | 343                | 3,895             | 8              | 2,276              | 7              | 88%        | 1                 | 13%        | 0                      | 0%        |
| Ballroom                               | 887                | 3,214             | 8              | 2,276              | 3              | 38%        | 5                 | 63%        | 0                      | 0%        |
| Barber School                          | 4,430              | 1,942             | 8              | 2,276              | 2              | 25%        | 6                 | 75%        | 0                      | 0%        |
| Battery Rebuild                        | 2,443              | 2,399             | 8              | 2,276              | 6              | 75%        | 2                 | 25%        | 0                      | 0%        |
| Batting Cages                          | 1,499              | 2,795             | 8              | 2,276              | 6              | 75%        | 1                 | 13%        | 1                      | 13%       |
| Bid Report Service                     | 1,166              | 2,998             | 8              | 2,276              | 8              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Blasting Supplies                      | 10,220             | 1,321             | 8              | 2,276              | 3              | 38%        | 5                 | 63%        | 0                      | 0%        |
| Boating Club                           | 1,878              | 2,611             | 8              | 2,276              | 5              | 63%        | 3                 | 38%        | 0                      | 0%        |
| Bus Rental                             | 1,026              | 3,098             | 8              | 2,276              | 2              | 25%        | 6                 | 75%        | 0                      | 0%        |
| Business Credit Builder                | 15,704             | 1,047             | 8              | 2,276              | 6              | 75%        | 2                 | 25%        | 0                      | 0%        |
| Carpet and Rug Repair                  | 5,246              | 1,810             | 8              | 2,276              | 2              | 25%        | 7                 | 75%        | 0                      | 0%        |
| Childrens Parties                      | 1,881              | 2,608             | 8              | 2,276              | 3              | 38%        | 5                 | 63%        | 0                      | 0%        |
| Commercial Garbage Disposal            | 3,084              | 2,222             | 8              | 2,276              | 7              | 88%        | 1                 | 13%        | 0                      | 0%        |
| Compressors                            | 4,276              | 1,974             | 8              | 2,276              | 4              | 50%        | 4                 | 50%        | 0                      | 0%        |
| Computer Gaming Center                 | 1,121              | 3,041             | 8              | 2,276              | 6              | 75%        | 2                 | 25%        | 0                      | 0%        |
| Court Reporter                         | 3,171              | 2,197             | 8              | 2,276              | 5              | 63%        | 3                 | 38%        | 0                      | 0%        |
| Cultured Marble                        | 6,786              | 1,611             | 8              | 2,276              | 6              | 75%        | 1                 | 13%        | 1                      | 13%       |
| Design                                 | 368                | 3,856             | 8              | 2,276              | 1              | 13%        | 6                 | 75%        | 1                      | 13%       |
| Diaper Service                         | 1,998              | 2,553             | 8              | 2,276              | 2              | 25%        | 6                 | 75%        | 0                      | 0%        |
| Diver Supply                           | 4,823              | 1,873             | 8              | 2,276              | 3              | 38%        | 4                 | 50%        | 1                      | 13%       |
| Dog Shock Collar                       | 908                | 3,198             | 8              | 2,276              | 6              | 75%        | 2                 | 25%        | 0                      | 0%        |
| Electrical Power System Backup Systems | 4,263              | 1,982             | 8              | 2,276              | 5              | 63%        | 1                 | 13%        | 2                      | 25%       |
| Electrical Wiring                      | 4,557              | 1,925             | 8              | 2,276              | 5              | 63%        | 3                 | 38%        | 0                      | 0%        |
| Electronic Mail Service                | 977                | 3,141             | 8              | 2,276              | 3              | 38%        | 5                 | 63%        | 0                      | 0%        |
| Employee Benefit Consultants           | 4,188              | 1,995             | 8              | 2,276              | 8              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Equestrian Services                    | 3,164              | 2,199             | 8              | 2,276              | 5              | 63%        | 3                 | 38%        | 0                      | 0%        |
| Evaporative Coolers                    | 911                | 3,196             | 8              | 2,276              | 6              | 75%        | 2                 | 25%        | 0                      | 0%        |
| Financial Consultants                  | 1,429              | 2,838             | 8              | 2,276              | 3              | 38%        | 4                 | 50%        | 1                      | 13%       |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Fix It Shop                    | 1,198              | 2,974                    | 8                 | 2,276                     | 6                    | 75%        | 2                        | 25%        | 0                             | 0%        |
| Freeze Dried Food              | 2,280              | 2,454                    | 8                 | 2,276                     | 7                    | 88%        | 1                        | 13%        | 0                             | 0%        |
| Fungicides                     | 52                 | 4,795                    | 8                 | 2,276                     | 4                    | 50%        | 4                        | 50%        | 0                             | 0%        |
| Gas Power Equipment            | 707                | 3,385                    | 8                 | 2,276                     | 6                    | 75%        | 2                        | 25%        | 0                             | 0%        |
| Golf Course Equipment          | 2,125              | 2,506                    | 8                 | 2,276                     | 8                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Golf Equipment Manufacturers   | 2,345              | 2,426                    | 8                 | 2,276                     | 7                    | 88%        | 1                        | 13%        | 0                             | 0%        |
| Hardware and Tools             | 67                 | 4,702                    | 8                 | 2,276                     | 7                    | 88%        | 1                        | 13%        | 0                             | 0%        |
| Heating Supply                 | 1,197              | 2,975                    | 8                 | 2,276                     | 2                    | 25%        | 6                        | 75%        | 0                             | 0%        |
| Hemp Products                  | 1,265              | 2,934                    | 8                 | 2,276                     | 6                    | 75%        | 2                        | 25%        | 0                             | 0%        |
| Industrial Design              | 4,230              | 1,987                    | 8                 | 2,276                     | 1                    | 13%        | 6                        | 75%        | 1                             | 13%       |
| Irrigation Consultants         | 8,906              | 1,410                    | 8                 | 2,276                     | 5                    | 63%        | 3                        | 38%        | 0                             | 0%        |
| Labor Organizations            | 2,878              | 2,277                    | 8                 | 2,276                     | 3                    | 38%        | 5                        | 63%        | 0                             | 0%        |
| Lawn Installation              | 2,527              | 2,374                    | 8                 | 2,276                     | 2                    | 25%        | 6                        | 75%        | 0                             | 0%        |
| Legal Malpractice Attorney     | 1,004              | 3,107                    | 8                 | 2,276                     | 4                    | 50%        | 3                        | 38%        | 1                             | 13%       |
| Lubricants                     | 1,769              | 2,663                    | 8                 | 2,276                     | 6                    | 75%        | 2                        | 25%        | 0                             | 0%        |
| Marine Towing                  | 891                | 3,211                    | 8                 | 2,276                     | 2                    | 25%        | 6                        | 75%        | 0                             | 0%        |
| Mask                           | 706                | 3,388                    | 8                 | 2,276                     | 1                    | 13%        | 4                        | 50%        | 3                             | 38%       |
| Massage School                 | 4,775              | 1,883                    | 8                 | 2,276                     | 5                    | 63%        | 3                        | 38%        | 0                             | 0%        |
| Media Buying                   | 604                | 3,505                    | 8                 | 2,276                     | 2                    | 25%        | 6                        | 75%        | 0                             | 0%        |
| Medical Case Management        | 4,861              | 1,866                    | 8                 | 2,276                     | 4                    | 50%        | 3                        | 38%        | 1                             | 13%       |
| Nutritionist                   | 10,176             | 1,322                    | 8                 | 2,276                     | 7                    | 88%        | 0                        | 0%         | 1                             | 13%       |
| Oil Leases                     | 5,710              | 1,744                    | 8                 | 2,276                     | 2                    | 25%        | 6                        | 75%        | 0                             | 0%        |
| Oil Portraits                  | 1,964              | 2,572                    | 8                 | 2,276                     | 6                    | 75%        | 1                        | 13%        | 1                             | 13%       |
| Paving Materials               | 3,067              | 2,230                    | 8                 | 2,276                     | 6                    | 75%        | 2                        | 25%        | 0                             | 0%        |
| Photographic Equipment Repair  | 3,392              | 2,145                    | 8                 | 2,276                     | 5                    | 63%        | 3                        | 38%        | 0                             | 0%        |
| Plating                        | 6,129              | 1,683                    | 8                 | 2,276                     | 3                    | 38%        | 5                        | 63%        | 0                             | 0%        |
| Pond Supplies                  | 4,112              | 2,013                    | 8                 | 2,276                     | 5                    | 63%        | 3                        | 38%        | 0                             | 0%        |
| Postcard                       | 1,392              | 2,858                    | 8                 | 2,276                     | 7                    | 88%        | 1                        | 13%        | 0                             | 0%        |
| Promotional Items              | 1,668              | 2,713                    | 8                 | 2,276                     | 8                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Pub                            | 459                | 3,714                    | 8                 | 2,276                     | 3                    | 38%        | 5                        | 63%        | 0                             | 0%        |
| Publishers Representatives     | 2,302              | 2,444                    | 8                 | 2,276                     | 3                    | 38%        | 4                        | 50%        | 1                             | 13%       |
| Range Hoods                    | 8,241              | 1,469                    | 8                 | 2,276                     | 7                    | 88%        | 0                        | 0%         | 1                             | 13%       |
| Registered Interior Designer   | 3,155              | 2,203                    | 8                 | 2,276                     | 4                    | 50%        | 4                        | 50%        | 0                             | 0%        |
| Roofing Equipment              | 5,861              | 1,725                    | 8                 | 2,276                     | 3                    | 38%        | 5                        | 63%        | 0                             | 0%        |
| Screen Printing Equipment      | 1,866              | 2,617                    | 8                 | 2,276                     | 6                    | 75%        | 2                        | 25%        | 0                             | 0%        |
| Sewing Contractors             | 3,161              | 2,200                    | 8                 | 2,276                     | 1                    | 13%        | 7                        | 88%        | 0                             | 0%        |
| Sewing Machine Manufacturers   | 698                | 3,398                    | 8                 | 2,276                     | 8                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Shoe Manufacturers Supplies    | 1,859              | 2,624                    | 8                 | 2,276                     | 4                    | 50%        | 3                        | 38%        | 1                             | 13%       |
| Short Sale                     | 2,878              | 2,277                    | 8                 | 2,276                     | 5                    | 63%        | 1                        | 13%        | 2                             | 25%       |
| Soda Fountain Equipment        | 1,052              | 3,084                    | 8                 | 2,276                     | 1                    | 13%        | 7                        | 88%        | 0                             | 0%        |
| State Lottery                  | 1,606              | 2,744                    | 8                 | 2,276                     | 5                    | 63%        | 2                        | 25%        | 1                             | 13%       |
| Stone Cutters                  | 2,322              | 2,437                    | 8                 | 2,276                     | 3                    | 38%        | 5                        | 63%        | 0                             | 0%        |
| Storage Facility Referral      | 452                | 3,726                    | 8                 | 2,276                     | 5                    | 63%        | 3                        | 38%        | 0                             | 0%        |
| Tarp                           | 2,376              | 2,416                    | 8                 | 2,276                     | 7                    | 88%        | 1                        | 13%        | 0                             | 0%        |
| Tea Manufacturers              | 564                | 3,568                    | 8                 | 2,276                     | 4                    | 50%        | 3                        | 38%        | 1                             | 13%       |
| Telephone Solicitation         | 6,966              | 1,585                    | 8                 | 2,276                     | 0                    | 0%         | 2                        | 25%        | 6                             | 75%       |
| Tennis Lessons                 | 1,052              | 3,084                    | 8                 | 2,276                     | 2                    | 25%        | 6                        | 75%        | 0                             | 0%        |
| Theatrical Agencies            | 2,090              | 2,519                    | 8                 | 2,276                     | 4                    | 50%        | 4                        | 50%        | 0                             | 0%        |
| Thermostat                     | 642                | 3,460                    | 8                 | 2,276                     | 3                    | 38%        | 5                        | 63%        | 0                             | 0%        |
| Tile Roofing Contractors       | 3,821              | 2,065                    | 8                 | 2,276                     | 3                    | 38%        | 5                        | 63%        | 0                             | 0%        |
| Topsoil                        | 4,275              | 1,975                    | 8                 | 2,276                     | 4                    | 50%        | 3                        | 38%        | 1                             | 13%       |
| Trailer Hitches                | 6,913              | 1,592                    | 8                 | 2,276                     | 7                    | 88%        | 1                        | 13%        | 0                             | 0%        |
| Trailer Storage                | 1,145              | 3,015                    | 8                 | 2,276                     | 7                    | 88%        | 1                        | 13%        | 0                             | 0%        |
| Transitional Housing           | 2,680              | 2,334                    | 8                 | 2,276                     | 5                    | 63%        | 2                        | 25%        | 1                             | 13%       |
| Ultrasound                     | 3,502              | 2,121                    | 8                 | 2,276                     | 5                    | 63%        | 3                        | 38%        | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>                | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                                  | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Used Electric Equipment                       | 703                | 3,391                    | 8                 | 2,276                     | 5                     | 63%        | 3                         | 38%        | 0                              | 0%        |
| Veterinary Supplies                           | 3,989              | 2,039                    | 8                 | 2,276                     | 5                     | 63%        | 3                         | 38%        | 0                              | 0%        |
| Vintage Auto Repair                           | 2,625              | 2,347                    | 8                 | 2,276                     | 3                     | 38%        | 4                         | 50%        | 1                              | 13%       |
| Virtual Tours                                 | 465                | 3,703                    | 8                 | 2,276                     | 3                     | 38%        | 5                         | 63%        | 0                              | 0%        |
| Wall Coverings                                | 1,903              | 2,592                    | 8                 | 2,276                     | 7                     | 88%        | 1                         | 13%        | 0                              | 0%        |
| Water Cooler Equipment                        | 2,211              | 2,479                    | 8                 | 2,276                     | 2                     | 25%        | 6                         | 75%        | 0                              | 0%        |
| Water Mitigation                              | 2,542              | 2,368                    | 8                 | 2,276                     | 7                     | 88%        | 1                         | 13%        | 0                              | 0%        |
| Water Taxi                                    | 671                | 3,436                    | 8                 | 2,276                     | 6                     | 75%        | 2                         | 25%        | 0                              | 0%        |
| Waterproofing Materials                       | 5,945              | 1,711                    | 8                 | 2,276                     | 6                     | 75%        | 2                         | 25%        | 0                              | 0%        |
| Wholesale Seeds                               | 2,083              | 2,523                    | 8                 | 2,276                     | 6                     | 75%        | 2                         | 25%        | 0                              | 0%        |
| Writer  | 1,673              | 2,709                    | 8                 | 2,276                     | 2                     | 25%        | 6                         | 75%        | 0                              | 0%        |
| Yacht Charter Broker                          | 5,337              | 1,798                    | 8                 | 2,276                     | 5                     | 63%        | 3                         | 38%        | 0                              | 0%        |
| Adult Day Care                                | 16,315             | 1,019                    | 7                 | 2,378                     | 1                     | 14%        | 5                         | 71%        | 1                              | 14%       |
| Advance Fee Job Listing and Advisory Services | 2,069              | 2,529                    | 7                 | 2,378                     | 2                     | 29%        | 4                         | 57%        | 1                              | 14%       |
| Art Restoration                               | 2,791              | 2,302                    | 7                 | 2,378                     | 5                     | 71%        | 2                         | 29%        | 0                              | 0%        |
| Assembly Services                             | 3,552              | 2,114                    | 7                 | 2,378                     | 3                     | 43%        | 4                         | 57%        | 0                              | 0%        |
| Asset Evaluation                              | 4,375              | 1,952                    | 7                 | 2,378                     | 2                     | 29%        | 5                         | 71%        | 0                              | 0%        |
| Auto Air Conditioning Equipment               | 2,530              | 2,372                    | 7                 | 2,378                     | 5                     | 71%        | 2                         | 29%        | 0                              | 0%        |
| Backflow Testing                              | 3,871              | 2,055                    | 7                 | 2,378                     | 6                     | 86%        | 1                         | 14%        | 0                              | 0%        |
| Bankruptcy and Tax Attorney                   | 5,844              | 1,727                    | 7                 | 2,378                     | 5                     | 71%        | 2                         | 29%        | 0                              | 0%        |
| Basement Finishing                            | 9,006              | 1,404                    | 7                 | 2,378                     | 6                     | 86%        | 1                         | 14%        | 0                              | 0%        |
| Bird Supplies                                 | 1,723              | 2,689                    | 7                 | 2,378                     | 6                     | 86%        | 1                         | 14%        | 0                              | 0%        |
| Bistro  | 315                | 3,949                    | 7                 | 2,378                     | 5                     | 71%        | 1                         | 14%        | 1                              | 14%       |
| Chauffeur                                     | 1,861              | 2,623                    | 7                 | 2,378                     | 3                     | 43%        | 4                         | 57%        | 0                              | 0%        |
| Child Support Enforcement                     | 2,141              | 2,503                    | 7                 | 2,378                     | 6                     | 86%        | 1                         | 14%        | 0                              | 0%        |
| Chimney Cleaning Equipment                    | 1,676              | 2,707                    | 7                 | 2,378                     | 2                     | 29%        | 5                         | 71%        | 0                              | 0%        |
| Chinese Food                                  | 792                | 3,305                    | 7                 | 2,378                     | 4                     | 57%        | 3                         | 43%        | 0                              | 0%        |
| Computer Room Equipment                       | 2,098              | 2,518                    | 7                 | 2,378                     | 3                     | 43%        | 4                         | 57%        | 0                              | 0%        |
| Concrete Countertops                          | 1,451              | 2,824                    | 7                 | 2,378                     | 1                     | 14%        | 6                         | 86%        | 0                              | 0%        |
| Dance Supplies                                | 1,679              | 2,705                    | 7                 | 2,378                     | 4                     | 57%        | 3                         | 43%        | 0                              | 0%        |
| Decorative Screens                            | 1,235              | 2,952                    | 7                 | 2,378                     | 3                     | 43%        | 4                         | 57%        | 0                              | 0%        |
| Dental Equipment Repair                       | 1,400              | 2,852                    | 7                 | 2,378                     | 3                     | 43%        | 4                         | 57%        | 0                              | 0%        |
| Desktop Publishing                            | 2,541              | 2,369                    | 7                 | 2,378                     | 4                     | 57%        | 3                         | 43%        | 0                              | 0%        |
| Dump Truck                                    | 7,085              | 1,566                    | 7                 | 2,378                     | 6                     | 86%        | 1                         | 14%        | 0                              | 0%        |
| Electronic Equipment Testing                  | 3,617              | 2,105                    | 7                 | 2,378                     | 6                     | 86%        | 1                         | 14%        | 0                              | 0%        |
| Executive Search Consultants                  | 10,364             | 1,305                    | 7                 | 2,378                     | 1                     | 14%        | 5                         | 71%        | 1                              | 14%       |
| Fabric Bags                                   | 3,455              | 2,131                    | 7                 | 2,378                     | 3                     | 43%        | 4                         | 57%        | 0                              | 0%        |
| Fan Club                                      | 478                | 3,681                    | 7                 | 2,378                     | 6                     | 86%        | 1                         | 14%        | 0                              | 0%        |
| Farming Services                              | 1,835              | 2,637                    | 7                 | 2,378                     | 6                     | 86%        | 1                         | 14%        | 0                              | 0%        |
| Fence Staining                                | 4,689              | 1,900                    | 7                 | 2,378                     | 4                     | 57%        | 3                         | 43%        | 0                              | 0%        |
| Fidelity Bonds                                | 11,205             | 1,268                    | 7                 | 2,378                     | 6                     | 86%        | 1                         | 14%        | 0                              | 0%        |
| Fire sprinklers                               | 14,096             | 1,115                    | 7                 | 2,378                     | 6                     | 86%        | 1                         | 14%        | 0                              | 0%        |
| Fireworks                                     | 5,810              | 1,732                    | 7                 | 2,378                     | 5                     | 71%        | 2                         | 29%        | 0                              | 0%        |
| Flat Roofing Contractors                      | 5,137              | 1,826                    | 7                 | 2,378                     | 4                     | 57%        | 3                         | 43%        | 0                              | 0%        |
| Floor Machine                                 | 477                | 3,686                    | 7                 | 2,378                     | 2                     | 29%        | 3                         | 43%        | 2                              | 29%       |
| Floor Removal, Resurfacing and Refinishing    | 1,065              | 3,074                    | 7                 | 2,378                     | 3                     | 43%        | 4                         | 57%        | 0                              | 0%        |
| Frozen Dessert Distributors                   | 1,992              | 2,555                    | 7                 | 2,378                     | 4                     | 57%        | 3                         | 43%        | 0                              | 0%        |
| Fruit Shippers                                | 4,837              | 1,870                    | 7                 | 2,378                     | 6                     | 86%        | 1                         | 14%        | 0                              | 0%        |
| Fuel Injection Services                       | 3,110              | 2,213                    | 7                 | 2,378                     | 6                     | 86%        | 1                         | 14%        | 0                              | 0%        |
| Furniture Manufacturers Equipment             | 730                | 3,357                    | 7                 | 2,378                     | 3                     | 43%        | 4                         | 57%        | 0                              | 0%        |
| Gambling Machines                             | 1,022              | 3,101                    | 7                 | 2,378                     | 0                     | 0%         | 6                         | 86%        | 1                              | 14%       |
| Hail Repair                                   | 3,916              | 2,047                    | 7                 | 2,378                     | 1                     | 14%        | 5                         | 71%        | 1                              | 14%       |
| Home Staging                                  | 6,585              | 1,632                    | 7                 | 2,378                     | 7                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Horse Training                                | 5,103              | 1,835                    | 7                 | 2,378                     | 2                     | 29%        | 4                         | 57%        | 1                              | 14%       |
| Hosiery                                       | 2,653              | 2,342                    | 7                 | 2,378                     | 7                     | 100%       | 0                         | 0%         | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>     | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                       | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Hospice                            | 16,906             | 995                      | 7                 | 2,378                     | 4                    | 57%        | 3                        | 43%        | 0                             | 0%        |
| Human Service Organizations        | 6,386              | 1,654                    | 7                 | 2,378                     | 4                    | 57%        | 3                        | 43%        | 0                             | 0%        |
| Ice                                | 2,541              | 2,369                    | 7                 | 2,378                     | 3                    | 43%        | 4                        | 57%        | 0                             | 0%        |
| Identification Card Service        | 4,826              | 1,871                    | 7                 | 2,378                     | 5                    | 71%        | 2                        | 29%        | 0                             | 0%        |
| Insulation Supplies                | 2,643              | 2,345                    | 7                 | 2,378                     | 6                    | 86%        | 1                        | 14%        | 0                             | 0%        |
| Insurance Software                 | 886                | 3,217                    | 7                 | 2,378                     | 3                    | 43%        | 4                        | 57%        | 0                             | 0%        |
| Judgment Recovery                  | 6,344              | 1,657                    | 7                 | 2,378                     | 2                    | 29%        | 5                        | 71%        | 0                             | 0%        |
| Laundry Supplies                   | 502                | 3,651                    | 7                 | 2,378                     | 4                    | 57%        | 3                        | 43%        | 0                             | 0%        |
| Lead Abatement                     | 2,295              | 2,447                    | 7                 | 2,378                     | 0                    | 0%         | 6                        | 86%        | 1                             | 14%       |
| Lithographer                       | 541                | 3,599                    | 7                 | 2,378                     | 4                    | 57%        | 3                        | 43%        | 0                             | 0%        |
| Livestock Breeding                 | 2,680              | 2,334                    | 7                 | 2,378                     | 3                    | 43%        | 4                        | 57%        | 0                             | 0%        |
| Low Voltage Contractors            | 10,328             | 1,309                    | 7                 | 2,378                     | 4                    | 57%        | 3                        | 43%        | 0                             | 0%        |
| Lubricating Oil                    | 3,943              | 2,041                    | 7                 | 2,378                     | 2                    | 29%        | 4                        | 57%        | 1                             | 14%       |
| Manicures                          | 620                | 3,485                    | 7                 | 2,378                     | 1                    | 14%        | 6                        | 86%        | 0                             | 0%        |
| Model Maker                        | 1,260              | 2,939                    | 7                 | 2,378                     | 2                    | 29%        | 5                        | 71%        | 0                             | 0%        |
| Molds                              | 4,061              | 2,024                    | 7                 | 2,378                     | 2                    | 29%        | 5                        | 71%        | 0                             | 0%        |
| Motion Picture Producers           | 3,306              | 2,167                    | 7                 | 2,378                     | 1                    | 14%        | 6                        | 86%        | 0                             | 0%        |
| Office Furniture Manufacturers     | 1,662              | 2,719                    | 7                 | 2,378                     | 7                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Outboard Motor Repair              | 2,809              | 2,294                    | 7                 | 2,378                     | 5                    | 71%        | 2                        | 29%        | 0                             | 0%        |
| Paging Equipment                   | 2,818              | 2,289                    | 7                 | 2,378                     | 2                    | 29%        | 5                        | 71%        | 0                             | 0%        |
| Paint Manufacturing Materials      | 725                | 3,361                    | 7                 | 2,378                     | 7                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Parking                            | 134                | 4,426                    | 7                 | 2,378                     | 4                    | 57%        | 3                        | 43%        | 0                             | 0%        |
| Patio Covers                       | 6,343              | 1,658                    | 7                 | 2,378                     | 6                    | 86%        | 1                        | 14%        | 0                             | 0%        |
| Paving Stones                      | 3,744              | 2,080                    | 7                 | 2,378                     | 2                    | 29%        | 5                        | 71%        | 0                             | 0%        |
| Personal Emergency Response System | 1,694              | 2,700                    | 7                 | 2,378                     | 3                    | 43%        | 4                        | 57%        | 0                             | 0%        |
| Personal Security Guard            | 6,609              | 1,630                    | 7                 | 2,378                     | 2                    | 29%        | 5                        | 71%        | 0                             | 0%        |
| Photo Retouching                   | 836                | 3,266                    | 7                 | 2,378                     | 7                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Photography Schools                | 1,473              | 2,812                    | 7                 | 2,378                     | 6                    | 86%        | 1                        | 14%        | 0                             | 0%        |
| Piercing                           | 2,733              | 2,322                    | 7                 | 2,378                     | 3                    | 43%        | 4                        | 57%        | 0                             | 0%        |
| Political Organization             | 1,986              | 2,561                    | 7                 | 2,378                     | 4                    | 57%        | 3                        | 43%        | 0                             | 0%        |
| Popcorn                            | 3,182              | 2,194                    | 7                 | 2,378                     | 3                    | 43%        | 3                        | 43%        | 1                             | 14%       |
| Poultry Farm                       | 2,747              | 2,317                    | 7                 | 2,378                     | 7                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Prison Consultant                  | 1,803              | 2,647                    | 7                 | 2,378                     | 5                    | 71%        | 2                        | 29%        | 0                             | 0%        |
| Refrigerator and Freezer Dealers   | 1,545              | 2,781                    | 7                 | 2,378                     | 3                    | 43%        | 4                        | 57%        | 0                             | 0%        |
| Roof Structure                     | 4,190              | 1,994                    | 7                 | 2,378                     | 3                    | 43%        | 4                        | 57%        | 0                             | 0%        |
| Scales                             | 4,808              | 1,878                    | 7                 | 2,378                     | 4                    | 57%        | 3                        | 43%        | 0                             | 0%        |
| Skilled Home Health Care           | 9,921              | 1,342                    | 7                 | 2,378                     | 3                    | 43%        | 3                        | 43%        | 1                             | 14%       |
| Snow Removal Equipment             | 2,990              | 2,252                    | 7                 | 2,378                     | 6                    | 86%        | 1                        | 14%        | 0                             | 0%        |
| Sports Medicine                    | 1,880              | 2,609                    | 7                 | 2,378                     | 3                    | 43%        | 4                        | 57%        | 0                             | 0%        |
| Stock Certificates                 | 1,371              | 2,871                    | 7                 | 2,378                     | 1                    | 14%        | 6                        | 86%        | 0                             | 0%        |
| Stone Setting                      | 6,059              | 1,694                    | 7                 | 2,378                     | 5                    | 71%        | 2                        | 29%        | 0                             | 0%        |
| Store Fixtures                     | 2,765              | 2,307                    | 7                 | 2,378                     | 5                    | 71%        | 2                        | 29%        | 0                             | 0%        |
| Strategic Planning Consultants     | 5,295              | 1,803                    | 7                 | 2,378                     | 4                    | 57%        | 3                        | 43%        | 0                             | 0%        |
| Talent Representation              | 3,603              | 2,109                    | 7                 | 2,378                     | 2                    | 29%        | 5                        | 71%        | 0                             | 0%        |
| Tire Retreading Equipment          | 698                | 3,398                    | 7                 | 2,378                     | 2                    | 29%        | 4                        | 57%        | 1                             | 14%       |
| Tournament                         | 968                | 3,151                    | 7                 | 2,378                     | 4                    | 57%        | 3                        | 43%        | 0                             | 0%        |
| Towel Wholesale                    | 1,451              | 2,824                    | 7                 | 2,378                     | 6                    | 86%        | 1                        | 14%        | 0                             | 0%        |
| Typewriter                         | 344                | 3,892                    | 7                 | 2,378                     | 5                    | 71%        | 2                        | 29%        | 0                             | 0%        |
| Veterinary Laboratory              | 969                | 3,150                    | 7                 | 2,378                     | 4                    | 57%        | 3                        | 43%        | 0                             | 0%        |
| Vinyl Repair                       | 2,067              | 2,530                    | 7                 | 2,378                     | 1                    | 14%        | 6                        | 86%        | 0                             | 0%        |
| Water Works Contractors            | 4,770              | 1,884                    | 7                 | 2,378                     | 6                    | 86%        | 1                        | 14%        | 0                             | 0%        |
| Wholesale Greeting Cards           | 1,048              | 3,089                    | 7                 | 2,378                     | 7                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wholesale Seafood                  | 4,313              | 1,963                    | 7                 | 2,378                     | 5                    | 71%        | 2                        | 29%        | 0                             | 0%        |
| Agricultural Waste Management      | 723                | 3,364                    | 6                 | 2,474                     | 4                    | 67%        | 2                        | 33%        | 0                             | 0%        |
| Air Fragrance                      | 2,155              | 2,498                    | 6                 | 2,474                     | 4                    | 67%        | 2                        | 33%        | 0                             | 0%        |

**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Aluminum                                       | 5,301              | 1,802             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Annuity  | 11,176             | 1,271             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Antique Appraisal                              | 3,404              | 2,144             | 6              | 2,474              | 3              | 50%        | 3                 | 50%        | 0                      | 0%        |
| Antique Auto Parts                             | 2,041              | 2,542             | 6              | 2,474              | 3              | 50%        | 3                 | 50%        | 0                      | 0%        |
| Apparel Fasteners                              | 1,047              | 3,090             | 6              | 2,474              | 6              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Arbitration Services                           | 2,937              | 2,264             | 6              | 2,474              | 5              | 83%        | 1                 | 17%        | 0                      | 0%        |
| Bagel  | 1,442              | 2,830             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Bathtub Liners                                 | 1,480              | 2,808             | 6              | 2,474              | 5              | 83%        | 1                 | 17%        | 0                      | 0%        |
| Bowling Accessories                            | 681                | 3,419             | 6              | 2,474              | 1              | 17%        | 5                 | 83%        | 0                      | 0%        |
| Brushes  | 372                | 3,852             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Building and Construction                      | 678                | 3,425             | 6              | 2,474              | 1              | 17%        | 5                 | 83%        | 0                      | 0%        |
| Bullet-Resistant Equipment                     | 683                | 3,418             | 6              | 2,474              | 1              | 17%        | 4                 | 67%        | 1                      | 17%       |
| Cabinet Hardware                               | 2,302              | 2,444             | 6              | 2,474              | 3              | 50%        | 3                 | 50%        | 0                      | 0%        |
| Carpet and Rug Cleaning Equipment and Supplies | 5,045              | 1,842             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Carpet Pads                                    | 2,572              | 2,360             | 6              | 2,474              | 5              | 83%        | 1                 | 17%        | 0                      | 0%        |
| Ceiling Contractors                            | 6,688              | 1,621             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Charity - Cancer                               | 12,852             | 1,182             | 6              | 2,474              | 5              | 83%        | 1                 | 17%        | 0                      | 0%        |
| Cleaning Leather                               | 1,205              | 2,968             | 6              | 2,474              | 3              | 50%        | 3                 | 50%        | 0                      | 0%        |
| Columns  | 835                | 3,269             | 6              | 2,474              | 6              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Commissary Contractors                         | 1,026              | 3,098             | 6              | 2,474              | 3              | 50%        | 3                 | 50%        | 0                      | 0%        |
| Commodity Trading Advisory Service             | 1,426              | 2,839             | 6              | 2,474              | 1              | 17%        | 5                 | 83%        | 0                      | 0%        |
| Construction Estimate                          | 4,340              | 1,958             | 6              | 2,474              | 2              | 33%        | 3                 | 50%        | 1                      | 17%       |
| Craft Classes                                  | 1,053              | 3,083             | 6              | 2,474              | 2              | 33%        | 3                 | 50%        | 1                      | 17%       |
| Crawl Space Contractors                        | 9,378              | 1,376             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Customs Consultant                             | 843                | 3,260             | 6              | 2,474              | 3              | 50%        | 3                 | 50%        | 0                      | 0%        |
| Cyber Security                                 | 622                | 3,481             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Diving Services                                | 2,002              | 2,550             | 6              | 2,474              | 2              | 33%        | 4                 | 67%        | 0                      | 0%        |
| Drivers Education                              | 1,645              | 2,726             | 6              | 2,474              | 2              | 33%        | 3                 | 50%        | 1                      | 17%       |
| Electric Supplies Manufacturers                | 1,988              | 2,560             | 6              | 2,474              | 6              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Electronic Design                              | 1,643              | 2,729             | 6              | 2,474              | 1              | 17%        | 5                 | 83%        | 0                      | 0%        |
| Embroidery Machine                             | 626                | 3,474             | 6              | 2,474              | 2              | 33%        | 4                 | 67%        | 0                      | 0%        |
| Employment Counselor                           | 7,084              | 1,567             | 6              | 2,474              | 5              | 83%        | 1                 | 17%        | 0                      | 0%        |
| Engineering Equipment                          | 2,439              | 2,400             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Fence Fittings                                 | 3,022              | 2,241             | 6              | 2,474              | 6              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Fiberglass Repair                              | 2,915              | 2,269             | 6              | 2,474              | 5              | 83%        | 1                 | 17%        | 0                      | 0%        |
| Forklift Truck                                 | 2,434              | 2,402             | 6              | 2,474              | 2              | 33%        | 4                 | 67%        | 0                      | 0%        |
| Futon Sales                                    | 2,338              | 2,431             | 6              | 2,474              | 6              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Gas Contractors                                | 1,567              | 2,767             | 6              | 2,474              | 2              | 33%        | 4                 | 67%        | 0                      | 0%        |
| Gauge  | 1,735              | 2,680             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Gazebo   | 1,804              | 2,645             | 6              | 2,474              | 3              | 50%        | 3                 | 50%        | 0                      | 0%        |
| Generator Maintenance                          | 1,940              | 2,578             | 6              | 2,474              | 3              | 50%        | 3                 | 50%        | 0                      | 0%        |
| Goldsmith                                      | 861                | 3,242             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Greenhouse                                     | 3,937              | 2,044             | 6              | 2,474              | 1              | 17%        | 3                 | 50%        | 2                      | 33%       |
| Handwriting Expert                             | 501                | 3,657             | 6              | 2,474              | 1              | 17%        | 4                 | 67%        | 1                      | 17%       |
| Hatchery                                       | 1,538              | 2,783             | 6              | 2,474              | 3              | 50%        | 3                 | 50%        | 0                      | 0%        |
| Health Care                                    | 1,263              | 2,936             | 6              | 2,474              | 2              | 33%        | 4                 | 67%        | 0                      | 0%        |
| Helicopter Rental                              | 1,085              | 3,062             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Hookah Bar                                     | 443                | 3,744             | 6              | 2,474              | 1              | 17%        | 5                 | 83%        | 0                      | 0%        |
| Horse Boarding                                 | 3,157              | 2,202             | 6              | 2,474              | 3              | 50%        | 3                 | 50%        | 0                      | 0%        |
| Horse Breeding                                 | 3,057              | 2,232             | 6              | 2,474              | 3              | 50%        | 1                 | 17%        | 2                      | 33%       |
| Horse Transport                                | 2,053              | 2,535             | 6              | 2,474              | 5              | 83%        | 1                 | 17%        | 0                      | 0%        |
| Industrial Steam Cleaning                      | 1,948              | 2,576             | 6              | 2,474              | 4              | 67%        | 2                 | 33%        | 0                      | 0%        |
| Insecticide                                    | 1,247              | 2,945             | 6              | 2,474              | 1              | 17%        | 5                 | 83%        | 0                      | 0%        |
| Iron   | 1,165              | 2,999             | 6              | 2,474              | 2              | 33%        | 4                 | 67%        | 0                      | 0%        |
| Junk Dealers                                   | 4,285              | 1,972             | 6              | 2,474              | 2              | 33%        | 4                 | 67%        | 0                      | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>              | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                                | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Karaoke                                     | 1,501              | 2,792                    | 6                 | 2,474                     | 3                    | 50%        | 3                        | 50%        | 0                             | 0%        |
| Kennel Supplies                             | 876                | 3,227                    | 6                 | 2,474                     | 6                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Laminating Machine                          | 1,491              | 2,802                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Lapidary Equipment                          | 222                | 4,165                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Lawn Tractor Dealers                        | 701                | 3,395                    | 6                 | 2,474                     | 4                    | 67%        | 2                        | 33%        | 0                             | 0%        |
| Letterpress Printing                        | 614                | 3,493                    | 6                 | 2,474                     | 1                    | 17%        | 5                        | 83%        | 0                             | 0%        |
| Litigation Support                          | 3,782              | 2,070                    | 6                 | 2,474                     | 1                    | 17%        | 5                        | 83%        | 0                             | 0%        |
| Local Lottery                               | 1,004              | 3,107                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Long Term Care Insurance                    | 4,268              | 1,979                    | 6                 | 2,474                     | 6                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Luggage Repair                              | 646                | 3,457                    | 6                 | 2,474                     | 0                    | 0%         | 4                        | 67%        | 2                             | 33%       |
| Machinery Repair                            | 6,903              | 1,594                    | 6                 | 2,474                     | 4                    | 67%        | 2                        | 33%        | 0                             | 0%        |
| Martial Arts Supplies                       | 2,423              | 2,406                    | 6                 | 2,474                     | 3                    | 50%        | 3                        | 50%        | 0                             | 0%        |
| Meat Brokers                                | 2,673              | 2,339                    | 6                 | 2,474                     | 1                    | 17%        | 5                        | 83%        | 0                             | 0%        |
| Medical Coding                              | 1,818              | 2,641                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Mirrors                                     | 4,149              | 2,000                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Misting System                              | 1,150              | 3,010                    | 6                 | 2,474                     | 4                    | 67%        | 2                        | 33%        | 0                             | 0%        |
| Modeling Schools                            | 11,985             | 1,231                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Natural Stone Cleaning                      | 3,697              | 2,089                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Nursing                                     | 5,424              | 1,789                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Oil Marketing                               | 1,250              | 2,943                    | 6                 | 2,474                     | 6                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Orchard                                     | 882                | 3,223                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Outboard Motors                             | 2,526              | 2,376                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Painting Supplies                           | 2,793              | 2,300                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Pet Exercise                                | 4,819              | 1,875                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Physicians and Surgeons Information Bureaus | 985                | 3,128                    | 6                 | 2,474                     | 4                    | 67%        | 1                        | 17%        | 1                             | 17%       |
| Piano Tuners                                | 7,131              | 1,563                    | 6                 | 2,474                     | 3                    | 50%        | 3                        | 50%        | 0                             | 0%        |
| Pickles                                     | 289                | 3,995                    | 6                 | 2,474                     | 4                    | 67%        | 2                        | 33%        | 0                             | 0%        |
| Picture Framing                             | 1,493              | 2,799                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Piping Contractors                          | 4,270              | 1,978                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Pool Tables                                 | 1,668              | 2,713                    | 6                 | 2,474                     | 4                    | 67%        | 2                        | 33%        | 0                             | 0%        |
| Private Tennis Court                        | 915                | 3,190                    | 6                 | 2,474                     | 6                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Probate Attorney                            | 8,724              | 1,425                    | 6                 | 2,474                     | 4                    | 67%        | 2                        | 33%        | 0                             | 0%        |
| Programmed Instruction                      | 986                | 3,126                    | 6                 | 2,474                     | 3                    | 50%        | 3                        | 50%        | 0                             | 0%        |
| Projector                                   | 842                | 3,261                    | 6                 | 2,474                     | 0                    | 0%         | 5                        | 83%        | 1                             | 17%       |
| Public Opinion Analysts                     | 3,761              | 2,076                    | 6                 | 2,474                     | 3                    | 50%        | 2                        | 33%        | 1                             | 17%       |
| Public Pool                                 | 1,654              | 2,722                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Pyramid Companies                           | 7,179              | 1,556                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Racks                                       | 1,267              | 2,930                    | 6                 | 2,474                     | 4                    | 67%        | 2                        | 33%        | 0                             | 0%        |
| Registered Dietitian                        | 2,050              | 2,537                    | 6                 | 2,474                     | 3                    | 50%        | 3                        | 50%        | 0                             | 0%        |
| Sawmill                                     | 4,520              | 1,930                    | 6                 | 2,474                     | 4                    | 67%        | 2                        | 33%        | 0                             | 0%        |
| Service Animal Training                     | 1,419              | 2,842                    | 6                 | 2,474                     | 1                    | 17%        | 5                        | 83%        | 0                             | 0%        |
| Ski Equipment Rental                        | 560                | 3,576                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Smoke Detectors                             | 2,404              | 2,412                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Soda Fountain Supplies                      | 247                | 4,100                    | 6                 | 2,474                     | 6                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Soundproofing                               | 611                | 3,496                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Spray On Truck Bed Liner                    | 2,646              | 2,344                    | 6                 | 2,474                     | 3                    | 50%        | 3                        | 50%        | 0                             | 0%        |
| Sundries                                    | 1,300              | 2,907                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Testing Equipment                           | 2,136              | 2,504                    | 6                 | 2,474                     | 4                    | 67%        | 2                        | 33%        | 0                             | 0%        |
| Transcription Services                      | 11,586             | 1,250                    | 6                 | 2,474                     | 4                    | 67%        | 2                        | 33%        | 0                             | 0%        |
| Tree Transplanting Service                  | 801                | 3,299                    | 6                 | 2,474                     | 1                    | 17%        | 5                        | 83%        | 0                             | 0%        |
| Utility Locating                            | 5,325              | 1,799                    | 6                 | 2,474                     | 6                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Ventilation                                 | 2,608              | 2,350                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Ventilation System Cleaning                 | 4,609              | 1,917                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Vinyl Fence                                 | 3,588              | 2,112                    | 6                 | 2,474                     | 1                    | 17%        | 5                        | 83%        | 0                             | 0%        |
| Washers                                     | 564                | 3,568                    | 6                 | 2,474                     | 1                    | 17%        | 5                        | 83%        | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                                 | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Water Skiing Equipment                       | 1,009              | 3,106                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Water Well Drilling Equipment                | 3,292              | 2,170                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Weather Vane                                 | 254                | 4,081                    | 6                 | 2,474                     | 0                    | 0%         | 6                        | 100%       | 0                             | 0%        |
| Wedding Services                             | 1,353              | 2,879                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Wholesale Clocks                             | 471                | 3,698                    | 6                 | 2,474                     | 2                    | 33%        | 4                        | 67%        | 0                             | 0%        |
| Wholesale Dresses                            | 1,099              | 3,052                    | 6                 | 2,474                     | 3                    | 50%        | 3                        | 50%        | 0                             | 0%        |
| Wholesale Upholstery Fabric                  | 1,148              | 3,011                    | 6                 | 2,474                     | 3                    | 50%        | 3                        | 50%        | 0                             | 0%        |
| Wine Bar                                     | 1,128              | 3,033                    | 6                 | 2,474                     | 3                    | 50%        | 3                        | 50%        | 0                             | 0%        |
| Wood Engraver                                | 1,038              | 3,093                    | 6                 | 2,474                     | 5                    | 83%        | 1                        | 17%        | 0                             | 0%        |
| Zoo and Aquarium                             | 2,756              | 2,312                    | 6                 | 2,474                     | 6                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Aerial Advertising                           | 920                | 3,187                    | 5                 | 2,596                     | 3                    | 60%        | 2                        | 40%        | 0                             | 0%        |
| AIDS Research                                | 4,994              | 1,851                    | 5                 | 2,596                     | 2                    | 40%        | 3                        | 60%        | 0                             | 0%        |
| Alternators                                  | 1,566              | 2,768                    | 5                 | 2,596                     | 5                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Antique Reproduction                         | 1,347              | 2,885                    | 5                 | 2,596                     | 5                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Aquarium Maintenance                         | 1,350              | 2,881                    | 5                 | 2,596                     | 3                    | 60%        | 2                        | 40%        | 0                             | 0%        |
| Art Organizations                            | 1,112              | 3,046                    | 5                 | 2,596                     | 3                    | 60%        | 2                        | 40%        | 0                             | 0%        |
| Auto Consignment                             | 1,147              | 3,013                    | 5                 | 2,596                     | 0                    | 0%         | 5                        | 100%       | 0                             | 0%        |
| Battery Manufacturers                        | 2,281              | 2,452                    | 5                 | 2,596                     | 4                    | 80%        | 0                        | 0%         | 1                             | 20%       |
| Bible  | 741                | 3,353                    | 5                 | 2,596                     | 5                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Blacksmith                                   | 1,054              | 3,081                    | 5                 | 2,596                     | 2                    | 40%        | 3                        | 60%        | 0                             | 0%        |
| Boat Cleaning                                | 1,324              | 2,897                    | 5                 | 2,596                     | 4                    | 80%        | 1                        | 20%        | 0                             | 0%        |
| Bookbinding                                  | 2,810              | 2,293                    | 5                 | 2,596                     | 4                    | 80%        | 1                        | 20%        | 0                             | 0%        |
| Bowling Lane Equipment                       | 341                | 3,901                    | 5                 | 2,596                     | 0                    | 0%         | 5                        | 100%       | 0                             | 0%        |
| Canoeing                                     | 823                | 3,277                    | 5                 | 2,596                     | 1                    | 20%        | 4                        | 80%        | 0                             | 0%        |
| Cap and Gown                                 | 1,793              | 2,654                    | 5                 | 2,596                     | 2                    | 40%        | 3                        | 60%        | 0                             | 0%        |
| Car Upholstery Cleaning                      | 1,296              | 2,908                    | 5                 | 2,596                     | 2                    | 40%        | 3                        | 60%        | 0                             | 0%        |
| Cardio-phlebotomy Training and Certification | 342                | 3,900                    | 5                 | 2,596                     | 2                    | 40%        | 3                        | 60%        | 0                             | 0%        |
| Carpet and Rug Binding                       | 386                | 3,835                    | 5                 | 2,596                     | 3                    | 60%        | 1                        | 20%        | 1                             | 20%       |
| Cash Registers                               | 2,768              | 2,306                    | 5                 | 2,596                     | 1                    | 20%        | 4                        | 80%        | 0                             | 0%        |
| Charity - Religious                          | 8,728              | 1,423                    | 5                 | 2,596                     | 2                    | 40%        | 3                        | 60%        | 0                             | 0%        |
| Chiropractor Equipment                       | 3,097              | 2,215                    | 5                 | 2,596                     | 5                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Cleaning Supplies by Mail                    | 1,137              | 3,023                    | 5                 | 2,596                     | 4                    | 80%        | 1                        | 20%        | 0                             | 0%        |
| Clutches                                     | 712                | 3,382                    | 5                 | 2,596                     | 4                    | 80%        | 1                        | 20%        | 0                             | 0%        |
| Coin Sorter                                  | 392                | 3,815                    | 5                 | 2,596                     | 5                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Commercial Property Management               | 554                | 3,580                    | 5                 | 2,596                     | 5                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Commercial Snow Removal Service              | 2,525              | 2,377                    | 5                 | 2,596                     | 2                    | 40%        | 3                        | 60%        | 0                             | 0%        |
| Concrete Repair                              | 259                | 4,070                    | 5                 | 2,596                     | 1                    | 20%        | 4                        | 80%        | 0                             | 0%        |
| Content Management System                    | 727                | 3,360                    | 5                 | 2,596                     | 1                    | 20%        | 4                        | 80%        | 0                             | 0%        |
| Corn Products                                | 118                | 4,473                    | 5                 | 2,596                     | 2                    | 40%        | 3                        | 60%        | 0                             | 0%        |
| Custom Framing                               | 5,142              | 1,824                    | 5                 | 2,596                     | 2                    | 40%        | 2                        | 40%        | 1                             | 20%       |
| Data Processing Supplies                     | 472                | 3,695                    | 5                 | 2,596                     | 1                    | 20%        | 4                        | 80%        | 0                             | 0%        |
| Dialysis Clinic                              | 1,163              | 3,001                    | 5                 | 2,596                     | 0                    | 0%         | 5                        | 100%       | 0                             | 0%        |
| Diamond Buyers                               | 10,160             | 1,323                    | 5                 | 2,596                     | 5                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Disabled Persons Assistance                  | 4,746              | 1,890                    | 5                 | 2,596                     | 4                    | 80%        | 1                        | 20%        | 0                             | 0%        |
| Display Designer                             | 9,381              | 1,375                    | 5                 | 2,596                     | 3                    | 60%        | 2                        | 40%        | 0                             | 0%        |
| Diving Lessons                               | 4,047              | 2,025                    | 5                 | 2,596                     | 2                    | 40%        | 2                        | 40%        | 1                             | 20%       |
| Drywall Contractors Equipment and Supplies   | 2,190              | 2,485                    | 5                 | 2,596                     | 0                    | 0%         | 5                        | 100%       | 0                             | 0%        |
| E-Learning                                   | 7,584              | 1,526                    | 5                 | 2,596                     | 3                    | 60%        | 1                        | 20%        | 1                             | 20%       |
| Editorial Services                           | 4,136              | 2,008                    | 5                 | 2,596                     | 4                    | 80%        | 1                        | 20%        | 0                             | 0%        |
| Elder Law Attorney                           | 8,318              | 1,463                    | 5                 | 2,596                     | 4                    | 80%        | 1                        | 20%        | 0                             | 0%        |
| Electric Equipment Manufacturers             | 3,789              | 2,069                    | 5                 | 2,596                     | 3                    | 60%        | 2                        | 40%        | 0                             | 0%        |
| Electric Flashers                            | 33                 | 4,970                    | 5                 | 2,596                     | 0                    | 0%         | 4                        | 80%        | 1                             | 20%       |
| Electronic Waste Management                  | 900                | 3,205                    | 5                 | 2,596                     | 2                    | 40%        | 3                        | 60%        | 0                             | 0%        |
| Employee Assistance Program                  | 1,135              | 3,026                    | 5                 | 2,596                     | 1                    | 20%        | 4                        | 80%        | 0                             | 0%        |
| Employment Lawyers                           | 4,635              | 1,910                    | 5                 | 2,596                     | 4                    | 80%        | 1                        | 20%        | 0                             | 0%        |



**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>          | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                            | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Encyclopedia and Book Sales by Internet | 1,202              | 2,972                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Environmental Organizations             | 2,757              | 2,311                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Excavating Equipment                    | 1,784              | 2,655                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Express Shipping Services               | 51                 | 4,802                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Exterior Building Cleaning              | 4,753              | 1,889                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Fashion                                 | 1                  | 5,406                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Faux Finishes                           | 4,515              | 1,931                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Feed Dealers                            | 6,444              | 1,648                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Fire Department                         | 892                | 3,210                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Fish Hatchery                           | 1,144              | 3,017                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Floodlights                             | 352                | 3,881                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Food and Beverage Consultants           | 2,418              | 2,408                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Foot Appliances                         | 1,194              | 2,979                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Forensic Loan Audit                     | 6,125              | 1,684                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Foundry                                 | 5,045              | 1,842                    | 5                 | 2,596                     | 3                     | 60%        | 1                         | 20%        | 1                              | 20%       |
| Gas Cylinder                            | 390                | 3,822                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Glass Block                             | 8,360              | 1,457                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Handmade Art                            | 618                | 3,488                    | 5                 | 2,596                     | 3                     | 60%        | 1                         | 20%        | 1                              | 20%       |
| Health Care Placement                   | 3,862              | 2,057                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Heat Pump                               | 1,985              | 2,562                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Helicopter Parts                        | 320                | 3,934                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Home Brewing Supplies                   | 1,905              | 2,591                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Household Waste Compactor               | 210                | 4,197                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Kayak Lessons                           | 421                | 3,783                    | 5                 | 2,596                     | 1                     | 20%        | 3                         | 60%        | 1                              | 20%       |
| Lead                                    | 1,127              | 3,034                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Leadership Development                  | 4,073              | 2,020                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Livestock Supplies                      | 14,573             | 1,095                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Loan Acceleration                       | 1,673              | 2,709                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Marijuana Accessories                   | 94                 | 4,583                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Mechanical Engineer                     | 3,496              | 2,122                    | 5                 | 2,596                     | 0                     | 0%         | 5                         | 100%       | 0                              | 0%        |
| Membrane Lining                         | 2,597              | 2,353                    | 5                 | 2,596                     | 3                     | 60%        | 1                         | 20%        | 1                              | 20%       |
| Meters                                  | 1,247              | 2,945                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Midwives                                | 1,778              | 2,660                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Mining                                  | 3,175              | 2,195                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Mobile Marketing Consultants            | 1,897              | 2,599                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Motorcycle Driving School               | 841                | 3,262                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Noise Control Consultants               | 714                | 3,380                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Optical Imaging                         | 2,226              | 2,477                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Organic Farms                           | 1,421              | 2,841                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Pallets                                 | 6,736              | 1,612                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Paper Distributors                      | 2,461              | 2,389                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Personal Chef                           | 2,062              | 2,531                    | 5                 | 2,596                     | 3                     | 60%        | 1                         | 20%        | 1                              | 20%       |
| Pharmaceutical Consultant               | 1,864              | 2,618                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Photography Sales by Mail               | 463                | 3,708                    | 5                 | 2,596                     | 0                     | 0%         | 4                         | 80%        | 1                              | 20%       |
| Pinball Machines                        | 1,783              | 2,656                    | 5                 | 2,596                     | 4                     | 80%        | 0                         | 0%         | 1                              | 20%       |
| Plastic Fabrication                     | 3,080              | 2,224                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Plastics Research                       | 725                | 3,361                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Pole Fitness                            | 332                | 3,913                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Pond Management                         | 3,073              | 2,228                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Porch Shades                            | 649                | 3,453                    | 5                 | 2,596                     | 0                     | 0%         | 5                         | 100%       | 0                              | 0%        |
| Post Construction Cleaning              | 5,978              | 1,705                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Pottery                                 | 3,360              | 2,152                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Power Steering Repair                   | 846                | 3,257                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Power Transmission                      | 2,055              | 2,534                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Precious Metal Refiners                 | 4,944              | 1,856                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>     | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|------------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                       | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Printing Technician                | 314                | 3,951                    | 5                 | 2,596                     | 0                     | 0%         | 5                         | 100%       | 0                              | 0%        |
| Professional Employer Organization | 3,333              | 2,163                    | 5                 | 2,596                     | 1                     | 20%        | 3                         | 60%        | 1                              | 20%       |
| Professional Organizer             | 1,653              | 2,723                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Pub Food                           | 227                | 4,152                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Public Speakers                    | 985                | 3,128                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Pumping Contractors                | 3,597              | 2,110                    | 5                 | 2,596                     | 2                     | 40%        | 2                         | 40%        | 1                              | 20%       |
| Racquetball Courts                 | 329                | 3,920                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Railing                            | 4,503              | 1,933                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Roof Cooling Systems               | 660                | 3,446                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Rubber Footwear                    | 699                | 3,396                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Safe Movers                        | 1,359              | 2,876                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Sculptor                           | 592                | 3,526                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Seats                              | 887                | 3,214                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Senior Delivery Services           | 998                | 3,113                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Sheet Music                        | 1,931              | 2,582                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Sign Equipment                     | 1,733              | 2,682                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Skylights                          | 8,824              | 1,414                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Smoking Cessation                  | 2,384              | 2,415                    | 5                 | 2,596                     | 0                     | 0%         | 4                         | 80%        | 1                              | 20%       |
| Tax Enrolled Agent                 | 9,114              | 1,395                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Textile Printing Equipment         | 895                | 3,208                    | 5                 | 2,596                     | 1                     | 20%        | 3                         | 60%        | 1                              | 20%       |
| Theatrical Managers and Producers  | 790                | 3,307                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Tile Manufacturers                 | 1,586              | 2,753                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Tobacco Wholesale                  | 3,145              | 2,208                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Traffic Engineers                  | 1,617              | 2,741                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Truck Bed Liner                    | 2,010              | 2,548                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Truck Bodies                       | 1,704              | 2,697                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Venetian Blind Manufacturer        | 2,088              | 2,520                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Veterinarian Information           | 549                | 3,583                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Veterinary Physical Therapy        | 466                | 3,700                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Volleyball Clubs                   | 584                | 3,539                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Wedding Officiate                  | 10,493             | 1,297                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Wholesale Bakers                   | 3,681              | 2,093                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Wholesale Bottles                  | 2,747              | 2,317                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Wholesale Car Stereos              | 1,104              | 3,050                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Wholesale Novelties                | 1,598              | 2,748                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Wholesale Plants                   | 1,414              | 2,844                    | 5                 | 2,596                     | 3                     | 60%        | 2                         | 40%        | 0                              | 0%        |
| Wine Storage                       | 1,925              | 2,585                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Wood Fence                         | 1,454              | 2,822                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Wood Finishing                     | 5,717              | 1,743                    | 5                 | 2,596                     | 4                     | 80%        | 1                         | 20%        | 0                              | 0%        |
| Woodworking Tools                  | 648                | 3,454                    | 5                 | 2,596                     | 2                     | 40%        | 3                         | 60%        | 0                              | 0%        |
| Workers Compensation Lawyers       | 5,974              | 1,706                    | 5                 | 2,596                     | 5                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Yogurt                             | 1,148              | 3,011                    | 5                 | 2,596                     | 1                     | 20%        | 4                         | 80%        | 0                              | 0%        |
| Abortion Services                  | 1,144              | 3,017                    | 4                 | 2,738                     | 1                     | 25%        | 3                         | 75%        | 0                              | 0%        |
| Accident Reconstruction            | 2,318              | 2,438                    | 4                 | 2,738                     | 1                     | 25%        | 3                         | 75%        | 0                              | 0%        |
| Acting Classes                     | 2,950              | 2,261                    | 4                 | 2,738                     | 3                     | 75%        | 1                         | 25%        | 0                              | 0%        |
| Advance Fee Modeling Agencies      | 2,993              | 2,251                    | 4                 | 2,738                     | 0                     | 0%         | 4                         | 100%       | 0                              | 0%        |
| Air Courier Service                | 1,137              | 3,023                    | 4                 | 2,738                     | 0                     | 0%         | 2                         | 50%        | 2                              | 50%       |
| Aircraft Maintenance               | 5,837              | 1,728                    | 4                 | 2,738                     | 2                     | 50%        | 2                         | 50%        | 0                              | 0%        |
| Auction Supplies                   | 4,641              | 1,909                    | 4                 | 2,738                     | 3                     | 75%        | 1                         | 25%        | 0                              | 0%        |
| Auto                               | 31                 | 4,981                    | 4                 | 2,738                     | 4                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Auto Floor Mats                    | 2,862              | 2,283                    | 4                 | 2,738                     | 4                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Bag Making Machinery               | 104                | 4,544                    | 4                 | 2,738                     | 1                     | 25%        | 3                         | 75%        | 0                              | 0%        |
| Baking Oven                        | 282                | 4,015                    | 4                 | 2,738                     | 2                     | 50%        | 2                         | 50%        | 0                              | 0%        |
| Bat Removal                        | 3,839              | 2,063                    | 4                 | 2,738                     | 3                     | 75%        | 1                         | 25%        | 0                              | 0%        |
| Bed Bug Inspection                 | 1,855              | 2,627                    | 4                 | 2,738                     | 2                     | 50%        | 2                         | 50%        | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>           | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                             | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Beer and Ale                             | 2,744              | 2,320                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Biochemicals                             | 1,448              | 2,827                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Boat Lifts                               | 3,225              | 2,181                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Boiler Repair                            | 4,781              | 1,882                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Book Sales                               | 495                | 3,665                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Broken Glass                             | 1,307              | 2,904                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Building Permits                         | 1,605              | 2,747                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Calculator                               | 645                | 3,458                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Cans                                     | 417                | 3,788                    | 4                 | 2,738                     | 0                    | 0%         | 4                        | 100%       | 0                             | 0%        |
| Car Transportation                       | 11,285             | 1,264                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Carbonic Gas                             | 234                | 4,130                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Carpet and Rug Cleaning Equipment Rental | 626                | 3,474                    | 4                 | 2,738                     | 3                    | 75%        | 0                        | 0%         | 1                             | 25%       |
| Cement                                   | 1,828              | 2,638                    | 4                 | 2,738                     | 1                    | 25%        | 2                        | 50%        | 1                             | 25%       |
| Cement Manufacturers                     | 959                | 3,153                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Charity - Veterans & Military            | 13,400             | 1,149                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Child Care Referral                      | 6,565              | 1,635                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Chocolate                                | 1,735              | 2,680                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Church Supplies                          | 1,628              | 2,738                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Circus Animal Transportation             | 905                | 3,200                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Clay Bricks                              | 4,765              | 1,887                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Closed Circuit TV                        | 803                | 3,297                    | 4                 | 2,738                     | 0                    | 0%         | 4                        | 100%       | 0                             | 0%        |
| College Savings Plans                    | 1,862              | 2,620                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Copywriting                              | 7,178              | 1,557                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Corrugated Boxes                         | 3,890              | 2,051                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Crane Service                            | 7,817              | 1,508                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Cranes                                   | 2,990              | 2,252                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Cremation Urns                           | 5,850              | 1,726                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Decorative Ceramic                       | 1,266              | 2,931                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Dental Assistant School                  | 2,631              | 2,346                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Dental Sedation                          | 365                | 3,858                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Distillers                               | 2,717              | 2,326                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Door-to-Door Sales                       | 164                | 4,327                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Drapery Cleaners                         | 1,040              | 3,092                    | 4                 | 2,738                     | 0                    | 0%         | 4                        | 100%       | 0                             | 0%        |
| Driving Range                            | 389                | 3,825                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Drone Repair                             | 196                | 4,231                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Dry Goods                                | 1,138              | 3,022                    | 4                 | 2,738                     | 1                    | 25%        | 2                        | 50%        | 1                             | 25%       |
| Economic Research and Analysis           | 3,376              | 2,150                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Electric Connectors                      | 2,653              | 2,342                    | 4                 | 2,738                     | 3                    | 75%        | 0                        | 0%         | 1                             | 25%       |
| Electric Shaver                          | 814                | 3,289                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Electrical Engineer                      | 6,173              | 1,679                    | 4                 | 2,738                     | 0                    | 0%         | 3                        | 75%        | 1                             | 25%       |
| Embroidery Design                        | 432                | 3,766                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Entertainment                            | 72                 | 4,681                    | 4                 | 2,738                     | 1                    | 25%        | 2                        | 50%        | 1                             | 25%       |
| Environmental Engineer                   | 1,484              | 2,804                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Excursion Boat                           | 1,889              | 2,605                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Executive Suites                         | 1,279              | 2,921                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Extruded Metal                           | 1,500              | 2,793                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Fairgrounds                              | 261                | 4,067                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Feather Products                         | 983                | 3,132                    | 4                 | 2,738                     | 0                    | 0%         | 4                        | 100%       | 0                             | 0%        |
| Fire Extinguisher                        | 9,277              | 1,382                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Flood Control Equipment                  | 855                | 3,247                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Floor Removal                            | 2,388              | 2,413                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Floor Resurfacing                        | 1,276              | 2,926                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Florists Supplies                        | 2,009              | 2,549                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Food Broker                              | 4,496              | 1,934                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Foreign Government Offices               | 8,419              | 1,454                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>                    | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                                      | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Fraternal Organizations                           | 4,128              | 2,011                    | 4                 | 2,738                     | 2                    | 50%        | 1                        | 25%        | 1                             | 25%       |
| Fuel Injection System                             | 1,346              | 2,886                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Fur Storage                                       | 436                | 3,754                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Furniture Cleaning                                | 791                | 3,306                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Gasoline Additives Manufacturers and Distributors | 510                | 3,645                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Glazier   | 6,066              | 1,692                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Golf Tour   | 752                | 3,341                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Group Home  | 4,365              | 1,954                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Hardware  | 53                 | 4,788                    | 4                 | 2,738                     | 2                    | 50%        | 1                        | 25%        | 1                             | 25%       |
| Hardware Consultants                              | 953                | 3,158                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Headlight Restoration                             | 973                | 3,145                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Hearing Aid Repair                                | 393                | 3,814                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Home Sales  | 3,921              | 2,045                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Homeopath   | 11,391             | 1,257                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Horticultural Consultants                         | 1,266              | 2,931                    | 4                 | 2,738                     | 0                    | 0%         | 4                        | 100%       | 0                             | 0%        |
| Hubcaps   | 1,095              | 3,053                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Humane Society                                    | 1,141              | 3,019                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Humidifier  | 361                | 3,866                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Hydroseeding                                      | 2,532              | 2,371                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Ice Making Machine                                | 1,847              | 2,632                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Industrial Fans                                   | 1,253              | 2,942                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Industrial Fasteners                              | 5,773              | 1,735                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Ink Manufacturers Materials                       | 802                | 3,298                    | 4                 | 2,738                     | 0                    | 0%         | 4                        | 100%       | 0                             | 0%        |
| Instrument Cases                                  | 819                | 3,283                    | 4                 | 2,738                     | 3                    | 75%        | 0                        | 0%         | 1                             | 25%       |
| Insurance Rating Bureau                           | 1,645              | 2,726                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Inventory Services                                | 5,040              | 1,844                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Jams  | 436                | 3,754                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Jeans   | 935                | 3,171                    | 4                 | 2,738                     | 0                    | 0%         | 4                        | 100%       | 0                             | 0%        |
| Key Duplication                                   | 2,078              | 2,525                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Laminate Floor                                    | 2,057              | 2,533                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Lamp Shades                                       | 2,750              | 2,315                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Lamp Supplies                                     | 590                | 3,532                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Lenses  | 2,997              | 2,248                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Levels  | 538                | 3,604                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Lie Detector                                      | 4,903              | 1,862                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Liquid Storage                                    | 456                | 3,721                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Live Scan Fingerprinting                          | 1,137              | 3,023                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Livestock Auction                                 | 981                | 3,137                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Luggage Carrier                                   | 1,823              | 2,639                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Magician Supplies                                 | 479                | 3,680                    | 4                 | 2,738                     | 2                    | 50%        | 1                        | 25%        | 1                             | 25%       |
| Magnifying Glass                                  | 397                | 3,808                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Mailing Containers                                | 538                | 3,604                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Marijuana Processor                               | 848                | 3,255                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Mason Contractors Equipment and Supplies          | 3,204              | 2,190                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Material Handling Equipment                       | 9,232              | 1,385                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Mechanical Engraver                               | 1,241              | 2,949                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Medical Gas                                       | 2,293              | 2,448                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Medical Malpractice Lawyers                       | 2,799              | 2,298                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Metal Engraver                                    | 1,223              | 2,960                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Minerals  | 3,873              | 2,054                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Moving Portable Buildings                         | 680                | 3,421                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Music Composer                                    | 1,238              | 2,951                    | 4                 | 2,738                     | 0                    | 0%         | 4                        | 100%       | 0                             | 0%        |
| Myofunctional Therapists                          | 672                | 3,434                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Network Cabling Installation                      | 2,280              | 2,454                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Occupational Health Nurse                         | 3,822              | 2,064                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>            | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                              | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Oil Burners                               | 4,585              | 1,922                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Oil Producers                             | 3,870              | 2,056                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Oil Tank Removal                          | 4,194              | 1,992                    | 4                 | 2,738                     | 1                    | 25%        | 2                        | 50%        | 1                             | 25%       |
| Online Animal Prescriptions               | 998                | 3,113                    | 4                 | 2,738                     | 0                    | 0%         | 4                        | 100%       | 0                             | 0%        |
| Oven Manufacturers                        | 296                | 3,980                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Parent Education                          | 1,492              | 2,801                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Patent Attorney                           | 5,538              | 1,765                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Pet Photographer                          | 379                | 3,845                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Photogrammetric Equipment                 | 195                | 4,234                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Plastic Molders                           | 7,595              | 1,525                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Pneumatic Tools                           | 946                | 3,165                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Ponzi Scheme                              | 935                | 3,171                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Poultry Equipment                         | 5,138              | 1,825                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Precoated Metals                          | 260                | 4,068                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Pretzel                                   | 1,183              | 2,987                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Publishers                                | 466                | 3,700                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Railroad Ticket Agencies                  | 92                 | 4,593                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Reserve Study                             | 273                | 4,037                    | 4                 | 2,738                     | 0                    | 0%         | 4                        | 100%       | 0                             | 0%        |
| Residential Window Tinting                | 5,212              | 1,815                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Rock Climbing Instruction                 | 1,002              | 3,110                    | 4                 | 2,738                     | 1                    | 25%        | 2                        | 50%        | 1                             | 25%       |
| Roofing Spray Foam Insulation Contractors | 3,270              | 2,176                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Rust Remover                              | 566                | 3,565                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| School Furniture                          | 5,542              | 1,763                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Seeding                                   | 1,290              | 2,915                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Senior Insurance                          | 8,299              | 1,464                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Sewer Cleaning Equipment                  | 1,266              | 2,931                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Sewing Classes                            | 714                | 3,380                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Siding Material                           | 3,221              | 2,182                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Sirens                                    | 267                | 4,052                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Slip Covers                               | 1,291              | 2,913                    | 4                 | 2,738                     | 2                    | 50%        | 1                        | 25%        | 1                             | 25%       |
| Smokehouse                                | 441                | 3,748                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Solar Energy Development                  | 6,034              | 1,698                    | 4                 | 2,738                     | 3                    | 75%        | 0                        | 0%         | 1                             | 25%       |
| Solar Pool Heater                         | 1,637              | 2,733                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Steam Baths                               | 1,133              | 3,031                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Steel Warehouse                           | 7,379              | 1,539                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Structural Integration                    | 577                | 3,549                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Student Exchange Programs                 | 10,770             | 1,286                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Studio Rental                             | 389                | 3,825                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Swim Spas                                 | 951                | 3,161                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Tapestry                                  | 508                | 3,647                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Television Program Producers              | 2,036              | 2,545                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Tennis Equipment                          | 1,756              | 2,668                    | 4                 | 2,738                     | 2                    | 50%        | 1                        | 25%        | 1                             | 25%       |
| Time Lock                                 | 212                | 4,191                    | 4                 | 2,738                     | 0                    | 0%         | 4                        | 100%       | 0                             | 0%        |
| Toilet Seats                              | 852                | 3,250                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Tool Grinding Industrial                  | 476                | 3,688                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Truck Manufacturers                       | 3,001              | 2,244                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Ultrasonic Equipment                      | 293                | 3,987                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Used Office Furniture                     | 2,102              | 2,517                    | 4                 | 2,738                     | 0                    | 0%         | 3                        | 75%        | 1                             | 25%       |
| Utility Installation                      | 3,352              | 2,155                    | 4                 | 2,738                     | 3                    | 75%        | 1                        | 25%        | 0                             | 0%        |
| Vehicle Undercoating                      | 1,733              | 2,682                    | 4                 | 2,738                     | 1                    | 25%        | 3                        | 75%        | 0                             | 0%        |
| Vein Clinic                               | 991                | 3,120                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Venetian Blind Cleaning                   | 2,374              | 2,417                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Veterinary Internal Medicine              | 356                | 3,871                    | 4                 | 2,738                     | 4                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Vocal Lessons                             | 1,433              | 2,835                    | 4                 | 2,738                     | 2                    | 50%        | 2                        | 50%        | 0                             | 0%        |
| Voice Over Training                       | 5,532              | 1,769                    | 4                 | 2,738                     | 3                    | 75%        | 0                        | 0%         | 1                             | 25%       |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>         | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                           | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Waste Oil                              | 2,676              | 2,337                    | 4                 | 2,738                     | 4                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Wholesale Beer                         | 4,309              | 1,964                    | 4                 | 2,738                     | 2                     | 50%        | 2                         | 50%        | 0                              | 0%        |
| Wholesale Bridal Supplies              | 321                | 3,929                    | 4                 | 2,738                     | 3                     | 75%        | 1                         | 25%        | 0                              | 0%        |
| Wholesale Shirts                       | 1,497              | 2,797                    | 4                 | 2,738                     | 2                     | 50%        | 2                         | 50%        | 0                              | 0%        |
| Wholesale Slippers                     | 197                | 4,228                    | 4                 | 2,738                     | 4                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Wind Energy Systems                    | 2,431              | 2,404                    | 4                 | 2,738                     | 1                     | 25%        | 3                         | 75%        | 0                              | 0%        |
| Window Wells                           | 4,817              | 1,877                    | 4                 | 2,738                     | 4                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Wood Products                          | 876                | 3,227                    | 4                 | 2,738                     | 0                     | 0%         | 4                         | 100%       | 0                              | 0%        |
| Writing Ink                            | 462                | 3,709                    | 4                 | 2,738                     | 4                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Abrasives                              | 2,283              | 2,450                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Airbag Repair                          | 599                | 3,516                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Aircraft Engines                       | 1,893              | 2,601                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Aircraft Equipment Testing             | 1,063              | 3,077                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Aircraft Tools                         | 995                | 3,116                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Airline Training                       | 2,719              | 2,325                    | 3                 | 2,925                     | 1                     | 33%        | 1                         | 33%        | 1                              | 33%       |
| Ammunition Reloading                   | 772                | 3,318                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Apartment Share                        | 437                | 3,753                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Architectural Supplies                 | 604                | 3,505                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Astrologer                             | 2,113              | 2,512                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Automobile Reconditioned Detailing     | 873                | 3,232                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Aviation Consultants                   | 2,011              | 2,547                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Baby Sitters                           | 322                | 3,926                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Batteries                              | 3                  | 5,346                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Bearings                               | 2,994              | 2,250                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Bed Rental                             | 107                | 4,531                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Bicycle Security Systems               | 573                | 3,554                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Binder                                 | 127                | 4,444                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Biofeedback Therapy                    | 2,780              | 2,305                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Biological Products                    | 1,659              | 2,721                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Bird Control                           | 1,569              | 2,766                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Boating School                         | 958                | 3,155                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Bottle Return                          | 255                | 4,076                    | 3                 | 2,925                     | 0                     | 0%         | 2                         | 67%        | 1                              | 33%       |
| Brass                                  | 252                | 4,087                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Bronze                                 | 1,073              | 3,069                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Canes                                  | 1,539              | 2,782                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Car Differential                       | 691                | 3,405                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Carbon Products                        | 361                | 3,866                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Caulking Contractors                   | 4,528              | 1,928                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Charity - Environment                  | 4,272              | 1,977                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Checkweigher                           | 1,370              | 2,872                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Cheese                                 | 1,665              | 2,717                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Child Care Services                    | 160                | 4,339                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Cloud Services                         | 572                | 3,555                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Cocktail Mixes                         | 46                 | 4,842                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Coffee Roasting and Handling Equipment | 2,308              | 2,443                    | 3                 | 2,925                     | 2                     | 67%        | 0                         | 0%         | 1                              | 33%       |
| Commercial Vacuum Cleaners             | 364                | 3,861                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Compact Disc Manufacturer              | 908                | 3,198                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Computer Furniture                     | 1,263              | 2,936                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Concrete                               | 7,010              | 1,577                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Concrete Aggregates                    | 1,460              | 2,819                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Concrete Pumping                       | 4,350              | 1,957                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Contest Arranging and Judging          | 2,120              | 2,508                    | 3                 | 2,925                     | 0                     | 0%         | 2                         | 67%        | 1                              | 33%       |
| Crushed Stone                          | 1,233              | 2,954                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Cushions                               | 2,444              | 2,398                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Dental                                 | 64                 | 4,720                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>         | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                           | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Dental Staffing                        | 187                | 4,262                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Diesel Fuel                            | 2,312              | 2,441                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Disabled Access Contractors            | 1,498              | 2,796                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Divers                                 | 719                | 3,368                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Divorce Mediation Services             | 1,442              | 2,830                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Doll Accessories                       | 1,662              | 2,719                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Drapery and Curtain Fixtures           | 577                | 3,549                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Driving Proficiency Test Service       | 2,565              | 2,363                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Driving Training Equipment             | 926                | 3,180                    | 3                 | 2,925                     | 1                     | 33%        | 1                         | 33%        | 1                              | 33%       |
| Drywall Inspection                     | 774                | 3,317                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Dune Buggy                             | 480                | 3,677                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Education                              | 228                | 4,144                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Eggs                                   | 912                | 3,195                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Elastic Stockings                      | 224                | 4,160                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Electric Converter                     | 679                | 3,424                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Electric Motor Distributor             | 1,381              | 2,867                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Electric Vehicle Charging Stations     | 253                | 4,084                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Equine Nutrition                       | 175                | 4,296                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Equipment Calibration                  | 1,332              | 2,894                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Escape Room                            | 165                | 4,321                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Estate Cleaning Services               | 2,183              | 2,487                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Fencing Classes                        | 2,083              | 2,523                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Fingerprinting Equipment               | 155                | 4,357                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Foam Rubber                            | 2,233              | 2,473                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Foundry Equipment                      | 728                | 3,359                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Freezer Food Sales                     | 1,606              | 2,744                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Fur Liners                             | 63                 | 4,729                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Game Tables                            | 430                | 3,770                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Garden Hand Tools                      | 1,049              | 3,087                    | 3                 | 2,925                     | 2                     | 67%        | 0                         | 0%         | 1                              | 33%       |
| Garment Rack                           | 136                | 4,416                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Gift Wrap                              | 1,482              | 2,806                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Glass Blower                           | 1,140              | 3,021                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Glass Engravers                        | 259                | 4,070                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Glassware Decorators                   | 1,089              | 3,060                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Government Employment Service          | 992                | 3,118                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Guardian Protection Services           | 5,067              | 1,839                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Gun Safes                              | 922                | 3,185                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Gymnastics Equipment                   | 3,617              | 2,105                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Hauling Contractors                    | 5,196              | 1,816                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Heavy Equipment Towing                 | 840                | 3,263                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Historical Structure Preservation      | 1,228              | 2,957                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Home Renovation Inspection             | 662                | 3,445                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Horse Carriage                         | 1,019              | 3,102                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Hotel Supplies                         | 819                | 3,283                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| House Sitting                          | 3,292              | 2,170                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Hydronic Heating                       | 617                | 3,489                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Ice Cream Freezer                      | 238                | 4,121                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Ice Cream Manufacturing Equipment      | 686                | 3,413                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Import Services                        | 1,019              | 3,102                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Industrial Development                 | 1,151              | 3,008                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Infant Child Care                      | 1,493              | 2,799                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Interior Contractors                   | 5,433              | 1,787                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Interior Design Plants and Maintenance | 3,086              | 2,221                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| International Trade Consultant         | 3,133              | 2,210                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Internet Café                          | 1,650              | 2,725                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>               | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                                 | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Investment Casting                           | 235                | 4,129                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| iPod Sales                                   | 224                | 4,160                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Italian Food                                 | 746                | 3,347                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Jewelry Engraver                             | 575                | 3,551                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Juicers                                      | 594                | 3,524                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Knit Goods                                   | 721                | 3,366                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Ladder                                       | 725                | 3,361                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Laser Therapy                                | 4,027              | 2,030                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Leather Goods Manufacturers Supplies         | 690                | 3,408                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Lemon Law Attorney                           | 4,648              | 1,905                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Light Fixture Parts                          | 3,221              | 2,182                    | 3                 | 2,925                     | 1                     | 33%        | 1                         | 33%        | 1                              | 33%       |
| Limestone                                    | 2,604              | 2,352                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Lumber Carrier                               | 823                | 3,277                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Machinery Cleaning                           | 268                | 4,047                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Marine Anchors                               | 436                | 3,754                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Marine Surveyor                              | 1,773              | 2,662                    | 3                 | 2,925                     | 0                     | 0%         | 2                         | 67%        | 1                              | 33%       |
| Medical Tourism                              | 3,359              | 2,153                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Menu Service                                 | 226                | 4,155                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Metal Finishing                              | 5,672              | 1,752                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Metal Specialties                            | 4,654              | 1,904                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Mexican Food                                 | 1,345              | 2,888                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Microwave Repairs                            | 220                | 4,172                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Mineral Exploration                          | 2,435              | 2,401                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Mini Golf Course                             | 1,667              | 2,715                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Mold Testing                                 | 6,304              | 1,662                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Mosaics                                      | 176                | 4,293                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Motor Coach Companies                        | 1,736              | 2,679                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Motor Karts                                  | 538                | 3,604                    | 3                 | 2,925                     | 0                     | 0%         | 2                         | 67%        | 1                              | 33%       |
| Moving Supplies                              | 1,472              | 2,814                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Mushrooms                                    | 698                | 3,398                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Naturopath                                   | 5,731              | 1,742                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Newsstands                                   | 452                | 3,726                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Not Elsewhere Classified After Investigation | 140                | 4,402                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Oil Change                                   | 172                | 4,306                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Oilfield Equipment                           | 3,661              | 2,098                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Oilfield Equipment and Sales                 | 7,508              | 1,531                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Olive Oil                                    | 1,688              | 2,703                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Online Investigative Journalism              | 475                | 3,691                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Oven Parts                                   | 21                 | 5,083                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Oxygen Producing Equipment                   | 2,189              | 2,486                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Paint Manufacturing Equipment                | 489                | 3,670                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Paper Manufacturers                          | 2,168              | 2,492                    | 3                 | 2,925                     | 1                     | 33%        | 1                         | 33%        | 1                              | 33%       |
| Parachutes                                   | 672                | 3,434                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Parcel Post Assembly Service                 | 807                | 3,293                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Patio Design                                 | 1,010              | 3,105                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Pattern Maker                                | 488                | 3,672                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Pediatric Rehabilitation                     | 991                | 3,120                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Personal Organizer                           | 569                | 3,559                    | 3                 | 2,925                     | 0                     | 0%         | 3                         | 100%       | 0                              | 0%        |
| Pets   | 145                | 4,383                    | 3                 | 2,925                     | 2                     | 67%        | 0                         | 0%         | 1                              | 33%       |
| Phlebotomy Training                          | 4,072              | 2,021                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |
| Picture Framing Supplies                     | 2,796              | 2,299                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Plaster                                      | 1,857              | 2,625                    | 3                 | 2,925                     | 1                     | 33%        | 2                         | 67%        | 0                              | 0%        |
| Plastic Bags                                 | 1,893              | 2,601                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Plywood                                      | 1,117              | 3,043                    | 3                 | 2,925                     | 3                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Pool Repair                                  | 702                | 3,393                    | 3                 | 2,925                     | 2                     | 67%        | 1                         | 33%        | 0                              | 0%        |



**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Pool Table Repair              | 579                | 3,544                    | 3                 | 2,925                     | 0                    | 0%         | 3                        | 100%       | 0                             | 0%        |
| Portfolios                     | 691                | 3,405                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Prefabricated Masonry Panels   | 4,379              | 1,951                    | 3                 | 2,925                     | 1                    | 33%        | 1                        | 33%        | 1                             | 33%       |
| Race Track Equipment           | 450                | 3,732                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Radiator Sales                 | 1,467              | 2,816                    | 3                 | 2,925                     | 1                    | 33%        | 2                        | 67%        | 0                             | 0%        |
| Radio Station Representatives  | 173                | 4,302                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Reloaders                      | 1,171              | 2,996                    | 3                 | 2,925                     | 0                    | 0%         | 1                        | 33%        | 2                             | 67%       |
| Residential Painter            | 668                | 3,439                    | 3                 | 2,925                     | 1                    | 33%        | 2                        | 67%        | 0                             | 0%        |
| Retaining Wall Contractors     | 7,122              | 1,564                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Rug Cleaning                   | 1,409              | 2,847                    | 3                 | 2,925                     | 1                    | 33%        | 2                        | 67%        | 0                             | 0%        |
| RV parks                       | 100                | 4,564                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Security Door Screen           | 1,179              | 2,992                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Sewer Inspection               | 1,743              | 2,676                    | 3                 | 2,925                     | 1                    | 33%        | 2                        | 67%        | 0                             | 0%        |
| Sheet Metal Contractor         | 3,091              | 2,217                    | 3                 | 2,925                     | 0                    | 0%         | 2                        | 67%        | 1                             | 33%       |
| Shingles                       | 765                | 3,326                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Ship Broker                    | 541                | 3,599                    | 3                 | 2,925                     | 1                    | 33%        | 2                        | 67%        | 0                             | 0%        |
| Shoe Findings & Supplies       | 67                 | 4,702                    | 3                 | 2,925                     | 1                    | 33%        | 2                        | 67%        | 0                             | 0%        |
| Shopping Baskets               | 388                | 3,830                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Shoring                        | 382                | 3,840                    | 3                 | 2,925                     | 1                    | 33%        | 2                        | 67%        | 0                             | 0%        |
| Shredding Service              | 3,488              | 2,124                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Siding Equipment Rental        | 484                | 3,675                    | 3                 | 2,925                     | 0                    | 0%         | 3                        | 100%       | 0                             | 0%        |
| Skateboard Park                | 1,398              | 2,856                    | 3                 | 2,925                     | 1                    | 33%        | 2                        | 67%        | 0                             | 0%        |
| Skating Equipment              | 1,450              | 2,826                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Speaker Repair                 | 1,677              | 2,706                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Specialty Schools              | 24                 | 5,046                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Sports                         | 34                 | 4,965                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Sprinkler Supervisory Service  | 3,303              | 2,169                    | 3                 | 2,925                     | 2                    | 67%        | 0                        | 0%         | 1                             | 33%       |
| Stage Lighting                 | 1,740              | 2,677                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Steel Erectors                 | 15,499             | 1,055                    | 3                 | 2,925                     | 2                    | 67%        | 0                        | 0%         | 1                             | 33%       |
| Stencils                       | 187                | 4,262                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Stock Exchange                 | 923                | 3,184                    | 3                 | 2,925                     | 0                    | 0%         | 3                        | 100%       | 0                             | 0%        |
| Stump Grinding                 | 1,912              | 2,589                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Surrogacy                      | 3,769              | 2,073                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Sweeping Service               | 1,775              | 2,661                    | 3                 | 2,925                     | 1                    | 33%        | 2                        | 67%        | 0                             | 0%        |
| Taxes                          | 11                 | 5,208                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Technical Recruiting           | 2,447              | 2,395                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Tempered Glass                 | 459                | 3,714                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Therapy                        | 13                 | 5,182                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Tiny Houses                    | 622                | 3,481                    | 3                 | 2,925                     | 0                    | 0%         | 3                        | 100%       | 0                             | 0%        |
| Title Companies                | 1,414              | 2,844                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Traffic Signs and Signals      | 3,189              | 2,192                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Tree Care                      | 434                | 3,759                    | 3                 | 2,925                     | 1                    | 33%        | 1                        | 33%        | 1                             | 33%       |
| Truck Driver Leasing           | 1,434              | 2,834                    | 3                 | 2,925                     | 2                    | 67%        | 0                        | 0%         | 1                             | 33%       |
| Vascular Surgeon               | 686                | 3,413                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Video Duplication              | 3,265              | 2,177                    | 3                 | 2,925                     | 0                    | 0%         | 3                        | 100%       | 0                             | 0%        |
| Video Equipment Manufacturers  | 844                | 3,258                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Vinyl Records                  | 57                 | 4,764                    | 3                 | 2,925                     | 0                    | 0%         | 3                        | 100%       | 0                             | 0%        |
| Vision Insurance               | 331                | 3,915                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Vocational School              | 1,287              | 2,916                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wall Bed Manufacturer          | 174                | 4,298                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Waste Compactor Repairs        | 307                | 3,963                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Water Conservation             | 1,448              | 2,827                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Water Main Contractors         | 2,204              | 2,482                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Weather Stripping              | 250                | 4,089                    | 3                 | 2,925                     | 0                    | 0%         | 2                        | 67%        | 1                             | 33%       |
| Well Inspection                | 715                | 3,376                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>         | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                           | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Wheel Alignment Equipment              | 647                | 3,456                    | 3                 | 2,925                     | 1                    | 33%        | 1                        | 33%        | 1                             | 33%       |
| Wholesale Coats                        | 434                | 3,759                    | 3                 | 2,925                     | 0                    | 0%         | 3                        | 100%       | 0                             | 0%        |
| Wholesale Dairy Products               | 2,527              | 2,374                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wholesale Energy Conservation Products | 2,238              | 2,471                    | 3                 | 2,925                     | 0                    | 0%         | 3                        | 100%       | 0                             | 0%        |
| Wholesale Envelopes                    | 1,584              | 2,756                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wholesale Poultry                      | 337                | 3,906                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wholesale Tours                        | 343                | 3,895                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Wholesale Wallpapers                   | 782                | 3,314                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Wholesale Work Clothes                 | 182                | 4,278                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wicker Products                        | 809                | 3,292                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Window Service                         | 390                | 3,822                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Windshield Wipers                      | 137                | 4,415                    | 3                 | 2,925                     | 0                    | 0%         | 3                        | 100%       | 0                             | 0%        |
| Wood Preserving                        | 1,976              | 2,565                    | 3                 | 2,925                     | 3                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wood Turning                           | 89                 | 4,604                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Word Processing Services               | 707                | 3,385                    | 3                 | 2,925                     | 1                    | 33%        | 1                        | 33%        | 1                             | 33%       |
| Work Gloves                            | 1,279              | 2,921                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Zoological Gardens                     | 482                | 3,676                    | 3                 | 2,925                     | 2                    | 67%        | 1                        | 33%        | 0                             | 0%        |
| Abstracters                            | 1,976              | 2,565                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Acoustical Ceiling Contractors         | 2,561              | 2,365                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Advertising                            | 1,630              | 2,736                    | 2                 | 3,153                     | 0                    | 0%         | 2                        | 100%       | 0                             | 0%        |
| Advertising Buttons                    | 1,384              | 2,864                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Aerospace Industry                     | 4,707              | 1,895                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Air Brushes                            | 312                | 3,953                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Air Duct System                        | 2,661              | 2,341                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Aircraft Brokers                       | 961                | 3,152                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Aircraft Dealers                       | 2,547              | 2,366                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Aircraft Ground Support                | 848                | 3,255                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Aircraft Manufacturers                 | 1,114              | 3,045                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Album                                  | 528                | 3,622                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Alzheimer Treatment                    | 918                | 3,189                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Amusement Park Equipment               | 599                | 3,516                    | 2                 | 3,153                     | 0                    | 0%         | 1                        | 50%        | 1                             | 50%       |
| Animal Artificial Insemination         | 3,097              | 2,215                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Antlers, Hides & Mounts                | 92                 | 4,593                    | 2                 | 3,153                     | 0                    | 0%         | 2                        | 100%       | 0                             | 0%        |
| Aquaculture                            | 570                | 3,557                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Aquatic Rescue                         | 39                 | 4,912                    | 2                 | 3,153                     | 0                    | 0%         | 0                        | 0%         | 2                             | 100%      |
| Arboretums                             | 25                 | 5,038                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Archery Classes                        | 205                | 4,203                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Armature Service                       | 813                | 3,290                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Art Gallery                            | 169                | 4,310                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Artificial Plant Manufacturer          | 236                | 4,125                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Asbestos Testing                       | 6,279              | 1,665                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Attorney Service Bureau                | 2,151              | 2,499                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Audio Visual Equipment Rental          | 4,179              | 1,997                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Auditory Training Equipment            | 464                | 3,704                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Autism Therapy                         | 1,680              | 2,704                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Auto Boosting Services                 | 514                | 3,641                    | 2                 | 3,153                     | 0                    | 0%         | 2                        | 100%       | 0                             | 0%        |
| Auto Loan Modification                 | 1,899              | 2,594                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Backflow Prevention Devices            | 2,465              | 2,386                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Badge Supplies                         | 151                | 4,364                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Badges                                 | 568                | 3,562                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Baking Equipment                       | 581                | 3,541                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Bankruptcy Counseling                  | 597                | 3,519                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |
| Bar Supplies                           | 813                | 3,290                    | 2                 | 3,153                     | 2                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Barber Equipment                       | 696                | 3,401                    | 2                 | 3,153                     | 1                    | 50%        | 0                        | 0%         | 1                             | 50%       |
| Barn Supplies                          | 1,071              | 3,070                    | 2                 | 3,153                     | 1                    | 50%        | 1                        | 50%        | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>   | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|----------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                     | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Barricade                        | 1,227              | 2,958                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Baskets                          | 600                | 3,512                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Bed Manufacturers                | 1,975              | 2,567                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Blasting Contractors             | 1,671              | 2,712                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Boat Yard                        | 585                | 3,538                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Boats                            | 65                 | 4,717                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Boiler Sales                     | 1,210              | 2,966                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Bonsai Nursery                   | 436                | 3,754                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Bottlers Equipment               | 864                | 3,238                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Box Lunch                        | 27                 | 5,014                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Brake Manufacturers              | 292                | 3,988                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Bridal Gown Preservation         | 179                | 4,284                    | 2                 | 3,153                     | 0                     | 0%         | 1                         | 50%        | 1                              | 50%       |
| Broadcast Schools                | 2,882              | 2,276                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Broom Manufacturers              | 167                | 4,315                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Bulldozer                        | 760                | 3,333                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Bus Body                         | 87                 | 4,615                    | 2                 | 3,153                     | 0                     | 0%         | 1                         | 50%        | 1                              | 50%       |
| Cabinet Refacing                 | 1,173              | 2,994                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Card Access Systems              | 148                | 4,379                    | 2                 | 3,153                     | 1                     | 50%        | 0                         | 0%         | 1                              | 50%       |
| Carnival                         | 940                | 3,168                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Carpet and Rugs                  | 121                | 4,461                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Carpet Cleaning                  | 521                | 3,634                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Carpet Layers Supplies           | 623                | 3,479                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Catering Equipment               | 386                | 3,835                    | 2                 | 3,153                     | 1                     | 50%        | 0                         | 0%         | 1                              | 50%       |
| Ceiling Materials                | 757                | 3,337                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Charity - Elderly                | 4,046              | 2,026                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Charity - Relief & Development   | 2,235              | 2,472                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Charts                           | 134                | 4,426                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Chiropractor Information Bureaus | 214                | 4,185                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Circus Supplies                  | 263                | 4,062                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| City Planners                    | 355                | 3,878                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Cleaning Systems                 | 2,240              | 2,469                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Coat of Arms                     | 70                 | 4,687                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Cold Storage Warehouse           | 2,181              | 2,489                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Colon Hydrotherapy               | 3,255              | 2,178                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Commercials                      | 458                | 3,717                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Communication                    | 34                 | 4,965                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Communication Devices            | 592                | 3,526                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Concession Stands                | 1,452              | 2,823                    | 2                 | 3,153                     | 0                     | 0%         | 1                         | 50%        | 1                              | 50%       |
| Concrete Blocks                  | 3,716              | 2,085                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Concrete Curing                  | 1,517              | 2,787                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Concrete Sawing                  | 6,930              | 1,590                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Copper Products                  | 400                | 3,807                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Corporate Awards                 | 2,254              | 2,463                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Corporate Gifts                  | 357                | 3,869                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Crime Scene Clean Up             | 8,255              | 1,468                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Curtain Manufacturers            | 406                | 3,798                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Custom Wheels                    | 6                  | 5,270                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Cylinder Repair                  | 255                | 4,076                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Die Casting                      | 1,382              | 2,866                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Die Maker                        | 5,600              | 1,758                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Diecast Car Dealers              | 527                | 3,623                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Diet Products                    | 6                  | 5,270                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Disability Remodeling            | 1,573              | 2,762                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Dishwasher Dealers               | 188                | 4,260                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Display Fixtures                 | 3,408              | 2,142                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>   | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|----------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                     | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Display Installation Service     | 975                | 3,142                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Disposable Products              | 438                | 3,752                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Door Closers                     | 503                | 3,650                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Drills                           | 433                | 3,763                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Drive Shaft                      | 866                | 3,237                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Driveway Preparation             | 194                | 4,239                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Drug Manufacturers               | 313                | 3,952                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Dry Cleaning Equipment           | 716                | 3,375                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Ductwork                         | 2,674              | 2,338                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| DUI Lawyer                       | 6,827              | 1,603                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Duty Free Shop                   | 1,283              | 2,917                    | 2                 | 3,153                     | 0                     | 0%         | 1                         | 50%        | 1                              | 50%       |
| Educational Supplies             | 1,377              | 2,868                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Electric Coil                    | 285                | 4,007                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Elevator Installation            | 2,868              | 2,282                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Elevator Testing                 | 382                | 3,840                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Emblems                          | 715                | 3,376                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Emergency Shelter                | 1,728              | 2,687                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Employment Litigation Lawyer     | 3,727              | 2,083                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Exercise and Wellness            | 99                 | 4,567                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Export Management Company        | 754                | 3,338                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Express and Transfer Service     | 1,032              | 3,094                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Farm Loans                       | 1,000              | 3,112                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Fashion Show Producer            | 291                | 3,989                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Fax Machine                      | 517                | 3,637                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Feed Supplements                 | 430                | 3,770                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Fence Services                   | 163                | 4,329                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Ferry                            | 478                | 3,681                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Fire Mitigation                  | 434                | 3,759                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Fireproofing                     | 844                | 3,258                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Flight Instructor                | 472                | 3,695                    | 2                 | 3,153                     | 0                     | 0%         | 1                         | 50%        | 1                              | 50%       |
| Floor Treatment Compounds        | 882                | 3,223                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Flotation Therapy                | 401                | 3,806                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Foreign Lottery                  | 3,191              | 2,191                    | 2                 | 3,153                     | 0                     | 0%         | 0                         | 0%         | 2                              | 100%      |
| Foreign Pharmaceutical Suppliers | 924                | 3,182                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Foster Care                      | 1,399              | 2,855                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Foundation Inspection            | 1,845              | 2,633                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Furniture Repair Supplies        | 668                | 3,439                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Glass Board Up Service           | 1,966              | 2,571                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Gloves                           | 508                | 3,647                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Grain Dealers                    | 554                | 3,580                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Grease Trap                      | 1,850              | 2,630                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Greenhouse Builder               | 831                | 3,273                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Grill Cleaning                   | 288                | 3,999                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Hair Curlers                     | 110                | 4,510                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Hair Removal Equipment           | 267                | 4,052                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Hardwood Floor Maintenance       | 1,511              | 2,791                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Hazardous Material Removal       | 1,880              | 2,609                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Health Monitor                   | 932                | 3,175                    | 2                 | 3,153                     | 1                     | 50%        | 0                         | 0%         | 1                              | 50%       |
| Historical Places                | 255                | 4,076                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Home Demo                        | 677                | 3,429                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Honey                            | 2,074              | 2,528                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Hosiery Manufacturers            | 717                | 3,372                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Indoor Advertising               | 1,554              | 2,776                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Industrial Closures              | 198                | 4,222                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Industrial Crystals              | 81                 | 4,639                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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|-----------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                      | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Industrial Furnace                | 1,172              | 2,995                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Industrial Oven                   | 291                | 3,989                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Industrial Painting               | 1,408              | 2,849                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Industrial Real Estate            | 403                | 3,802                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Industrial Sewing Machine         | 604                | 3,505                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Industrial Ultrasound             | 1,169              | 2,997                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Insect Control Devices            | 1,273              | 2,927                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Intercom Systems                  | 864                | 3,238                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Interior Finishing                | 2,386              | 2,414                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Japanese Food                     | 391                | 3,818                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Jewelry Casting                   | 1,001              | 3,111                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Jokes                             | 252                | 4,087                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Juke Box                          | 988                | 3,123                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Lamp Shade Frames                 | 406                | 3,798                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Lamps                             | 36                 | 4,946                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Land rental                       | 283                | 4,012                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Lathes                            | 423                | 3,779                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Lead Testing                      | 935                | 3,171                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Leather Restoration               | 1,667              | 2,715                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Linoleum Dealers                  | 1,154              | 3,007                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Liquid Filters                    | 456                | 3,721                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Liquid Plastic                    | 981                | 3,137                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Literary Agents                   | 2,530              | 2,372                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Lockers                           | 770                | 3,320                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Locomotive                        | 268                | 4,047                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Log Splitter                      | 229                | 4,139                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Lottery Club                      | 991                | 3,120                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Louvers                           | 320                | 3,934                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Lumber Mill Representatives       | 104                | 4,544                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Machine Knives                    | 769                | 3,323                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Machinery Movers                  | 2,487              | 2,381                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Mapping Services                  | 1,781              | 2,657                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Marijuana - Retail                | 59                 | 4,751                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Marine Electrical                 | 591                | 3,528                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Marine Hardware                   | 458                | 3,717                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Marine Shells                     | 130                | 4,435                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Mausoleum                         | 501                | 3,657                    | 2                 | 3,153                     | 0                     | 0%         | 1                         | 50%        | 1                              | 50%       |
| Meat Chopper                      | 363                | 3,862                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Mechanical Insulation Contractors | 2,242              | 2,468                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Mediation Attorney                | 2,562              | 2,364                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Mediation Coaching                | 1,673              | 2,709                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Medicare Advantage                | 1,065              | 3,074                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Metal Cleaning                    | 984                | 3,131                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Metal Fabricating Machinery       | 1,329              | 2,895                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Metal Slitting                    | 147                | 4,380                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Microphone                        | 197                | 4,228                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Microscope                        | 1,991              | 2,557                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Mirror Manufacturers              | 432                | 3,766                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Missions                          | 871                | 3,235                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Mixing and Agitation Machinery    | 287                | 4,004                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Mobile Refrigeration              | 547                | 3,586                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Mop Manufacturers                 | 45                 | 4,851                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Motion Picture Film Editing       | 1,804              | 2,645                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Motion Picture Film Libraries     | 51                 | 4,802                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Motorcycle Service                | 14                 | 5,164                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |

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|----------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                     | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Nails                            | 124                | 4,452                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Newspaper Syndicates             | 684                | 3,417                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Nursery Supplies                 | 750                | 3,345                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Nursing Registry                 | 2,497              | 2,380                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Nuts and Bolts                   | 2,568              | 2,362                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Obituary Notification Service    | 421                | 3,783                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Observatory                      | 223                | 4,163                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Oil Property Management          | 1,906              | 2,590                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Oil Royalties                    | 4,209              | 1,989                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Online Casino                    | 784                | 3,313                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Orchestra                        | 787                | 3,311                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Oriental Goods Wholesale         | 884                | 3,219                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Packaging Design and Development | 2,353              | 2,425                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Paper Bags                       | 526                | 3,627                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Paper Labels                     | 2,756              | 2,312                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Parachute Jumping                | 863                | 3,240                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Parasail Equipment               | 216                | 4,179                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Parenting Classes                | 3,320              | 2,165                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Partition                        | 1,476              | 2,811                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Patent Search                    | 2,740              | 2,321                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Patio Doors                      | 947                | 3,163                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Pen Manufacturers                | 29                 | 4,995                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Photography Sales                | 510                | 3,645                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Physicians Assistant             | 480                | 3,677                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Physicist                        | 221                | 4,169                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Piano Restoration                | 719                | 3,368                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Piñata                           | 48                 | 4,825                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Plaques                          | 2,266              | 2,460                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Plumbing Plan                    | 1,876              | 2,614                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Police and Fire Organizations    | 27,305             | 730                      | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Police Department                | 1,321              | 2,900                    | 2                 | 3,153                     | 0                     | 0%         | 1                         | 50%        | 1                              | 50%       |
| Polyurethane                     | 1,127              | 3,034                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Pool Therapy                     | 536                | 3,611                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Popcorn Machine                  | 477                | 3,686                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Port Authority                   | 51                 | 4,802                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Pottery Supplies                 | 306                | 3,966                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Power Line Construction          | 1,272              | 2,928                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Power Press Equipment            | 883                | 3,222                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Printing Repair                  | 320                | 3,934                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Public Tennis Courts             | 270                | 4,043                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| QuickBooks Support               | 2,114              | 2,511                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Quilting Classes                 | 114                | 4,489                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| Radio Parts                      | 59                 | 4,751                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Radio Producer                   | 253                | 4,084                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Raised Floor                     | 4,183              | 1,996                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Reflexologist                    | 1,158              | 3,005                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Relay                            | 174                | 4,298                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Rendering Services               | 673                | 3,432                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Rest Home                        | 952                | 3,160                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Restaurant Supplies              | 971                | 3,148                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Rock Shop                        | 1,293              | 2,910                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |
| Roof Deck                        | 2,358              | 2,423                    | 2                 | 3,153                     | 0                     | 0%         | 2                         | 100%       | 0                              | 0%        |
| RV Cleaning Service              | 108                | 4,526                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Sales Presentation               | 934                | 3,174                    | 2                 | 3,153                     | 2                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Sawmill Supplies                 | 502                | 3,651                    | 2                 | 3,153                     | 1                     | 50%        | 1                         | 50%        | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| Industry Classification                     | Inquiries          | Rank by Inquiries | Complaints     | Rank by Complaints | Cmppls Settled | %          | Cmppls Not Settled | %          | Cmppls Unable To Pursue | %         |
|---|--------------------|-------------------|----------------|--------------------|----------------|------------|--------------------|------------|-------------------------|-----------|
| <b>TOTAL</b>                                | <b>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>     | <b>19%</b> | <b>14,238</b>           | <b>2%</b> |
| Scientist                                   | 1,761              | 2,667             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Screen Manufacturers Equipment and Supplies | 545                | 3,589             | 2              | 3,153              | 0              | 0%         | 2                  | 100%       | 0                       | 0%        |
| Seafood Brokers                             | 733                | 3,356             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Seat Belts                                  | 1,462              | 2,818             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Septic Tank Manufacturers                   | 1,131              | 3,032             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Sewage Treatment Equipment                  | 759                | 3,334             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Sheetrock Contractors                       | 1,199              | 2,973             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Shoe Shining                                | 622                | 3,481             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Showcases                                   | 406                | 3,798             | 2              | 3,153              | 0              | 0%         | 2                  | 100%       | 0                       | 0%        |
| Siding Cleaning                             | 578                | 3,548             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Sign Letters                                | 1,325              | 2,896             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Sign Maintenance                            | 1,047              | 3,090             | 2              | 3,153              | 0              | 0%         | 2                  | 100%       | 0                       | 0%        |
| Sink Manufacturers                          | 1,551              | 2,777             | 2              | 3,153              | 0              | 0%         | 2                  | 100%       | 0                       | 0%        |
| Ski Repair                                  | 318                | 3,943             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Slate                                       | 373                | 3,849             | 2              | 3,153              | 0              | 0%         | 2                  | 100%       | 0                       | 0%        |
| Smelters                                    | 277                | 4,028             | 2              | 3,153              | 0              | 0%         | 1                  | 50%        | 1                       | 50%       |
| Soda Fountain Shop                          | 288                | 3,999             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Sound Control Structures                    | 323                | 3,923             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Speedometer                                 | 2,109              | 2,513             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Sport Fishing                               | 544                | 3,593             | 2              | 3,153              | 0              | 0%         | 2                  | 100%       | 0                       | 0%        |
| Spring Manufacturers                        | 1,004              | 3,107             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Stair Tread                                 | 570                | 3,557             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Steel Fabrication Equipment                 | 669                | 3,438             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Steel Mill                                  | 1,180              | 2,990             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Steering Repair                             | 350                | 3,884             | 2              | 3,153              | 0              | 0%         | 2                  | 100%       | 0                       | 0%        |
| Steering System                             | 600                | 3,512             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Stock Quotation                             | 712                | 3,382             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Storage                                     | 44                 | 4,862             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Sugar Brokers                               | 19                 | 5,101             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Table Suppliers                             | 22                 | 5,073             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Tank Inspection                             | 2,053              | 2,535             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Tank Repair                                 | 1,054              | 3,081             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Tanners                                     | 142                | 4,393             | 2              | 3,153              | 1              | 50%        | 0                  | 0%         | 1                       | 50%       |
| Tape Recorder Sales                         | 82                 | 4,636             | 2              | 3,153              | 0              | 0%         | 2                  | 100%       | 0                       | 0%        |
| Telecommunication Design                    | 2,888              | 2,274             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Telecommunications                          | 1,707              | 2,695             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Telephone Answering Systems                 | 4,299              | 1,969             | 2              | 3,153              | 0              | 0%         | 1                  | 50%        | 1                       | 50%       |
| Terraseeding                                | 8                  | 5,243             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Textile Mill Supplies                       | 351                | 3,882             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Threat and Fraud Assessment                 | 344                | 3,892             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Time Cards                                  | 2,417              | 2,409             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Tobacco Equipment                           | 66                 | 4,712             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Tobacco Machines                            | 151                | 4,364             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Tool and Die Supplies                       | 678                | 3,425             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Tool Holders                                | 1,372              | 2,870             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Towel Supply Service                        | 1,093              | 3,057             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Toy Making Supplies                         | 751                | 3,343             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Trademark Attorney                          | 1,280              | 2,920             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Tree Service Equipment                      | 1,231              | 2,955             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Trenching Contractors                       | 1,639              | 2,731             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Truck Lettering                             | 639                | 3,462             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Truck Refrigeration Equipment               | 979                | 3,140             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Truck Wash                                  | 1,621              | 2,739             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |
| Trusses                                     | 3,476              | 2,127             | 2              | 3,153              | 2              | 100%       | 0                  | 0%         | 0                       | 0%        |
| Turbocharger                                | 1,587              | 2,751             | 2              | 3,153              | 1              | 50%        | 1                  | 50%        | 0                       | 0%        |

**US BBB 2017 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>145,183,427</b> |                   | <b>799,502</b> |                    | <b>633,894</b> | <b>79%</b> | <b>151,369</b>    | <b>19%</b> | <b>14,238</b>          | <b>2%</b> |
| Typewriter Supplies                 | 100                | 4,564             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Unemployment Representation         | 245                | 4,105             | 2              | 3,153              | 1              | 50%        | 1                 | 50%        | 0                      | 0%        |
| Used Building Materials             | 1,091              | 3,059             | 2              | 3,153              | 0              | 0%         | 2                 | 100%       | 0                      | 0%        |
| UV Lamp                             | 160                | 4,339             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Valve                               | 2,933              | 2,265             | 2              | 3,153              | 0              | 0%         | 2                 | 100%       | 0                      | 0%        |
| Venetian Blind Parts                | 411                | 3,791             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Ventilating Contractors             | 1,963              | 2,573             | 2              | 3,153              | 1              | 50%        | 1                 | 50%        | 0                      | 0%        |
| Video Equipment Repair              | 2,447              | 2,395             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Vinyl Decking                       | 974                | 3,144             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Voice Mail                          | 443                | 3,744             | 2              | 3,153              | 1              | 50%        | 1                 | 50%        | 0                      | 0%        |
| Water Hauling Truck                 | 2,523              | 2,378             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Water Leak Detector                 | 1,990              | 2,559             | 2              | 3,153              | 1              | 50%        | 1                 | 50%        | 0                      | 0%        |
| Weatherization                      | 2,805              | 2,297             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Welcome Services                    | 1,500              | 2,793             | 2              | 3,153              | 1              | 50%        | 1                 | 50%        | 0                      | 0%        |
| Whirlpool Bathtubs                  | 822                | 3,279             | 2              | 3,153              | 1              | 50%        | 1                 | 50%        | 0                      | 0%        |
| Wholesale Boys Clothing             | 223                | 4,163             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Wholesale Fruits and Vegetables     | 4,696              | 1,898             | 2              | 3,153              | 1              | 50%        | 1                 | 50%        | 0                      | 0%        |
| Wholesale Liquor                    | 1,478              | 2,810             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Wholesale Pharmacy                  | 532                | 3,615             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Wholesale Pumps                     | 1,983              | 2,563             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Wholesale Telephones                | 1,023              | 3,100             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Wholesale Video Tapes               | 242                | 4,113             | 2              | 3,153              | 1              | 50%        | 1                 | 50%        | 0                      | 0%        |
| Wine Cellar                         | 938                | 3,169             | 2              | 3,153              | 0              | 0%         | 2                 | 100%       | 0                      | 0%        |
| Winemaking Supplies                 | 1,279              | 2,921             | 2              | 3,153              | 2              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Wiring Harness                      | 919                | 3,188             | 2              | 3,153              | 1              | 50%        | 1                 | 50%        | 0                      | 0%        |
| Zoo Animals                         | 2,745              | 2,319             | 2              | 3,153              | 1              | 50%        | 1                 | 50%        | 0                      | 0%        |
| Accessories                         | 15                 | 5,148             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Accounting and Bookkeeping Machines | 1,762              | 2,666             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Acid                                | 136                | 4,416             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Acoustic Ceiling Removal            | 691                | 3,405             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Actuary                             | 538                | 3,604             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Ad Word Sponsorship                 | 90                 | 4,600             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Adhesive                            | 3,392              | 2,145             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Adhesives and Gluing Equipment      | 321                | 3,929             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Adoption Attorney                   | 1,049              | 3,087             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Adult Care                          | 158                | 4,344             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Aerial Applicators                  | 707                | 3,385             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Air Compressors                     | 2,044              | 2,538             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Air Curtains                        | 201                | 4,213             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Air Duct Restoration                | 717                | 3,372             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Air Pollution Control               | 1,126              | 3,037             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Aircraft Ferry                      | 320                | 3,934             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Aircraft Upholstery                 | 213                | 4,188             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Analytical Chemist                  | 686                | 3,413             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Anti-Freeze                         | 163                | 4,329             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Antique Oriental Rugs               | 115                | 4,485             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Antiques                            | 25                 | 5,038             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Apprenticeship Programs             | 540                | 3,602             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Aprons                              | 46                 | 4,842             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Archery Range                       | 452                | 3,726             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Art and Culture                     | 22                 | 5,073             | 1              | 3,492              | 0              | 0%         | 1                 | 100%       | 0                      | 0%        |
| Artificial Food                     | 165                | 4,321             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Artificial Limbs                    | 123                | 4,455             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Auto Distributor                    | 94                 | 4,583             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |
| Auto Maintenance Plans              | 493                | 3,667             | 1              | 3,492              | 1              | 100%       | 0                 | 0%         | 0                      | 0%        |



**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>               | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                                 | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Axle Repair                                  | 0                  | 5,444                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Baby Formula Service                         | 168                | 4,312                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Bamboo Products                              | 1,181              | 2,988                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Bar Manufacturers                            | 173                | 4,302                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Base Metals                                  | 225                | 4,158                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Baseball                                     | 18                 | 5,112                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Beauty                                       | 39                 | 4,912                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Bedspreads - Retail                          | 142                | 4,393                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Beer Dispensing and Cooling Equipment        | 970                | 3,149                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Belting Supplies                             | 838                | 3,264                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Binoculars                                   | 1,051              | 3,086                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Blowers                                      | 629                | 3,470                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Blueprinting                                 | 1,479              | 2,809                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Boat Launch                                  | 221                | 4,169                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Bond Insurance                               | 1,953              | 2,574                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Book Covers                                  | 255                | 4,076                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Bottles                                      | 0                  | 5,444                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Box Making Equipment                         | 954                | 3,157                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Brake Shoe Bonding and Exchanging            | 111                | 4,503                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Brass Products                               | 466                | 3,700                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Brick Pizza Oven                             | 458                | 3,717                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Brick Preservative                           | 587                | 3,535                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Bridal & Millinery Supplies                  | 157                | 4,350                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Bridal Registry                              | 582                | 3,540                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Bronzing                                     | 761                | 3,331                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Brush Manufacturers                          | 166                | 4,319                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Buckets                                      | 86                 | 4,620                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Buffing and Polishing Equipment              | 590                | 3,532                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Building Envelope Restoration                | 236                | 4,125                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Burial Assistance                            | 790                | 3,307                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Burial Vaults                                | 950                | 3,162                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Bus Manufacturers                            | 312                | 3,953                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Bushings                                     | 56                 | 4,769                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Business Writer                              | 2,461              | 2,389                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Cabinet Organizers                           | 571                | 3,556                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Cable Splicing                               | 704                | 3,389                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Calligrapher                                 | 531                | 3,617                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Canada Debt Settlement                       | 40                 | 4,899                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Candle Making Supplies                       | 1,555              | 2,774                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Caning Supplies                              | 74                 | 4,673                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Car Steam Cleaning                           | 537                | 3,610                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Caregiver Resources                          | 3,042              | 2,237                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Cargo Stabilizing Devices                    | 189                | 4,257                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Casters                                      | 740                | 3,354                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Catalog Designers                            | 478                | 3,681                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Caves  | 38                 | 4,926                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Cellulite Treatment                          | 243                | 4,110                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Chain Letter                                 | 1,754              | 2,670                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Chains                                       | 502                | 3,651                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Change Machine                               | 179                | 4,284                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Changing Tires                               | 392                | 3,815                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Charity - Child Sponsorship                  | 1,135              | 3,026                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Charity - Civil Rights                       | 1,029              | 3,096                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Charity - Police & Firefighter Organizations | 6,845              | 1,599                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Check Protection                             | 854                | 3,248                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>        | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|---------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                          | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Chemical Production                   | 1,583              | 2,757                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Chess Instruction                     | 428                | 3,774                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Child Advocacy Lawyer                 | 279                | 4,022                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Children and Infants                  | 0                  | 5,444                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Chimney Liners                        | 433                | 3,763                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Church Furniture                      | 959                | 3,153                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Circuit Breaker                       | 451                | 3,731                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Circus Animal Foods                   | 389                | 3,825                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Citizen Band Radios                   | 1,111              | 3,047                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Clean Room Installation               | 545                | 3,589                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Clergy                                | 472                | 3,695                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Coal Mining                           | 452                | 3,726                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Coat Manufacturers                    | 23                 | 5,061                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Collaborative Divorce Attorney        | 448                | 3,738                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Commercial Doors                      | 3,324              | 2,164                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Commercial Sewing Machine             | 0                  | 5,444                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Commodity Broker                      | 5,704              | 1,747                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Composter                             | 213                | 4,188                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Composting Toilet                     | 202                | 4,210                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Computer Bulletin Boards              | 729                | 3,358                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Concrete Mixers                       | 874                | 3,231                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Concrete Reinforcements               | 1,745              | 2,673                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Concrete Removal                      | 564                | 3,568                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Consulates                            | 291                | 3,989                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Consultant                            | 330                | 3,918                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Consumer Fraud Lawyers                | 6,486              | 1,642                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Conveyor                              | 4,429              | 1,943                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Coppersmith                           | 514                | 3,641                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Copywriter                            | 2,916              | 2,268                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Cottage rentals                       | 0                  | 5,444                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Cotton Ginning                        | 114                | 4,489                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Cotton Waste                          | 17                 | 5,124                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Counseling                            | 411                | 3,791                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Crane Parts                           | 112                | 4,497                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Crisis Intervention Services          | 850                | 3,253                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Crushing and Pulverizing              | 182                | 4,278                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Cryogenics                            | 1,094              | 3,055                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Culverts                              | 328                | 3,921                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Custom Broker                         | 5,009              | 1,848                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Custom Tile Painting                  | 232                | 4,136                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Dairy Equipment                       | 833                | 3,271                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Dance                                 | 66                 | 4,712                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Data Processing Equipment             | 531                | 3,617                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Data Processing Equipment Maintenance | 158                | 4,344                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Debris Box Service                    | 83                 | 4,632                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Decorative Balls                      | 116                | 4,481                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Defense Contractors                   | 2,145              | 2,501                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Die Cutting                           | 546                | 3,588                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Die Cutting Machine                   | 108                | 4,526                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Doll Making Supplies                  | 121                | 4,461                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Dome Structures                       | 138                | 4,410                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Domestic Abuse Services               | 209                | 4,198                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Door Closes and Checks Repair         | 236                | 4,125                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Door Frame                            | 692                | 3,403                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Drapery and Curtain Fabrics Retail    | 1,244              | 2,947                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>         | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                           | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Drapery Installation Service           | 1,468              | 2,815                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Drawing Supplies                       | 831                | 3,273                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Dredge                                 | 579                | 3,544                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Dress Trimmings                        | 355                | 3,878                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Dressmaking School                     | 64                 | 4,720                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Drill Press                            | 65                 | 4,717                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Drilling Equipment                     | 1,215              | 2,964                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Drug Addiction Treatment               | 3,479              | 2,125                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Drug Brokers                           | 1,342              | 2,891                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Dry Erase Board                        | 316                | 3,947                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Dry Ice                                | 500                | 3,659                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Drywall Texture                        | 1,634              | 2,734                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Dust Control Material                  | 191                | 4,251                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Dyes                                   | 177                | 4,291                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Economic Development Organizations     | 2,842              | 2,287                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Electric Switchboard                   | 602                | 3,510                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Electrical Discharge Machines          | 595                | 3,522                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Electrolysis                           | 5,170              | 1,820                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Elevator Parts                         | 281                | 4,018                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Eminent Domain Lawyer                  | 234                | 4,130                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Energy                                 | 12                 | 5,191                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Engine Parts                           | 37                 | 4,933                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Engine Starter                         | 502                | 3,651                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Engraved Stationery                    | 409                | 3,795                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Engraving Supplies                     | 854                | 3,248                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Environmental Services                 | 93                 | 4,589                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Equine Therapy                         | 703                | 3,391                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Erosion Control                        | 4,394              | 1,949                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Escort Service                         | 3,212              | 2,189                    | 1                 | 3,492                     | 0                     | 0%         | 0                         | 0%         | 1                              | 100%      |
| Estate Sales                           | 388                | 3,830                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Evaporating Apparatus                  | 181                | 4,282                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Exhibit Design                         | 1,849              | 2,631                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Experimental Work                      | 50                 | 4,812                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Fabric Binding                         | 99                 | 4,567                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Factors                                | 1,306              | 2,905                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Fallout Shelter Equipment and Supplies | 88                 | 4,609                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Family Planning                        | 194                | 4,239                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Fan                                    | 5                  | 5,290                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Feedlot                                | 205                | 4,203                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Fiber Products                         | 330                | 3,918                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Fiberglass                             | 198                | 4,222                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Fiberglass Fabrication                 | 1,205              | 2,968                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Fiberglass Products                    | 1,512              | 2,790                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Film Scrap                             | 120                | 4,466                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Fish By-Products                       | 164                | 4,327                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Fish Oil                               | 25                 | 5,038                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Fishing Gear                           | 0                  | 5,444                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Fishing License                        | 24                 | 5,046                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Fishing Pier                           | 419                | 3,785                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Fishing Tackle Parts                   | 499                | 3,661                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Flag Manufacturers                     | 929                | 3,178                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Flag Poles                             | 1,581              | 2,758                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Flavoring Extracts                     | 619                | 3,486                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Flood Assistance                       | 1,519              | 2,785                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Floor Machine Repair                   | 193                | 4,243                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Flower Broker                  | 591                | 3,528                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Food Industry                  | 30                 | 4,991                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Food Service Consultants       | 770                | 3,320                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Foreclosed Property Remodeling | 1,537              | 2,784                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Forester Consulting            | 2,728              | 2,324                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Freight Consolidation          | 983                | 3,132                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Freight Container              | 6                  | 5,270                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Fumigation                     | 771                | 3,319                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Funeral Insurance              | 2,606              | 2,351                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Fur Accessories                | 751                | 3,343                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Game Birds                     | 216                | 4,179                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Game Farm                      | 574                | 3,553                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Garment Restoration            | 243                | 4,110                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Gas Well Drilling              | 988                | 3,123                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Gears                          | 628                | 3,472                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Generator Repair               | 41                 | 4,890                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Geologist                      | 629                | 3,470                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Geothermal Drilling            | 475                | 3,691                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Glass Printer                  | 236                | 4,125                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Golf                           | 22                 | 5,073                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Golf Equipment Repair          | 287                | 4,004                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Graffiti Removal               | 182                | 4,278                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Grating                        | 135                | 4,422                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Greeting Card Manufacturers    | 249                | 4,091                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Grinding Wheel                 | 58                 | 4,757                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Grinding Wheel Dresser         | 55                 | 4,775                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Grouting Compounds             | 531                | 3,617                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Guard Dogs                     | 1,573              | 2,762                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Hair Care                      | 48                 | 4,825                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Hair Pieces                    | 12                 | 5,191                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Hammock                        | 95                 | 4,581                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Handbag Manufacturers          | 444                | 3,743                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Harness Assembly               | 762                | 3,330                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Hay                            | 1,161              | 3,004                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Hinge                          | 197                | 4,228                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Hog Farm                       | 256                | 4,074                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Holistic Schools               | 2,117              | 2,510                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Home Elevator                  | 2,313              | 2,440                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Home Management                | 374                | 3,848                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Horse Race Handicapping        | 278                | 4,025                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Horseshoeing                   | 671                | 3,436                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Horseshoeing Tools             | 388                | 3,830                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Hose Couplings                 | 746                | 3,347                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| House Leveling                 | 28                 | 5,005                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Household Appliances           | 98                 | 4,572                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Hydraulic Cylinder             | 1,839              | 2,635                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Ice Cream                      | 16                 | 5,137                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Ice Melting Equipment          | 310                | 3,958                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Indoor Sky Diving              | 140                | 4,402                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Industrial Consultants         | 2,207              | 2,481                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Industrial Doors               | 162                | 4,334                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Industrial Feeders             | 274                | 4,035                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Industrial Hygiene Consultants | 1,303              | 2,906                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Industrial Oil                 | 827                | 3,276                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Industrial Washing Machine     | 67                 | 4,702                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>               | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                                 | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Industrial Waste Compactor                   | 884                | 3,219                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Inspection Devices Industrial                | 1,396              | 2,857                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Insulation Removal                           | 395                | 3,812                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Insurance Adjuster Training                  | 688                | 3,410                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Insurance Inspection                         | 4,321              | 1,962                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Irrigation                                   | 443                | 3,744                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Jewelry Advisory Service                     | 468                | 3,699                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Jewelry Polishing                            | 586                | 3,537                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Juvenile Attorney                            | 178                | 4,288                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Kerosene                                     | 71                 | 4,683                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Kite   | 321                | 3,929                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Knife Sharpening                             | 1,383              | 2,865                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Knit Fabric                                  | 81                 | 4,639                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Knit Goods Manufacturer                      | 211                | 4,194                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Knitting Machine                             | 117                | 4,477                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Kosher Food                                  | 343                | 3,895                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Labor Contractor                             | 2,257              | 2,462                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Laces  | 42                 | 4,883                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Landlord Tenant Lawyer                       | 2,262              | 2,461                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Latex  | 382                | 3,840                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Lead Products                                | 186                | 4,267                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Lead Renovator                               | 21                 | 5,083                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Leaf Blower                                  | 113                | 4,494                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Leak Detecting Equipment                     | 1,934              | 2,581                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Lettering Machines                           | 111                | 4,503                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Library Supplies                             | 205                | 4,203                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Life Raft Inflation Equipment                | 120                | 4,466                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Lift Kits                                    | 650                | 3,452                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Light Fixture Repair                         | 1,585              | 2,754                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Light Plant                                  | 40                 | 4,899                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Light Tubes                                  | 0                  | 5,444                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Lighting Fixture Manufacturers               | 11                 | 5,208                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Livestock Buyer                              | 339                | 3,902                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Lobbyist                                     | 5,157              | 1,822                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Lubricating System                           | 458                | 3,717                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Luggage Covers                               | 77                 | 4,656                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Luggage Manufacturers Equipment and Supplies | 237                | 4,124                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Magician                                     | 798                | 3,301                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Maid Service                                 | 245                | 4,105                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Managed Service Provider                     | 1,093              | 3,057                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Marble Cleaning                              | 3,425              | 2,136                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Marine Insurance                             | 1,095              | 3,053                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Marine Salvage                               | 543                | 3,596                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Market Analysis                              | 4                  | 5,316                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Marriage Broker                              | 1,278              | 2,924                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Mathematician                                | 82                 | 4,636                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Measuring Machine                            | 480                | 3,677                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Meat Packing Supplies                        | 408                | 3,796                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Mechanical Stripping                         | 58                 | 4,757                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Medical Equipment Repair                     | 441                | 3,748                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Medication                                   | 4                  | 5,316                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Meeting Management                           | 763                | 3,329                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Messenger Service                            | 2,460              | 2,391                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Metal  | 26                 | 5,026                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Metal and Glass Etched Products              | 759                | 3,334                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>            | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                              | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Metal Detectors                           | 2,412              | 2,410                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Metal Finishers Supplies                  | 721                | 3,366                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Metal Heat Treating                       | 1,180              | 2,990                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Metal Powder Fabricators                  | 1,593              | 2,750                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Metallurgy                                | 195                | 4,234                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Milk Distributors                         | 290                | 3,993                    | 1                 | 3,492                     | 0                     | 0%         | 0                         | 0%         | 1                              | 100%      |
| Mobile Home Foundation                    | 19                 | 5,101                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Model Car Racing                          | 366                | 3,857                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Modeling and Simulation                   | 173                | 4,302                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Molding                                   | 2,228              | 2,475                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Monogram Machine                          | 54                 | 4,783                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Motel Reservations                        | 541                | 3,599                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Motion Picture Special Effects            | 178                | 4,288                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Motor Home Carpet and Upholstery Cleaning | 70                 | 4,687                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Movie Advertising                         | 248                | 4,096                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Moving Assistance                         | 212                | 4,191                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Moving Sales                              | 926                | 3,180                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Mowing Tractor                            | 430                | 3,770                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Mural                                     | 1,456              | 2,820                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Music                                     | 83                 | 4,632                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Name Plate Holders                        | 53                 | 4,788                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Nephrologist                              | 591                | 3,528                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| New Textbooks                             | 0                  | 5,444                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Non-Electric Wire and Cable               | 1,573              | 2,762                    | 1                 | 3,492                     | 0                     | 0%         | 0                         | 0%         | 1                              | 100%      |
| Nuclear Energy Consultants                | 228                | 4,144                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Numismatics                               | 1,745              | 2,673                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Nurse Practitioner                        | 1,899              | 2,594                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Nursing Home Information                  | 2,254              | 2,463                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Odor Neutralizer                          | 2,364              | 2,422                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Office Equipment Manufacturers            | 3                  | 5,346                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Office Furniture Installation             | 12,556             | 1,197                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Oil                                       | 15                 | 5,148                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Oil Crude Purchasing                      | 1,341              | 2,892                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Oil Handling Equipment                    | 607                | 3,502                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Oil Mill Machinery                        | 74                 | 4,673                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Oil Refinery Equipment                    | 323                | 3,923                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Oil Tank Installation                     | 136                | 4,416                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Oil Well Drilling Mud                     | 119                | 4,470                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Oilfield Service                          | 16,870             | 997                      | 1                 | 3,492                     | 0                     | 0%         | 0                         | 0%         | 1                              | 100%      |
| Opera Company                             | 222                | 4,165                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Optometry                                 | 92                 | 4,593                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Organ Repair                              | 849                | 3,254                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Organic Fertilizer                        | 1,344              | 2,890                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Organs                                    | 1,257              | 2,940                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Oriental Goods                            | 790                | 3,307                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Ornamental Glass                          | 40                 | 4,899                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Ornamental Iron Contractor                | 1,873              | 2,616                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| OTR Truck Driver Tax Return Preparation   | 389                | 3,825                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Outplacement Consultant                   | 1,513              | 2,789                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Ozone Machine                             | 1,549              | 2,780                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Packaging Machinery                       | 2,314              | 2,439                    | 1                 | 3,492                     | 1                     | 100%       | 0                         | 0%         | 0                              | 0%        |
| Paint Removal                             | 1,918              | 2,588                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Pants                                     | 6                  | 5,270                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Paramedic                                 | 110                | 4,510                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |
| Parapsychologist                          | 199                | 4,221                    | 1                 | 3,492                     | 0                     | 0%         | 1                         | 100%       | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmpls Settled</b> | <b>%</b>   | <b>Cmpls Not Settled</b> | <b>%</b>   | <b>Cmpls Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Parking Garage Equipment       | 564                | 3,568                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Paternity Test                 | 538                | 3,604                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Pay Phones                     | 142                | 4,393                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Peanut Products                | 246                | 4,103                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Perlite                        | 203                | 4,209                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Pharmaceutical Equipment       | 226                | 4,155                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Pharmaceutical Scientist       | 169                | 4,310                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Photo Finishing Wholesale      | 518                | 3,636                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Photographic Mounts            | 806                | 3,295                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Picnic Supplies                | 70                 | 4,687                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Picture Frame Repair           | 308                | 3,962                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Pile Driving                   | 818                | 3,285                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Pine Straw                     | 780                | 3,315                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Pipe Fittings                  | 1,134              | 3,029                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Pipe Inspection                | 1,063              | 3,077                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Pipe Lining                    | 4,138              | 2,006                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Pipe Reconditioning            | 88                 | 4,609                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Pistons                        | 190                | 4,254                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Pitching Machine               | 158                | 4,344                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Planetarium                    | 149                | 4,374                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Plaster Products Ornamental    | 78                 | 4,652                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Plastic Foam                   | 1,126              | 3,037                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Plastic Labels                 | 752                | 3,341                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Plastic Lamination             | 1,141              | 3,019                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Plastic Sheets                 | 1,409              | 2,847                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Plastic Tanks                  | 1,377              | 2,868                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Plating Equipment              | 343                | 3,895                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Podiatrist Supplies            | 163                | 4,329                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Pool Hall                      | 1,119              | 3,042                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Posters                        | 2,883              | 2,275                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Potato Chips                   | 288                | 3,999                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Poultry                        | 387                | 3,834                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Power Plant Equipment          | 512                | 3,643                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Pregnancy                      | 1                  | 5,406                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Printer Ink                    | 476                | 3,688                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Printing Materials             | 0                  | 5,444                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Projector Screen               | 4                  | 5,316                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Promotions                     | 1                  | 5,406                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Proofreading                   | 1,123              | 3,040                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Propane Gas Plumbing           | 542                | 3,598                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Propeller                      | 566                | 3,565                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Protein Purification           | 94                 | 4,583                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Psychiatric Services           | 3                  | 5,346                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Pump Repair                    | 7                  | 5,260                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Punch Clock                    | 627                | 3,473                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Quarries                       | 1,067              | 3,072                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Quartz                         | 280                | 4,020                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Quilt Renovation               | 19                 | 5,101                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Racing                         | 38                 | 4,926                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Rack Merchandise Service       | 244                | 4,107                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Radiant Heat                   | 859                | 3,244                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Radiator Covers                | 384                | 3,839                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Radioactive Materials          | 34                 | 4,965                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Radiotelephone Carriers        | 459                | 3,714                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Railroad Contractors           | 1,883              | 2,607                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>                  | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmpls Settled</b> | <b>%</b>   | <b>Cmpls Not Settled</b> | <b>%</b>   | <b>Cmpls Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                                    | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Rails   | 254                | 4,081                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Range and Oven Dealers                          | 200                | 4,218                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Recording Studio Equipment                      | 1,349              | 2,883                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Refrigerator Manufacturers                      | 753                | 3,339                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Refrigerator Parts                              | 229                | 4,139                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Reiki Therapy                                   | 821                | 3,281                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Rent Welding Equipment                          | 80                 | 4,643                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Resin   | 311                | 3,956                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Restaurant Uniforms                             | 48                 | 4,825                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Retirement Communities                          | 65                 | 4,717                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Road Dust Control                               | 276                | 4,030                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Rodeo   | 375                | 3,847                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Roof Snow Removal Service                       | 365                | 3,858                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Rooming Houses                                  | 473                | 3,694                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Rope  | 397                | 3,808                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Rubber Stamping Supplies                        | 360                | 3,868                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Rubbish & Garbage Removal Contractors Equipment | 303                | 3,975                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Safety Equipment                                | 5                  | 5,290                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Sailmakers                                      | 1,179              | 2,992                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Salt  | 1,115              | 3,044                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Sand and Gravel Handling Equipment              | 449                | 3,735                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Satellite TV                                    | 289                | 3,995                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Sausage   | 1,181              | 2,988                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Savings and Loan Association Reps               | 38                 | 4,926                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Saw Blade Sharpening                            | 645                | 3,458                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Scalp Care                                      | 547                | 3,586                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Scissors  | 1,124              | 3,039                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Sculpting Equipment                             | 3                  | 5,346                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Security  | 125                | 4,448                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Security Equipment                              | 40                 | 4,899                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Security Seals                                  | 456                | 3,721                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Senior Citizens Service Organizations           | 12,152             | 1,216                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Separators                                      | 26                 | 5,026                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Ship Builder                                    | 615                | 3,491                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Shock Repair                                    | 107                | 4,531                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Shoes   | 149                | 4,374                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Shoplifting Prevention                          | 135                | 4,422                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Shopping Center                                 | 68                 | 4,698                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Shoring Contractors                             | 796                | 3,303                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Short Sale Attorney                             | 151                | 4,364                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Shuffleboard                                    | 81                 | 4,639                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Sign Erectors                                   | 648                | 3,454                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Silverware                                      | 2,174              | 2,490                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Silverware Cleaning                             | 226                | 4,155                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Singing Telegrams                               | 211                | 4,194                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Skate Sharpening                                | 136                | 4,416                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Skating Lessons                                 | 96                 | 4,579                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Skating Rink Supplies                           | 146                | 4,382                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Ski Lessons                                     | 411                | 3,791                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Ski Tour  | 263                | 4,062                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Skylight Distributors                           | 538                | 3,604                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Slicing Machine                                 | 8                  | 5,243                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Sling   | 151                | 4,364                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Smoke Odor Counteracting Service                | 161                | 4,338                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Snacks  | 2                  | 5,376                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |



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|------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                       | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Snowmobile Tours                   | 6                  | 5,270                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Soil Testing                       | 1,211              | 2,965                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Solar Panel Cleaning               | 1,078              | 3,067                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Soldering Equipment                | 159                | 4,343                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Souvenir Milk Caps                 | 429                | 3,773                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Soybeans                           | 396                | 3,810                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Spark Plugs                        | 15                 | 5,148                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Spinologist                        | 111                | 4,503                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Sports Hospitality                 | 1,189              | 2,983                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Spraying Equipment                 | 1,078              | 3,067                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Stamp Collecting Supplies          | 228                | 4,144                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Statistical Service                | 765                | 3,326                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Steam Specialties                  | 200                | 4,218                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Steam Trap                         | 68                 | 4,698                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Stone                              | 31                 | 4,981                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Street Cleaning                    | 750                | 3,345                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Street Cleaning Equipment          | 183                | 4,277                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Stress Relief Equipment            | 178                | 4,288                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Supplies                           | 46                 | 4,842                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Surfing                            | 4                  | 5,316                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Surfing Lessons                    | 493                | 3,667                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Surveying Instruments              | 677                | 3,429                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Surveys                            | 43                 | 4,875                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Sweeping Compound                  | 23                 | 5,061                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Synthetic Rubber                   | 600                | 3,512                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Table Top                          | 452                | 3,726                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Tank Lining                        | 608                | 3,501                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Taxidermy Supplies                 | 125                | 4,448                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Telephone Contractors              | 228                | 4,144                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Temperature Measuring Materials    | 304                | 3,970                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Textile Brokers                    | 896                | 3,206                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Theater Supplies                   | 1,293              | 2,910                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Therapy Dogs                       | 111                | 4,503                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Thermograph Equipment and Supplies | 153                | 4,361                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Tilling                            | 78                 | 4,652                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Tire Sealant                       | 191                | 4,251                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Tire Storage                       | 168                | 4,312                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Tobacco Leaf - Wholesale           | 229                | 4,139                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Tools                              | 37                 | 4,933                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Touch Screens                      | 385                | 3,837                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Tractor Cab                        | 0                  | 5,444                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Tractor Manufacturers              | 1,897              | 2,599                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Tractor Rentals                    | 604                | 3,505                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Translation Equipment              | 51                 | 4,802                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Trapping Supplies                  | 291                | 3,989                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Travel and Tourism Education       | 800                | 3,300                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Travel Escorts                     | 2,161              | 2,495                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Treated Lumber                     | 322                | 3,926                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Truck Cab                          | 560                | 3,576                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Trucks                             | 28                 | 5,005                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Tube Bending                       | 553                | 3,582                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Turntables                         | 305                | 3,968                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| TV Station Equipment               | 347                | 3,889                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Two Way Radios                     | 1,481              | 2,807                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| U-Catch Fishing                    | 116                | 4,481                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>         | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                           | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Umbrella Repair                        | 1                  | 5,406                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Underground Sprinkler Parts            | 1,163              | 3,001                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Urban Farmer                           | 80                 | 4,643                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Used Bottles                           | 4                  | 5,316                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Used Bus                               | 609                | 3,498                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Used Electric Motors                   | 64                 | 4,720                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Used Lumber                            | 244                | 4,107                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Vacuum Truck                           | 637                | 3,463                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Valve Repair                           | 297                | 3,979                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Vegetable Oil                          | 426                | 3,775                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Veterinary Surgery                     | 1,630              | 2,736                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Video Game Manufacturers               | 41                 | 4,890                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Violin                                 | 807                | 3,293                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Walkway Designs                        | 462                | 3,709                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wallpaper Hangers                      | 1,575              | 2,761                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Watchmens Clocks and Systems           | 765                | 3,326                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Water Pollution Control                | 408                | 3,796                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Water Skiing Lessons                   | 101                | 4,560                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Waterbed Supplies                      | 97                 | 4,577                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Weather Forecast Service               | 497                | 3,664                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Weather Instruments                    | 1,388              | 2,862                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Web Conferencing                       | 904                | 3,201                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Weed Control Equipment and Supplies    | 276                | 4,030                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Wholesale Beds                         | 1,597              | 2,749                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wholesale Childrens Clothing           | 1,101              | 3,051                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Wholesale Fur                          | 1,558              | 2,772                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wholesale Hats                         | 666                | 3,443                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wholesale Leather Clothing             | 182                | 4,278                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Wholesale Picture Frames               | 821                | 3,281                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wholesale Yarn                         | 606                | 3,504                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wildlife Removal                       | 69                 | 4,695                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Window Screens                         | 1,135              | 3,026                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Window Security Laminate               | 247                | 4,100                    | 1                 | 3,492                     | 0                    | 0%         | 0                        | 0%         | 1                             | 100%      |
| Window Shade Repair                    | 195                | 4,234                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Wire                                   | 2,208              | 2,480                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| Wire Stitching Machine                 | 11                 | 5,208                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Wire Wrapping                          | 56                 | 4,769                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Wood Preservative                      | 391                | 3,818                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Workroom Interior Designer             | 1,494              | 2,798                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| X-Ray Equipment                        | 1,240              | 2,950                    | 1                 | 3,492                     | 0                    | 0%         | 1                        | 100%       | 0                             | 0%        |
| Zippers                                | 141                | 4,399                    | 1                 | 3,492                     | 1                    | 100%       | 0                        | 0%         | 0                             | 0%        |
| 3rd Party Workers Compensation Lawyers | 485                | 3,674                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Abortion Alternatives                  | 302                | 3,976                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Absorbents                             | 322                | 3,926                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Acid Proof Materials                   | 48                 | 4,825                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Acoustic Material                      | 1,585              | 2,754                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Acoustical Consultant                  | 2,076              | 2,526                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Activated Carbon                       | 201                | 4,213                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Acupressure                            | 249                | 4,091                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Addressing Machine                     | 39                 | 4,912                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Addressing Plate Service               | 356                | 3,871                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Administrative Assistant Employment    | 633                | 3,467                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Adult Foster Care                      | 1,163              | 3,001                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Aerial Lift Repair                     | 449                | 3,735                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Aerial Patrol                          | 230                | 4,138                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>               | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                                 | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Aerial Surveyor                              | 310                | 3,958                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Aerosols                                     | 149                | 4,374                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Aerospace Research                           | 972                | 3,147                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Agate  | 38                 | 4,926                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Agricultural Consultant                      | 1,408              | 2,849                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Agriculture                                  | 35                 | 4,955                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Agriculture Attorney                         | 66                 | 4,712                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Air Balancing                                | 982                | 3,135                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Air Cleaning Equipment                       | 279                | 4,022                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Air Motor                                    | 49                 | 4,818                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Air Pollution Measuring Equipment            | 296                | 3,980                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Air Pollution Measuring Service              | 194                | 4,239                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Air Sealing                                  | 104                | 4,544                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Aircraft Cleaning                            | 282                | 4,015                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Aircraft Fixed Based Operator                | 67                 | 4,702                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Aircraft Rebuilding                          | 167                | 4,315                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Aircraft Salvage                             | 15                 | 5,148                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Aircraft School                              | 2,341              | 2,429                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Aircraft Storage                             | 156                | 4,354                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Airplane Hangar                              | 167                | 4,315                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Airport Designer                             | 28                 | 5,005                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Airport Equipment                            | 625                | 3,476                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Alcoholism Treatment                         | 2                  | 5,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Alfalfa Products                             | 88                 | 4,609                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Alloys                                       | 280                | 4,020                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Animal Registration                          | 8                  | 5,243                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Anode  | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Anodizing                                    | 142                | 4,393                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Anti-Fogging Compounds                       | 36                 | 4,946                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Appellate Attorney                           | 612                | 3,495                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Archaeologist                                | 392                | 3,815                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Armed Forces Recruiting                      | 26                 | 5,026                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Armored Car Manufacturers                    | 111                | 4,503                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Art Dealers                                  | 39                 | 4,912                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Art Identification                           | 76                 | 4,663                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Artificial Landscape Rocks                   | 273                | 4,037                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Artificial Leather                           | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Artisanal Cheese                             | 149                | 4,374                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Artists                                      | 94                 | 4,583                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Asbestos Products                            | 331                | 3,915                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Assayer                                      | 50                 | 4,812                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Assaying Equipment                           | 9                  | 5,229                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Association Publications                     | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Astronomy Tools                              | 80                 | 4,643                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Attic Fan                                    | 563                | 3,574                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Attorneys & Lawyers - Condominium Conversion | 8                  | 5,243                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Audiometer                                   | 63                 | 4,729                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Autograph Supplies                           | 11                 | 5,208                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Automation Consultants                       | 1,972              | 2,569                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Automation Systems                           | 5                  | 5,290                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Aviation Insurance                           | 304                | 3,970                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Babbitt Metal                                | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Baby Services                                | 45                 | 4,851                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Baby Shoe Preservation                       | 32                 | 4,974                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bacteriologist                               | 1                  | 5,406                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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|---------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                    | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Badminton Court                 | 50                 | 4,812                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bakers Equipment Repair         | 145                | 4,383                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Balancing Equipment             | 141                | 4,399                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Balancing Service               | 127                | 4,444                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Baling Equipment                | 134                | 4,426                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Band Competitions               | 45                 | 4,851                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Band Shell                      | 7,892              | 1,494                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Banners                         | 43                 | 4,875                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bar Accessories                 | 64                 | 4,720                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Barber Supplies                 | 21                 | 5,083                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Barge Lines                     | 502                | 3,651                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Barometer                       | 5                  | 5,290                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Batching Equipment              | 45                 | 4,851                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Baton Twirling                  | 45                 | 4,851                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Beach                           | 41                 | 4,890                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bed Wetting                     | 54                 | 4,783                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Beer Coil Cleaning Equipment    | 60                 | 4,746                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Beer Dispenser Equipment Repair | 476                | 3,688                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bellows                         | 101                | 4,560                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bells                           | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Benches                         | 863                | 3,240                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Beverage Distribution           | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bias Binding                    | 77                 | 4,656                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bins                            | 423                | 3,779                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Biofuel                         | 405                | 3,801                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Birth Control Information       | 66                 | 4,712                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Black Light Supplies            | 1                  | 5,406                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Blasting Equipment              | 652                | 3,450                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bleachers                       | 434                | 3,759                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Blind Cleaning                  | 722                | 3,365                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Blow Dryer                      | 10                 | 5,220                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Blueprinting Supplies           | 147                | 4,380                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Board of Trade                  | 51                 | 4,802                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Boat Equipment                  | 8                  | 5,243                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Boat Launching Sites            | 69                 | 4,695                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Boiler Rental                   | 66                 | 4,712                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Boiler Supplies                 | 432                | 3,766                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bookbinding Supplies            | 267                | 4,052                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bookcases                       | 255                | 4,076                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bottle Caps                     | 32                 | 4,974                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Boutique Fight Cancer Products  | 560                | 3,576                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bowling Lane Repair             | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Bowling Lessons                 | 36                 | 4,946                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Box Dividers                    | 8                  | 5,243                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Box Openers                     | 23                 | 5,061                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Boxboard                        | 209                | 4,198                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Boy and Girl Organizations      | 21                 | 5,083                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Braille Supplies                | 64                 | 4,720                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Brake Fluid                     | 5                  | 5,290                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Brake Lining                    | 131                | 4,433                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Brakes                          | 64                 | 4,720                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Branding Tools                  | 128                | 4,440                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Brass Fabrication               | 20                 | 5,094                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Brazing                         | 30                 | 4,991                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Breakfast Nooks                 | 27                 | 5,014                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Breast Implants                | 175                | 4,296                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Bridge Builder                 | 2,106              | 2,515                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Bridge Club                    | 61                 | 4,738                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Broaching                      | 41                 | 4,890                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Broadcast Companies            | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Bronze Powder                  | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Bronze Tablet                  | 37                 | 4,933                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Brooms                         | 104                | 4,544                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Brush Control                  | 284                | 4,009                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Brush Hogging                  | 265                | 4,057                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Buckles                        | 362                | 3,863                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Bull Riding                    | 59                 | 4,751                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Burlap                         | 21                 | 5,083                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Bus Parts                      | 274                | 4,035                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Bus Service                    | 464                | 3,704                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Butchering Supplies            | 201                | 4,213                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Butter                         | 118                | 4,473                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Buttons                        | 84                 | 4,629                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cabanas                        | 290                | 3,993                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cable, Internet and Radio      | 40                 | 4,899                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Caissons                       | 10                 | 5,220                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Calculating Service            | 56                 | 4,769                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cam Grinding                   | 21                 | 5,083                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Camping Equipment Rentals      | 58                 | 4,757                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Can Manufacturing Machinery    | 35                 | 4,955                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Caning                         | 51                 | 4,802                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Canner                         | 121                | 4,461                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Canner Supplies                | 48                 | 4,825                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Canopies                       | 43                 | 4,875                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Capacitors                     | 70                 | 4,687                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Car Hand Controls              | 579                | 3,544                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Car Heater                     | 107                | 4,531                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Car Pool                       | 32                 | 4,974                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Carbide                        | 131                | 4,433                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Carbide Metal                  | 228                | 4,144                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cardboard                      | 46                 | 4,842                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cards and Gifts                | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cargo Surveyor                 | 41                 | 4,890                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Carnival Supplies              | 64                 | 4,720                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Carpet Binding Machines        | 284                | 4,009                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Carpet Dyers                   | 602                | 3,510                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Carpet Measuring               | 44                 | 4,862                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Carpet Rental                  | 59                 | 4,751                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Carpet Workroom                | 68                 | 4,698                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cast Stone                     | 2,182              | 2,488                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Caulking Materials             | 198                | 4,222                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| CD Player Repair               | 142                | 4,393                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ceiling Cleaning               | 589                | 3,534                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cellar Doors                   | 1,400              | 2,852                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cemetery Supplies              | 9                  | 5,229                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Centrifuge                     | 85                 | 4,623                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ceramic Tile Dealers           | 158                | 4,344                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cereal                         | 116                | 4,481                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Chalkboard                     | 109                | 4,521                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Charcoal                       | 1,029              | 3,096                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>      | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|-------------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                        | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Charity - American Indian           | 746                | 3,347                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Charity - Law & Public Interest     | 4,325              | 1,961                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Charity - Blind & Visually Impaired | 1,066              | 3,073                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Checking Advertising                | 214                | 4,185                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Chemical Milling                    | 143                | 4,390                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Chemical Plant Equipment            | 1,230              | 2,956                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Child Counselor                     | 48                 | 4,825                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Childproofing                       | 349                | 3,885                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Chimney                             | 6                  | 5,270                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| China Wholesale                     | 321                | 3,929                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Chlorinator                         | 72                 | 4,681                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Choir                               | 20                 | 5,094                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Choreographer                       | 6                  | 5,270                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Christian Science Practitioner      | 17                 | 5,124                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Christian Science Reading Room      | 1                  | 5,406                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Christmas Decorations               | 103                | 4,552                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Chucks                              | 24                 | 5,046                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Chute Cleaning                      | 63                 | 4,729                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Cinder                              | 21                 | 5,083                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Circulating Library                 | 28                 | 5,005                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Circulation Audit                   | 47                 | 4,835                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Cistern Builders                    | 129                | 4,437                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Clamps                              | 129                | 4,437                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Clay                                | 21                 | 5,083                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Clay Products                       | 265                | 4,057                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Clean Room Facility                 | 212                | 4,191                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Cleaners and Dyers Equipment        | 385                | 3,837                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Cleaners and Dyers Supplies         | 26                 | 5,026                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Clipping Service                    | 91                 | 4,597                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Clock Components                    | 184                | 4,273                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Cloth Cutting                       | 53                 | 4,788                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Clothes Hangers                     | 436                | 3,754                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Clothes Pressing Machine            | 61                 | 4,738                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Clothing Lining                     | 115                | 4,485                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coaching                            | 177                | 4,291                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coal                                | 381                | 3,844                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coal Brokers                        | 433                | 3,763                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coal Shipping                       | 73                 | 4,675                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coal Washing                        | 8                  | 5,243                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coal Wholesale                      | 121                | 4,461                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coated Fabrics                      | 70                 | 4,687                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coding and Marking                  | 356                | 3,871                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coil Winding                        | 28                 | 5,005                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coils                               | 13                 | 5,182                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coin Card                           | 185                | 4,269                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coin Collecting Supplies            | 73                 | 4,675                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coin Counter                        | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Coin Wrapping Service               | 61                 | 4,738                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Cold Type Composition               | 9                  | 5,229                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Collapsible Tube                    | 16                 | 5,137                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Colocation Services                 | 776                | 3,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Color Cards                         | 15                 | 5,148                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Color Consultant                    | 192                | 4,249                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Color Matching Service              | 12                 | 5,191                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Color Separation Offset Printing    | 76                 | 4,663                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>          | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmpls Settled</b> | <b>%</b>   | <b>Cmpls Not Settled</b> | <b>%</b>   | <b>Cmpls Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                            | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Colors                                  | 242                | 4,113                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Columbarium                             | 55                 | 4,775                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Combs                                   | 21                 | 5,083                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Combustion Controls                     | 122                | 4,457                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Commercial Blueprints                   | 204                | 4,206                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Commercial Building                     | 84                 | 4,629                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Commercial Building Inspection          | 1,795              | 2,653                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Commercial Fishermen                    | 123                | 4,455                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Commercial Kitchen Rental               | 1,146              | 3,014                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Commercial Tire Sales                   | 15                 | 5,148                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Compactor Parts                         | 90                 | 4,600                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Comparators                             | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Compass                                 | 9                  | 5,229                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Compressor Rental                       | 43                 | 4,875                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Compressor Repair                       | 524                | 3,630                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Computer Facilities Management Services | 1,555              | 2,774                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Concert Performers                      | 98                 | 4,572                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Concrete Additives                      | 453                | 3,725                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Concrete Breaking                       | 396                | 3,810                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Concrete Cutting                        | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Concrete Mixer Rental                   | 59                 | 4,751                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Concrete Mixing Plant Equipment         | 117                | 4,477                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Concrete Molding                        | 263                | 4,062                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Concrete Patching Compound              | 636                | 3,465                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Concrete Tanks                          | 320                | 3,934                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Concrete Vibrators                      | 4                  | 5,316                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Conduit and Fittings                    | 155                | 4,357                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Confectionery Brokers                   | 673                | 3,432                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Confectionery Manufacturers             | 189                | 4,257                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Confectionery Supplies                  | 287                | 4,004                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Construction Accident Lawyer            | 239                | 4,119                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Construction Defect Attorney            | 564                | 3,568                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Construction Material Landfills         | 415                | 3,789                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Convent                                 | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Convention Information                  | 270                | 4,043                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cooling Tower                           | 549                | 3,583                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Copper                                  | 88                 | 4,609                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cork Products                           | 101                | 4,560                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cornice                                 | 27                 | 5,014                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Corporate                               | 24                 | 5,046                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Corporate Supplies                      | 53                 | 4,788                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Corporation Lawyer                      | 6                  | 5,270                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Corrosion Control                       | 545                | 3,589                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Corrugated Metal                        | 187                | 4,262                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Corrugated Paper                        | 221                | 4,169                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Corsets                                 | 11                 | 5,208                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cosmetic Sales by Mail                  | 158                | 4,344                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Costume Accessories                     | 31                 | 4,981                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cotton                                  | 331                | 3,915                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cotton Broker                           | 44                 | 4,862                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cotton Gin                              | 391                | 3,818                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Cottonseed Products                     | 43                 | 4,875                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Couplings                               | 27                 | 5,014                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Craft Gallery                           | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Crankshaft Grinding                     | 150                | 4,372                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>    | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|-----------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                      | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Crankshaft Manufacturers          | 57                 | 4,764                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Crawfish Farm                     | 124                | 4,452                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Crematories                       | 119                | 4,470                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Criminologist                     | 6                  | 5,270                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Crop Insurance                    | 668                | 3,439                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Crude Rubber                      | 26                 | 5,026                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Crushing Equipment                | 354                | 3,880                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Crutches                          | 37                 | 4,933                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Cryotherapy                       | 224                | 4,160                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Cupola                            | 49                 | 4,818                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Curtains                          | 36                 | 4,946                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Custom Draperies                  | 49                 | 4,818                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Custom Harvesting                 | 201                | 4,213                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Custom Synthesis                  | 27                 | 5,014                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Customer Service                  | 6                  | 5,270                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Cutting Oil                       | 5                  | 5,290                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Cutting Services                  | 138                | 4,410                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dairy                             | 1,799              | 2,648                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dairy Consultant                  | 138                | 4,410                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dairy Equipment Repair            | 23                 | 5,061                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Darkroom Rental                   | 52                 | 4,795                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Darts                             | 282                | 4,015                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Data                              | 32                 | 4,974                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Degreasing                        | 13                 | 5,182                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dehumidifier                      | 311                | 3,956                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dehydrating Services              | 40                 | 4,899                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dehydrator                        | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Demagnetizer                      | 26                 | 5,026                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Demographic Research              | 135                | 4,422                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Demonstration Services            | 533                | 3,614                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dental Equipment                  | 262                | 4,066                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Deodorant                         | 278                | 4,025                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Deodorizing                       | 641                | 3,461                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Deodorizing Equipment             | 94                 | 4,583                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Desk Pad                          | 15                 | 5,148                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dessert                           | 5                  | 5,290                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Destination Management            | 402                | 3,804                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Development Permits               | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Developmental Disability Services | 5,971              | 1,707                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dewatering Systems                | 271                | 4,041                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dials                             | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Diamond Cutter                    | 822                | 3,279                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Diamond Setter                    | 143                | 4,390                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Diary                             | 1                  | 5,406                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dictation Machine                 | 318                | 3,943                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dining Car                        | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Disability                        | 110                | 4,510                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Discotheque                       | 35                 | 4,955                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dishwasher Parts                  | 9                  | 5,229                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dishwasher Repair                 | 179                | 4,284                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dishwashing Compounds             | 55                 | 4,775                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Disinfectants and Germicides      | 185                | 4,269                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Dock Covers                       | 7                  | 5,260                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Document Destruction              | 604                | 3,505                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Doll Houses                       | 615                | 3,491                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |



**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>      | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|-------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                        | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Doll Repair                         | 699                | 3,396                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Door Service                        | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Doughnut Machine                    | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Dowel                               | 20                 | 5,094                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Drafting Supplies                   | 580                | 3,542                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Drapery                             | 35                 | 4,955                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Drapery Trimmings                   | 41                 | 4,890                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Dredging Machine                    | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Dressmaker Supplies                 | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Dried Fruit                         | 190                | 4,254                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Drinking Fountain                   | 113                | 4,494                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Drone Manufacturers                 | 90                 | 4,600                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Drop Cloth                          | 4                  | 5,316                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Drug Discovery                      | 41                 | 4,890                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Dry Transfer                        | 28                 | 5,005                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Drying Lumber                       | 77                 | 4,656                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Drying Service                      | 153                | 4,361                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Drywall Toxic Inspection            | 106                | 4,534                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Dumbwaiters                         | 55                 | 4,775                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Duplicating Machine                 | 227                | 4,152                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Dust Collecting Systems             | 426                | 3,775                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Dusters                             | 8                  | 5,243                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Dyer                                | 99                 | 4,567                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Dynamometers                        | 99                 | 4,567                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Earthworm                           | 173                | 4,302                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Egg Processing Equipment            | 40                 | 4,899                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Egress Windows                      | 1,737              | 2,678                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Elastic Goods                       | 19                 | 5,101                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electric Cords                      | 58                 | 4,757                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electric Fuses                      | 10                 | 5,220                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electric Instruments                | 625                | 3,476                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electric Insulation Materials       | 157                | 4,350                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electric Motor Manufacturers        | 534                | 3,613                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electric Rectifiers                 | 47                 | 4,835                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electric Shaver Repair              | 81                 | 4,639                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electric Switches                   | 519                | 3,635                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electrical Discharge Machining      | 35                 | 4,955                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electroforming                      | 44                 | 4,862                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electrolysis Equipment              | 258                | 4,072                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electrostatic Painting              | 460                | 3,712                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electrostatic Shielding             | 154                | 4,359                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Electrotype Equipment and Supplies  | 174                | 4,298                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Elevator Consultants                | 478                | 3,681                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Embalming                           | 231                | 4,137                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Embossing                           | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Embossing Supplies                  | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Employment                          | 64                 | 4,720                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Enameling, Japanning and Lacquering | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Encyclopedia                        | 139                | 4,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Encyclopedia and Book Sales by Mail | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Energy Conservation Services        | 18                 | 5,112                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Engineer                            | 25                 | 5,038                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Engineer Report                     | 921                | 3,186                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Engineering                         | 37                 | 4,933                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Engines                             | 13                 | 5,182                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Entertainment Lawyer           | 373                | 3,849                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Entomologist                   | 37                 | 4,933                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Envelopes Retail               | 390                | 3,822                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Environmental Lawyer           | 356                | 3,871                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Escalator                      | 37                 | 4,933                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Estate Auctions                | 14                 | 5,164                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Etiquette School               | 930                | 3,177                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Exhaust Systems                | 1                  | 5,406                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Exit Signs                     | 304                | 3,970                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Expanded Metal                 | 47                 | 4,835                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Expansion Anchor               | 43                 | 4,875                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Expansion Joint                | 415                | 3,789                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Explosives                     | 332                | 3,913                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Eye Bank                       | 87                 | 4,615                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Eyelets                        | 362                | 3,863                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fabric Labels                  | 239                | 4,119                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Facility Planning              | 395                | 3,812                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Factory Consultants            | 76                 | 4,663                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fallout Shelters - Consultants | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Family Counselor               | 18                 | 5,112                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fan Repair                     | 449                | 3,735                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Farm Management                | 884                | 3,219                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Farm Management Software       | 80                 | 4,643                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Farms - Urban                  | 19                 | 5,101                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Feathers                       | 228                | 4,144                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Feed Grinder                   | 29                 | 4,995                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Feed Manufacturers             | 1,265              | 2,934                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Feed Mill Equipment            | 288                | 3,999                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Feed Mill Supplies             | 1                  | 5,406                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Felt Products                  | 44                 | 4,862                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fence Rental                   | 309                | 3,960                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fertilizer Plant Equipment     | 215                | 4,183                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Filing Machine                 | 46                 | 4,842                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Film Industry                  | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Financial Printers             | 86                 | 4,620                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fire                           | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fire Brick                     | 124                | 4,452                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fire Door                      | 71                 | 4,683                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fire Escape                    | 502                | 3,651                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fire Exit Device               | 39                 | 4,912                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fire Extinguisher Fluid        | 50                 | 4,812                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fire Hose                      | 114                | 4,489                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fire Hydrant                   | 333                | 3,911                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fire Lookout Stations          | 23                 | 5,061                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fire Protection                | 36                 | 4,946                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fireproof Materials            | 24                 | 5,046                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fish Net                       | 45                 | 4,851                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fish Processing Equipment      | 29                 | 4,995                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fish Processor                 | 349                | 3,885                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Fishery Consultants            | 217                | 4,177                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Flame Proofing Materials       | 9                  | 5,229                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Flameproofing                  | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Flange                         | 36                 | 4,946                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Flatware                       | 715                | 3,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Flexible Metal Hose            | 304                | 3,970                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Flight Attendant               | 98                 | 4,572                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Floats - Mechanical            | 47                 | 4,835                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Flock Manufacturers            | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Floor Machine Rental           | 102                | 4,555                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Floral Design Classes          | 464                | 3,704                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Flour                          | 371                | 3,853                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Foil Printing                  | 7                  | 5,260                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Foil Products                  | 56                 | 4,769                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Folding Machine                | 18                 | 5,112                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Folding Tables                 | 260                | 4,068                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Food Reconditioning            | 67                 | 4,702                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Food Wholesalers               | 9                  | 5,229                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Foreign Online Pharmacy        | 441                | 3,748                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Forensic Accounting            | 1,061              | 3,080                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Forging                        | 688                | 3,410                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Forging Equipment              | 58                 | 4,757                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fraternal Regalia              | 315                | 3,949                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fraternalities                 | 151                | 4,364                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| French Doors                   | 193                | 4,243                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fridge Rental                  | 104                | 4,544                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Frozen Custard Machine         | 29                 | 4,995                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Frozen Food Locker Plants      | 219                | 4,175                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Frozen Food Processors         | 738                | 3,355                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fruit Growers                  | 6                  | 5,270                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fuel                           | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fuel Conversion Engines        | 1,185              | 2,986                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fuel Economizer                | 2,731              | 2,323                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fuel Oil Treatment             | 389                | 3,825                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fuel Tax Service               | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Funeral Director Equipment     | 704                | 3,389                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Funeral Escort                 | 339                | 3,902                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Funnel                         | 16                 | 5,137                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fur Cleaning and Dyeing Retail | 121                | 4,461                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fur Cutting                    | 19                 | 5,101                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fur Dealer                     | 654                | 3,449                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fur Designers                  | 346                | 3,890                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fur Dresser                    | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fur Farm Equipment             | 43                 | 4,875                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Fur Matching                   | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Furnace Cleaning               | 619                | 3,486                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Furnace Sales                  | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Furniture Builders             | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Furniture Frames               | 450                | 3,732                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Furniture Pads                 | 185                | 4,269                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Furniture Stripping            | 264                | 4,061                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Galvanize                      | 281                | 4,018                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gambling Addiction Treatment   | 176                | 4,293                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Garbage Disposal Parts         | 591                | 3,528                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gardening                      | 16                 | 5,137                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gas Boosters                   | 17                 | 5,124                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gas Burner                     | 448                | 3,738                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gas Detector                   | 165                | 4,321                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gas Fittings                   | 336                | 3,909                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gas Lighting                   | 138                | 4,410                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gas Plant Equipment            | 167                | 4,315                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>      | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmpls Settled</b> | <b>%</b>   | <b>Cmpls Not Settled</b> | <b>%</b>   | <b>Cmpls Unable To Pursue</b> | <b>%</b>  |
|-------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                        | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Gas Recycling                       | 29                 | 4,995                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gasket                              | 1,400              | 2,852                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gasoline Plant Equipment            | 486                | 3,673                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gavel                               | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gelatin                             | 29                 | 4,995                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Genealogists                        | 664                | 3,444                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Geochemist                          | 6                  | 5,270                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Geographer                          | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Geologist Equipment                 | 4                  | 5,316                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Geophysical Equipment               | 23                 | 5,061                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Geophysicist                        | 307                | 3,963                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Geotechnical Engineering            | 2,167              | 2,493                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gift Wrapping                       | 77                 | 4,656                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Glace Fruit                         | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Glass Balls                         | 4                  | 5,316                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Glass Coating and Tinting Materials | 229                | 4,139                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Glass Coating Machinery             | 15                 | 5,148                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Glass Cutting                       | 321                | 3,929                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Glass Rods                          | 47                 | 4,835                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Glass Tinting                       | 38                 | 4,926                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Glassware Rental                    | 8                  | 5,243                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Glove Repair                        | 50                 | 4,812                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Go-Kart Manufacturers               | 49                 | 4,818                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gold Leaf                           | 19                 | 5,101                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gold Stamping                       | 6                  | 5,270                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Golf Caddy                          | 524                | 3,630                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Golf Course Architects              | 125                | 4,448                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Golf Course Construction            | 816                | 3,287                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Golf Supplies                       | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Golf Tournament                     | 158                | 4,344                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| GPS Rental                          | 35                 | 4,955                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Graduation                          | 19                 | 5,101                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grain Brokers                       | 151                | 4,364                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grain Drying                        | 138                | 4,410                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grain Elevator                      | 876                | 3,227                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grain Elevator Construction         | 678                | 3,425                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grain Elevator Equipment            | 248                | 4,096                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grain Exchange                      | 32                 | 4,974                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grain Inspection                    | 44                 | 4,862                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Granite Fabrication                 | 52                 | 4,795                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grass Trimmers                      | 35                 | 4,955                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gravel                              | 17                 | 5,124                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grease Pumping                      | 532                | 3,615                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grease Seals                        | 187                | 4,262                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Green Products                      | 13                 | 5,182                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grinding Machine                    | 289                | 3,995                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grommet                             | 32                 | 4,974                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Grounds Maintenance                 | 2,281              | 2,452                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gum                                 | 40                 | 4,899                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gumming Service                     | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gymnastics                          | 45                 | 4,851                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Gypsum                              | 105                | 4,537                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hair Nets                           | 18                 | 5,112                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hamper Wholesale                    | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hand Dryers                         | 702                | 3,393                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>   | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmpls Settled</b> | <b>%</b>   | <b>Cmpls Not Settled</b> | <b>%</b>   | <b>Cmpls Unable To Pursue</b> | <b>%</b>  |
|----------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                     | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Handbag Repair                   | 80                 | 4,643                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Handkerchiefs                    | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Handle Manufacturers             | 130                | 4,435                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Handwriting Analysis             | 184                | 4,273                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hang Gliding                     | 515                | 3,640                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hat Cleaning                     | 109                | 4,521                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hawaiian Products                | 560                | 3,576                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hay Rides                        | 40                 | 4,899                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Health Lamps                     | 530                | 3,620                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Healthcare Linen Services        | 296                | 3,980                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hearse                           | 270                | 4,043                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Heat Exchanger                   | 770                | 3,320                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Heat Recovery System             | 165                | 4,321                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Heat Seal Equipment              | 27                 | 5,014                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Heat Sealing                     | 71                 | 4,683                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Heat Treating Equipment          | 151                | 4,364                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Heating and Cooling Demolition   | 135                | 4,422                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Helicopter                       | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Helicopter Charter               | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hematology                       | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hemophilia Pharmacy              | 39                 | 4,912                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hides                            | 179                | 4,284                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hobbies                          | 11                 | 5,208                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hoist                            | 945                | 3,166                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Home Consultant                  | 530                | 3,620                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Home Maintenance                 | 132                | 4,431                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Home Renovation                  | 265                | 4,057                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Home Services                    | 100                | 4,564                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Honeycomb Material               | 157                | 4,350                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Honing Machine                   | 80                 | 4,643                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hops                             | 22                 | 5,073                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Horse Trails                     | 18                 | 5,112                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hoses                            | 758                | 3,336                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hospital Equipment               | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hot Tub Supplies                 | 9                  | 5,229                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hot Tubs and Spas                | 4                  | 5,316                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| House Call                       | 761                | 3,331                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hunting                          | 44                 | 4,862                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hunting Guide                    | 139                | 4,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hydraulic Supplies               | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hydraulic Tools                  | 198                | 4,222                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hydrologist                      | 267                | 4,052                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hydroponics Supplies             | 8                  | 5,243                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hydrostatic Testing              | 49                 | 4,818                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hygiene Products                 | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hygrometer                       | 22                 | 5,073                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Hyperbaric Chamber               | 240                | 4,117                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ice Cream Cone Distributors      | 254                | 4,081                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ice Cream Manufacturers Supplies | 57                 | 4,764                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ice Cream Mix                    | 423                | 3,779                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ice Crushers                     | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ice Machine Repair               | 536                | 3,611                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ice Sculptures                   | 114                | 4,489                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ice Substitutes                  | 23                 | 5,061                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Identification Bureau            | 249                | 4,091                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Impregnating                   | 587                | 3,535                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Imprinting                     | 941                | 3,167                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| In Floor Heating               | 318                | 3,943                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Incinerator                    | 40                 | 4,899                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Incinerator Parts              | 6                  | 5,270                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Indexing Service               | 38                 | 4,926                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Individual Counselors          | 23                 | 5,061                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Induction Heating              | 256                | 4,074                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial                     | 2                  | 5,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial Ceramics            | 304                | 3,970                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial Diamond             | 112                | 4,497                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial Dryer               | 102                | 4,555                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial Dye                 | 29                 | 4,995                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial Equipment           | 333                | 3,911                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial Glass Beads         | 46                 | 4,842                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial Medicine            | 362                | 3,863                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial Power Processing    | 836                | 3,266                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial Rustproofing        | 151                | 4,364                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial Tape                | 356                | 3,871                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial Vacuum Cleaners     | 419                | 3,785                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Industrial Vibrators           | 51                 | 4,802                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Infrared Equipment             | 718                | 3,370                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Infrared Inspection            | 431                | 3,769                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Infusion Services              | 539                | 3,603                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Innovation                     | 2                  | 5,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Inspection                     | 112                | 4,497                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Institutional Library          | 71                 | 4,683                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Insulated Panels               | 272                | 4,040                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Intellectual Property Lawyer   | 1,899              | 2,594                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Interpreters                   | 77                 | 4,656                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Ironing Board                  | 26                 | 5,026                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Irrigation Installation        | 89                 | 4,604                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Ivory Products                 | 17                 | 5,124                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Jack Repair                    | 46                 | 4,842                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Jacks                          | 240                | 4,117                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Jade Products                  | 10                 | 5,220                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Jail Equipment                 | 69                 | 4,695                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Jalousie                       | 17                 | 5,124                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Jigs and Fixture Components    | 29                 | 4,995                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Jigs and Fixtures              | 42                 | 4,883                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Job Lot Merchandise            | 1                  | 5,406                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Key Holder                     | 104                | 4,544                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Keys                           | 1                  | 5,406                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Kiln                           | 277                | 4,028                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Kitchen                        | 214                | 4,185                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Kiteboarding                   | 75                 | 4,668                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Knitting Classes               | 185                | 4,269                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lab                            | 1                  | 5,406                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Labeling Equipment             | 681                | 3,419                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Labels                         | 337                | 3,906                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Labor Relations Consultant     | 609                | 3,498                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lacquer Manufacturers          | 54                 | 4,783                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Ladder Rental                  | 11                 | 5,208                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Laminated Structural Products  | 228                | 4,144                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Laminating Supplies            | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>          | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                            | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Lamp Repair                             | 193                | 4,243                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lamp Shade Cleaning                     | 31                 | 4,981                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lamp Shade Covers                       | 78                 | 4,652                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Land Leveling                           | 87                 | 4,615                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lanyards                                | 105                | 4,537                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lapidary                                | 93                 | 4,589                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Latex Liquids                           | 24                 | 5,046                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lath                                    | 73                 | 4,675                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lathing Contractors                     | 623                | 3,479                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Law Books                               | 116                | 4,481                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lawn                                    | 163                | 4,329                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lead Removal                            | 145                | 4,383                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lead Welding                            | 5                  | 5,290                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Leather Findings                        | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Leather Finish                          | 195                | 4,234                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Leather Finishes                        | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Leather Goods Repair                    | 2,456              | 2,392                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Legal                                   | 51                 | 4,802                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Legal Printing                          | 522                | 3,633                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lettershop Services                     | 227                | 4,152                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Light Fixture Cleaning                  | 189                | 4,257                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lighting Equipment                      | 25                 | 5,038                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lightning Protection                    | 1,939              | 2,580                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lime                                    | 80                 | 4,643                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Linoleum Manufacturers                  | 15                 | 5,148                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Linoleum Supplies                       | 5                  | 5,290                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Liquid Chiller                          | 142                | 4,393                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Liquid De-Icing                         | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Liquid or Dry Bulk Trucking             | 1,924              | 2,586                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Liquor Broker                           | 516                | 3,639                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lithographic Negative Plates            | 12                 | 5,191                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Livestock                               | 28                 | 5,005                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Livestock Appraisers                    | 2                  | 5,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Livestock Commission                    | 44                 | 4,862                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Livestock Equipment                     | 2                  | 5,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Livestock Feeding                       | 379                | 3,845                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Livestock Grooming                      | 20                 | 5,094                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Livestock Hauling                       | 426                | 3,775                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Livestock Order Buyers                  | 1                  | 5,406                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Livestock Spray                         | 1                  | 5,406                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Loading Dock Equipment                  | 1,208              | 2,967                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Logging Equipment                       | 1,422              | 2,840                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Luggage Manufacturers                   | 1                  | 5,406                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Lumber Inspector                        | 356                | 3,871                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Macaroni                                | 156                | 4,354                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Machinery Appraisal                     | 357                | 3,869                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Magazines - Back Number                 | 2                  | 5,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Magnetic Particle Inspection            | 31                 | 4,981                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Magnetic Particle Inspection Equipment  | 26                 | 5,026                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Managed Print Services                  | 831                | 3,273                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Manhole Covers                          | 44                 | 4,862                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Mannequins                              | 504                | 3,649                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Manufactured Offices & Commercial Units | 108                | 4,526                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Marble                                  | 22                 | 5,073                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Marble Installation                     | 31                 | 4,981                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>        | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|---------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                          | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Marijuana Grower                      | 220                | 4,172                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Marine Buoys                          | 184                | 4,273                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Marine Fuel                           | 22                 | 5,073                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Marine Pilot                          | 122                | 4,457                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Marine Supplies                       | 39                 | 4,912                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Marine Terminal                       | 193                | 4,243                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Marionette                            | 165                | 4,321                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mass Torts Lawyers                    | 659                | 3,447                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Masts                                 | 13                 | 5,182                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Matches                               | 30                 | 4,991                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mattress Cleaning                     | 55                 | 4,775                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mattress Renovation                   | 833                | 3,271                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mayonnaise                            | 87                 | 4,615                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Measuring Tape                        | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mechanical Packing                    | 118                | 4,473                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Medical Transcription                 | 7,490              | 1,532                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Medical Truss                         | 132                | 4,431                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Medicare Supplement                   | 3,918              | 2,046                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Memorabilia                           | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mesothelioma Lawyer                   | 797                | 3,302                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metal Boxes                           | 51                 | 4,802                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metal Cladding                        | 693                | 3,402                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metal Cleaning Equipment              | 45                 | 4,851                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metal Cleaning Machines               | 29                 | 4,995                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metal Forming                         | 767                | 3,325                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metal Sawing                          | 117                | 4,477                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metal Spinning                        | 344                | 3,892                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metal Stamping                        | 3,021              | 2,242                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metal Stamping Machine                | 117                | 4,477                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metal Tanks                           | 1,484              | 2,804                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metal Tubing                          | 499                | 3,661                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metalizing Equipment                  | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metallizing                           | 139                | 4,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metallurgy Equipment                  | 11                 | 5,208                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metaphysical Supplies                 | 512                | 3,643                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Metaphysician                         | 238                | 4,121                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Meteorological Consultants            | 42                 | 4,883                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Meteorological Instruments            | 40                 | 4,899                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Meter Repair                          | 411                | 3,791                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mexican Imports                       | 127                | 4,444                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mezzanines                            | 10                 | 5,220                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Microfilm Equipment                   | 318                | 3,943                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Micrometer                            | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Microwave Communications              | 594                | 3,524                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Microwave Dealers                     | 25                 | 5,038                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Microwave Oven Manufacturers          | 10                 | 5,220                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Microwave Parts                       | 22                 | 5,073                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mildew Removal                        | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Millinery - Retail                    | 13                 | 5,182                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Millinery - Wholesale & Manufacturers | 13                 | 5,182                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Millinery Supplies                    | 11                 | 5,208                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Milling Cutters                       | 31                 | 4,981                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Milling Machine                       | 675                | 3,431                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Millwrights                           | 1,948              | 2,576                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mining Consultants                    | 356                | 3,871                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |



**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>              | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                                | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Mining Development                          | 60                 | 4,746                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mirror Cleaning                             | 83                 | 4,632                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Missile and Rocket Components               | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Missile and Rocket Research and Development | 423                | 3,779                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Missile Manufacturing                       | 52                 | 4,795                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Missing Person Services                     | 133                | 4,430                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mobile Truck Service                        | 6                  | 5,270                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Molasses                                    | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mold Remediation                            | 268                | 4,047                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Money Transfers                             | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Monorail                                    | 4                  | 5,316                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Monument Cleaning                           | 129                | 4,437                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Moorage                                     | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Moth Prevention                             | 41                 | 4,890                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Motion Picture Equipment                    | 168                | 4,312                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Motion Picture Equipment Repair             | 19                 | 5,101                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Motion Picture Film Storage                 | 35                 | 4,955                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Motion Picture Laboratories                 | 11                 | 5,208                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Motion Picture Representatives              | 58                 | 4,757                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Motion Picture Research                     | 29                 | 4,995                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Motion Picture Technicians                  | 17                 | 5,124                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Motor Laminations                           | 21                 | 5,083                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Mountain Climbing                           | 579                | 3,544                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Music Arranger                              | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Music Box                                   | 715                | 3,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Music Copyist                               | 296                | 3,980                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Music Writing Supplies                      | 110                | 4,510                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Musical Instrument Manufacturers            | 23                 | 5,061                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Myotherapy                                  | 75                 | 4,668                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Nail Machine                                | 16                 | 5,137                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Name Plates                                 | 192                | 4,249                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Natural Stone Restoration                   | 47                 | 4,835                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Nautical Instruments                        | 112                | 4,497                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Naval Architect                             | 111                | 4,503                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Naval Stores                                | 27                 | 5,014                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Navigation Consultants                      | 279                | 4,022                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Neckwear                                    | 549                | 3,583                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Needles                                     | 62                 | 4,734                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Nets  | 596                | 3,521                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Night Vision Equipment                      | 186                | 4,267                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| No Change                                   | 90                 | 4,600                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Non - Woven Fabrics                         | 122                | 4,457                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Noodles                                     | 98                 | 4,572                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Notions                                     | 56                 | 4,769                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Novelty Telegrams                           | 337                | 3,906                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Nozzle                                      | 102                | 4,555                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Nuclear Reactor Manufacturers               | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Nudist Camp                                 | 265                | 4,057                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Nudist Community                            | 110                | 4,510                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Nursing Home Neglect Lawyers                | 125                | 4,448                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Nut Cracking Machine                        | 106                | 4,534                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Nylon Fabric                                | 39                 | 4,912                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| O-Ring                                      | 320                | 3,934                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oceanographer                               | 9                  | 5,229                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oceanographic Equipment                     | 63                 | 4,729                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Office Documents               | 26                 | 5,026                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Office Furniture Repair        | 1,798              | 2,650                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Office Layout                  | 569                | 3,559                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Office Services                | 62                 | 4,734                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Offset Printing Repair         | 15                 | 5,148                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Additive Manufacturer      | 947                | 3,163                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Hole Covers                | 9                  | 5,229                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Operators                  | 889                | 3,213                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Properties                 | 875                | 3,230                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Report                     | 70                 | 4,687                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Seed                       | 36                 | 4,946                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Well Cementing             | 217                | 4,177                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Well Drilling              | 2,125              | 2,506                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Well Equipment Rentals     | 348                | 3,887                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Well Fishing Tools         | 191                | 4,251                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Well Logging               | 176                | 4,293                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Well Services              | 2,706              | 2,328                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Well Supplies              | 924                | 3,182                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oil Well Surveyors             | 80                 | 4,643                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oilcloth                       | 7                  | 5,260                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oilfield                       | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oilfield Consultant            | 1,854              | 2,628                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oilfield Hauling               | 2,330              | 2,432                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oilfield Supplies              | 1,272              | 2,928                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Olive                          | 110                | 4,510                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Online Dance Classes           | 24                 | 5,046                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Optometric Information Bureaus | 85                 | 4,623                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Orchard Supplies               | 48                 | 4,825                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Orchid Growers                 | 249                | 4,091                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ore                            | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Organ and Tissue Donation      | 3,271              | 2,175                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Organization                   | 30                 | 4,991                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Oven Repair                    | 273                | 4,037                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paging Service                 | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paint Remover Manufacturers    | 109                | 4,521                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paneling                       | 992                | 3,118                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paper Boxes                    | 609                | 3,498                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paper Brokers                  | 113                | 4,494                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paper Converters               | 294                | 3,985                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paper Cutting Machine          | 39                 | 4,912                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paper Hanger                   | 718                | 3,370                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paper Mill Machinery           | 44                 | 4,862                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paper Mill Supplies            | 15                 | 5,148                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paper Perfuming                | 15                 | 5,148                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paper Shredder                 | 276                | 4,030                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paper Towels                   | 48                 | 4,825                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paper Tubes                    | 160                | 4,339                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Paper Waste                    | 60                 | 4,746                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Parade Floats                  | 33                 | 4,970                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Parasailing                    | 8                  | 5,243                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pardon Services                | 103                | 4,552                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Parking Meters                 | 50                 | 4,812                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Passive Home Building          | 36                 | 4,946                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pattern Makers Supplies        | 6                  | 5,270                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Patty Machine                  | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>        | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|---------------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                          | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Pavement Equipment                    | 228                | 4,144                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Paving Equipment                      | 743                | 3,351                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Payment                               | 5                  | 5,290                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pennants                              | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Perforated Materials                  | 77                 | 4,656                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Perforating Machine                   | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Perfume Raw Materials                 | 40                 | 4,899                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Personal Service Bureaus              | 114                | 4,489                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Personalization                       | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pewter                                | 89                 | 4,604                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pewterware                            | 16                 | 5,137                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Phlebotomy Certification              | 1,322              | 2,899                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Phone Book Cover Advertising          | 101                | 4,560                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Photo Copying                         | 253                | 4,084                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Photo Developing                      | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Photo Engraving                       | 58                 | 4,757                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Photoelectric Cell                    | 62                 | 4,734                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Photographic Research                 | 746                | 3,347                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Photoluminescent Signs                | 105                | 4,537                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Piano Parts                           | 46                 | 4,842                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Piano Repair                          | 9                  | 5,229                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Picnic Grounds                        | 17                 | 5,124                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Picture Hanger Manufacturers          | 17                 | 5,124                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Picture Hanging                       | 289                | 3,995                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Picture Restoration                   | 419                | 3,785                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pie                                   | 448                | 3,738                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pile Driving Equipment                | 24                 | 5,046                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Piling                                | 285                | 4,007                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pillow Renovation                     | 16                 | 5,137                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pilot Car Services                    | 637                | 3,463                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pin Cotter                            | 2                  | 5,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe                                  | 3,385              | 2,147                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe and Boiler Covering Contractors  | 595                | 3,522                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe and Boiler Covering Materials    | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe Bending                          | 753                | 3,339                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe Cutting and Threading            | 145                | 4,383                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe Cutting Tools                    | 53                 | 4,788                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe Fitter                           | 1,188              | 2,984                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe Hangers                          | 54                 | 4,783                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe Joint Compound                   | 14                 | 5,164                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe Line Companies                   | 1,389              | 2,860                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe Line Equipment                   | 635                | 3,466                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe Locating Equipment               | 83                 | 4,632                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe Sealing                          | 263                | 4,062                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe Thawing                          | 115                | 4,485                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pipe Thread Protector                 | 17                 | 5,124                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Pivot                                 | 86                 | 4,620                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Places to Visit                       | 2                  | 5,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Plant Maintenance Shutdown Contractor | 106                | 4,534                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Plaster Craft Supplies                | 118                | 4,473                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Plasterboard                          | 373                | 3,849                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Plasterers Equipment & Supplies       | 8                  | 5,243                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Plastic Boxes                         | 295                | 3,984                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Plastic Extruder                      | 789                | 3,310                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Plastic Forming                       | 527                | 3,623                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>    | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|-----------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                      | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Plastic Laminates                 | 250                | 4,089                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Plastic Scrap                     | 320                | 3,934                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Plastic Supply                    | 145                | 4,383                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Plastics                          | 43                 | 4,875                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Plastics Machinery                | 382                | 3,840                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Plate Glass                       | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pleating Machine                  | 162                | 4,334                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Plumbing Supplies                 | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pneumatic Equipment Components    | 474                | 3,693                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pneumatic Tube Systems            | 145                | 4,383                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Podiatrist Referral               | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Poison Control                    | 33                 | 4,970                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pole Line Contractors             | 204                | 4,206                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pole Line Hardware                | 6                  | 5,270                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Poles                             | 140                | 4,402                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Polishes                          | 370                | 3,855                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Polyethylene                      | 525                | 3,628                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pool Cover Sale                   | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pool Equipment                    | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pool Kits                         | 122                | 4,457                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pool Leak Repair                  | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pool Removal                      | 680                | 3,421                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pop-Up Store                      | 44                 | 4,862                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Porcelain Enameling               | 49                 | 4,818                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Porcelain Products                | 298                | 3,977                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Poultry Brokers                   | 149                | 4,374                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Poultry Retail                    | 283                | 4,012                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Power Plant Consultants           | 564                | 3,568                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Power Plant Equipment Repairs     | 275                | 4,033                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Power Press                       | 64                 | 4,720                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Power Shovel                      | 20                 | 5,094                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Power Sweeper                     | 625                | 3,476                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Power Take Off                    | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pre Kindergarten                  | 67                 | 4,702                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Precious Metal Dealer             | 215                | 4,183                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Precious Metals Products          | 1,441              | 2,832                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Precious Stones                   | 1,652              | 2,724                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Precision Grinding                | 651                | 3,451                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Prefabricated Chimney             | 19                 | 5,101                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Premium Goods                     | 18                 | 5,112                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Preservation and Restoration      | 28                 | 5,005                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pressure Sensitive Adhesive Paper | 243                | 4,110                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pressure Vessel                   | 152                | 4,363                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pressurization Equipment          | 77                 | 4,656                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Prestressed Concrete              | 621                | 3,484                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Price Marking                     | 268                | 4,047                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Print Cutters                     | 28                 | 5,005                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Printed and Etched Circuits       | 869                | 3,236                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Printing Plates                   | 110                | 4,510                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Printing Rollers                  | 105                | 4,537                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Private Squash Courts             | 110                | 4,510                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Processed Potatoes                | 120                | 4,466                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Product Liability Lawyer          | 1,155              | 3,006                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Prosthetic Eye                    | 268                | 4,047                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Public Library                    | 1,015              | 3,104                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>       | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmpls Settled</b> | <b>%</b>   | <b>Cmpls Not Settled</b> | <b>%</b>   | <b>Cmpls Unable To Pursue</b> | <b>%</b>  |
|--------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                         | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Public Sector Consultants            | 580                | 3,542                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Public Speaking Classes              | 895                | 3,208                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Public Works and Government Services | 16                 | 5,137                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Publication                          | 248                | 4,096                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pulley                               | 55                 | 4,775                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pulp Products                        | 97                 | 4,577                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pump Parts                           | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Pump Supplies                        | 678                | 3,425                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Punch Press                          | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Punches                              | 18                 | 5,112                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Racquetball Court Construction       | 48                 | 4,825                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Racquetball Equipment                | 42                 | 4,883                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Radiation Protection                 | 37                 | 4,933                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Radio Direction Finder               | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Radio Program Surveys                | 10                 | 5,220                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Radio Rentals                        | 162                | 4,334                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Radio Station Equipment              | 213                | 4,188                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Radioactivity Instruments            | 36                 | 4,946                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Railroad Car Leasing                 | 196                | 4,231                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Railroad Car Manufacturers           | 275                | 4,033                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Railroad Equipment                   | 1,364              | 2,873                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Railroad Freight                     | 545                | 3,589                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Railroad Ties Dealers                | 202                | 4,210                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rainwater Harvesting System          | 611                | 3,496                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rainwear                             | 94                 | 4,583                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ravioli                              | 31                 | 4,981                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Raw Flavoring Extracts               | 692                | 3,403                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rayon Fabrics                        | 15                 | 5,148                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Re-refined Oil                       | 17                 | 5,124                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Reclaiming Chemicals                 | 105                | 4,537                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Recreation Program Consultants       | 98                 | 4,572                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rectifiers - Liquor                  | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Reels                                | 193                | 4,243                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Reflectors                           | 15                 | 5,148                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Refractory                           | 614                | 3,493                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Refrigeration                        | 128                | 4,440                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Reinforced Plastic                   | 111                | 4,503                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rent to Own Furniture                | 8                  | 5,243                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Resilvering Mirrors                  | 62                 | 4,734                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rest Home Information and Placement  | 156                | 4,354                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Retaining Ring                       | 24                 | 5,046                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Retreat Facilities                   | 320                | 3,934                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ribbon Printing                      | 88                 | 4,609                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rice                                 | 198                | 4,222                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Riding Academy                       | 881                | 3,225                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Riggers                              | 1,032              | 3,094                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Riggers Equipment and Supplies       | 890                | 3,212                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Right of Way Acquisition Services    | 450                | 3,732                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ringtones                            | 37                 | 4,933                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rivets                               | 70                 | 4,687                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Road Building                        | 136                | 4,416                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Road Oil                             | 34                 | 4,965                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rockfall Mitigation                  | 26                 | 5,026                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rollers                              | 141                | 4,399                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rolling Mill                         | 31                 | 4,981                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>   | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmpls Settled</b> | <b>%</b>   | <b>Cmpls Not Settled</b> | <b>%</b>   | <b>Cmpls Unable To Pursue</b> | <b>%</b>  |
|----------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                     | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Rope Splicing                    | 8                  | 5,243                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rotogravure Printing             | 27                 | 5,014                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Routing Services                 | 201                | 4,213                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rubber Bands                     | 162                | 4,334                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rubber Tracks                    | 222                | 4,165                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rubber Working Machinery         | 54                 | 4,783                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Rug Weavers                      | 885                | 3,218                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ruler                            | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| RV Service                       | 16                 | 5,137                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Safe Deposit Box Rental          | 690                | 3,408                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Safe Repair                      | 184                | 4,273                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Safety                           | 37                 | 4,933                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Safety Can                       | 22                 | 5,073                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Safety Pins                      | 787                | 3,311                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Salad                            | 112                | 4,497                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sales                            | 33                 | 4,970                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Salvage Merchandise              | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sample Books                     | 37                 | 4,933                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sample Case                      | 88                 | 4,609                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sandblasting Equipment           | 985                | 3,128                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sanitary Napkins                 | 27                 | 5,014                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sanitation                       | 16                 | 5,137                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sash Operating Devices           | 139                | 4,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Satellite Equipment              | 180                | 4,283                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sausage Casing                   | 42                 | 4,883                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sawdust                          | 198                | 4,222                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Scaffolding                      | 3,125              | 2,211                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Scale Repair                     | 388                | 3,830                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Scenery Studio                   | 84                 | 4,629                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| School Lunches                   | 346                | 3,890                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Science                          | 16                 | 5,137                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Scientific Recording Instruments | 328                | 3,921                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Scoreboard                       | 499                | 3,661                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Scrap Rubber                     | 348                | 3,887                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Screen Company                   | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Screening Equipment              | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Screw                            | 248                | 4,096                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Screw Machine                    | 67                 | 4,702                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Screw Machine Products           | 932                | 3,175                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Screw Threads                    | 7                  | 5,260                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Secondary School                 | 568                | 3,562                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Securities Attorney              | 170                | 4,309                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Seed Cleaning Equipment          | 208                | 4,200                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Seeds                            | 49                 | 4,818                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Seismic Equipment                | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Seismic Retrofit                 | 656                | 3,448                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Seismograph Service              | 52                 | 4,795                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Service Station Supplies         | 193                | 4,243                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sewer Pipe                       | 270                | 4,043                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sewing Machine Service           | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sewing Machine Supplies          | 8                  | 5,243                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shade Sails                      | 93                 | 4,589                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sheepskin Specialties            | 323                | 3,923                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sheet Metal Supplies             | 22                 | 5,073                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shims                            | 61                 | 4,738                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmpls Settled</b> | <b>%</b>   | <b>Cmpls Not Settled</b> | <b>%</b>   | <b>Cmpls Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Ship Chandler                  | 61                 | 4,738                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ship Cleaning                  | 6                  | 5,270                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ship Register                  | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ship Wreckers                  | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shirts                         | 7                  | 5,260                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shock Absorber                 | 73                 | 4,675                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shoe Dyers                     | 27                 | 5,014                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shoe Laces                     | 15                 | 5,148                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shoe Machinery                 | 67                 | 4,702                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shoe Tree                      | 27                 | 5,014                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shopping Carts                 | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shot Peening                   | 67                 | 4,702                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shower                         | 40                 | 4,899                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shower Curtain Manufacturers   | 109                | 4,521                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shower Enclosures              | 53                 | 4,788                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Shower Pan Replacement         | 462                | 3,709                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Signals                        | 143                | 4,390                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Silage Cover                   | 60                 | 4,746                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Silicone                       | 194                | 4,239                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Silk Manufacturers             | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Skeet Range                    | 41                 | 4,890                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ski Lift Equipment             | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Slides and Film Strips         | 234                | 4,130                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Smelting Equipment             | 82                 | 4,636                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Smoke Abatement Equipment      | 17                 | 5,124                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Smoke Alarms                   | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Smoke Stack                    | 96                 | 4,579                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Smoking Products               | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Snow Making Machine            | 11                 | 5,208                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Snow Melting Systems           | 246                | 4,103                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Soap                           | 112                | 4,497                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Soap Dispenser                 | 89                 | 4,604                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Social Security Lawyers        | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Soda Fountain Repair           | 61                 | 4,738                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Soffit and Fascia              | 283                | 4,012                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Soil                           | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Soil Conditioner               | 600                | 3,512                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Soil Conservation Service      | 525                | 3,628                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Soil Solidification            | 233                | 4,133                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Solder                         | 9                  | 5,229                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Solvent                        | 110                | 4,510                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Solvent Reclaiming             | 10                 | 5,220                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sorting Machine                | 456                | 3,721                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sound Effect Records           | 298                | 3,977                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sound Equipment                | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sound Level Testing            | 46                 | 4,842                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Speed Reducer                  | 42                 | 4,883                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sperm Bank                     | 2,546              | 2,367                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Spill Control Equipment        | 163                | 4,329                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Spill Control Service          | 44                 | 4,862                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Spires                         | 45                 | 4,851                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Spool                          | 37                 | 4,933                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sports Manager                 | 4                  | 5,316                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Spray On Siding                | 448                | 3,738                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Sprocket                       | 20                 | 5,094                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Square Dance Clothes           | 63                 | 4,729                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stabilizer                     | 102                | 4,555                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stake                          | 61                 | 4,738                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stamp Machine                  | 60                 | 4,746                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stamp Pad                      | 37                 | 4,933                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stamped Concrete               | 45                 | 4,851                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Staples                        | 18                 | 5,112                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| State Fairs                    | 241                | 4,115                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Static Control                 | 75                 | 4,668                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Statuary                       | 402                | 3,804                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Steam Cleaning - Automotive    | 26                 | 5,026                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Steam Generator                | 136                | 4,416                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Steamship Companies            | 78                 | 4,652                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Steel                          | 3                  | 5,346                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Steel Distributors             | 44                 | 4,862                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Steel Processing               | 3,368              | 2,151                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Steel Stamps                   | 13                 | 5,182                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Steeple Jack                   | 207                | 4,202                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stem Cell Nutrition            | 1,085              | 3,062                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stencil Cutting Machine        | 10                 | 5,220                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stenograph Machine             | 59                 | 4,751                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stenographer                   | 599                | 3,516                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Sterilizing Equipment          | 104                | 4,544                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Sterilizing Service            | 48                 | 4,825                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stevedoring Contractors        | 134                | 4,426                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stockyards                     | 68                 | 4,698                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stone Slinger                  | 171                | 4,307                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stool                          | 171                | 4,307                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Store Front                    | 238                | 4,121                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Strainer Manufactures          | 9                  | 5,229                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Strapping                      | 288                | 3,999                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Street Lighting                | 1,084              | 3,064                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Structural Imaging             | 56                 | 4,769                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Structural Steel Detailing     | 3,280              | 2,172                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Stucco Manufacturers           | 278                | 4,025                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Sugary Refinery                | 87                 | 4,615                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Sump Pump Contractors          | 1,254              | 2,941                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Sunroof                        | 616                | 3,490                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Surety Bonds                   | 668                | 3,439                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Surface Plate                  | 92                 | 4,593                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Swap Shop                      | 527                | 3,623                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Sweater Trimming Services      | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Sweaters                       | 55                 | 4,775                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Synagogue                      | 190                | 4,254                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Syrup                          | 309                | 3,960                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| System Testing                 | 91                 | 4,597                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Table Tennis Equipment         | 351                | 3,882                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Table Tennis Facilities        | 39                 | 4,912                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Tableting Machine              | 7                  | 5,260                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Tachometer                     | 2                  | 5,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Tags                           | 24                 | 5,046                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Tailor Supplies                | 52                 | 4,795                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Tailoring Classes              | 24                 | 5,046                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Talent                         | 5                  | 5,290                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Tank Cleaning                  | 1,062              | 3,079                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |



**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>            | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                              | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Tank Heads                                | 57                 | 4,764                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tanning Supplies                          | 339                | 3,902                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tape Dispenser                            | 233                | 4,133                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tape Recorder Parts                       | 8                  | 5,243                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tape Recorder Repair                      | 200                | 4,218                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tape Recorder Wholesale and Manufacturers | 89                 | 4,604                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tariff Bureaus                            | 7                  | 5,260                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tax Representative                        | 187                | 4,262                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tear Gas                                  | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Telegraph Service                         | 460                | 3,712                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Telemetry Equipment                       | 18                 | 5,112                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Telephone 900 Number Resellers            | 229                | 4,139                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Telephone Installation                    | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Teletypewriter                            | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Teletypewriters Message Service           | 109                | 4,521                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Television Station Reps                   | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Templates                                 | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tennis Court Construction                 | 2,749              | 2,316                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tennis Court Enclosures                   | 9                  | 5,229                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tennis Court Resurfacing                  | 312                | 3,953                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tennis Stringing Machine                  | 2                  | 5,376                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Terra Cotta                               | 18                 | 5,112                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Terrazzo                                  | 343                | 3,895                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Terrazzo Supplies                         | 23                 | 5,061                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Textile Converting                        | 174                | 4,298                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Textile Engravers                         | 85                 | 4,623                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Textile Fibers                            | 987                | 3,125                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Theatrical Makeup                         | 154                | 4,359                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Thermal Remediation                       | 99                 | 4,567                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Thermocouple                              | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Thermographer                             | 115                | 4,485                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Thermometer                               | 70                 | 4,687                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Thread                                    | 126                | 4,447                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Thread Rolling                            | 39                 | 4,912                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Threaded Rod                              | 188                | 4,260                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ticket Issuing Machines                   | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Ticket Printer                            | 7                  | 5,260                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Timber Framing                            | 1,222              | 2,961                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Time Share Computers                      | 18                 | 5,112                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Time Stamps                               | 91                 | 4,597                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Timing Devices                            | 140                | 4,402                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tin                                       | 15                 | 5,148                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tinning                                   | 47                 | 4,835                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Titanium                                  | 57                 | 4,764                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Titling Service                           | 42                 | 4,883                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tobacco Buyers                            | 55                 | 4,775                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tobacco Growers                           | 27                 | 5,014                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tobacco Warehouse                         | 208                | 4,200                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tool Design                               | 904                | 3,201                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tool Salvage                              | 241                | 4,115                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tortilla Equipment                        | 51                 | 4,802                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Touch Up Artist                           | 32                 | 4,974                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tourist Home                              | 464                | 3,704                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Tractor Work                              | 495                | 3,665                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Trade Associations                        | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>                     | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmppls Settled</b> | <b>%</b>   | <b>Cmppls Not Settled</b> | <b>%</b>   | <b>Cmppls Unable To Pursue</b> | <b>%</b>  |
|--|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| <b>TOTAL</b>                                       | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>        | <b>79%</b> | <b>151,369</b>            | <b>19%</b> | <b>14,238</b>                  | <b>2%</b> |
| Trademark Infringement Investigators               | 67                 | 4,702                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Traffic Control Service                            | 2,472              | 2,384                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Transformers                                       | 561                | 3,575                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Travelers Checks                                   | 160                | 4,339                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Tree Climbing Training                             | 19                 | 5,101                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Trike Conversions, Sales & Service                 | 565                | 3,567                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Truck Equipment                                    | 2                  | 5,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Truck Permits                                      | 1,587              | 2,751                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Truck Terminal                                     | 128                | 4,440                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Truck Wash Equipment                               | 443                | 3,744                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Trust Attorney                                     | 2                  | 5,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Tube Cleaning                                      | 26                 | 5,026                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Tube Fittings                                      | 196                | 4,231                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Tubing   | 6                  | 5,270                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Tunneling Contractors                              | 216                | 4,179                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Turbine  | 711                | 3,384                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Turnstile  | 61                 | 4,738                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Twine  | 45                 | 4,851                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Typesetting  | 446                | 3,742                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Typographer  | 856                | 3,246                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Underground Structural Support                     | 569                | 3,559                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Union Employment Service                           | 218                | 4,176                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Universal Joint                                    | 4                  | 5,316                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Used Boxes   | 39                 | 4,912                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Used Brick   | 85                 | 4,623                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Used Drums   | 110                | 4,510                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Used Office Equipment                              | 31                 | 4,981                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Used Pipe  | 21                 | 5,083                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Used Plumbing Supplies                             | 195                | 4,234                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Used Steel   | 85                 | 4,623                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Used Store Fixtures                                | 35                 | 4,955                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Used Tanks   | 5                  | 5,290                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Utility Tax Refunds for Manufacturers and Business | 120                | 4,466                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Vacuum Coating                                     | 103                | 4,552                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Vacuum Systems                                     | 24                 | 5,046                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Variable Speed Drive                               | 79                 | 4,651                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Venetian Blind Repair                              | 52                 | 4,795                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Vermiculite  | 24                 | 5,046                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Veteran Charities                                  | 8                  | 5,243                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Veterinary Neurology                               | 2                  | 5,376                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Veterinary Preventative Medicine                   | 878                | 3,226                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Vial   | 76                 | 4,663                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Vibration Control                                  | 105                | 4,537                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Vibration Measurement                              | 225                | 4,158                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Video Equipment Parts                              | 391                | 3,818                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Vinyl Doors  | 25                 | 5,038                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Visual Control Systems                             | 93                 | 4,589                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Visually Impaired Products                         | 128                | 4,440                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Voting Equipment                                   | 244                | 4,107                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Wait Staff   | 104                | 4,544                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Wall Beds  | 150                | 4,372                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Wall Cleaning                                      | 307                | 3,963                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Wall Texturizing                                   | 440                | 3,751                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Wallpaper Removal                                  | 872                | 3,234                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |
| Wallpaper Supplies                                 | 24                 | 5,046                    | 0                 | 4,057                     | 0                     | 0%         | 0                         | 0%         | 0                              | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b>     | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>CmpIs Settled</b> | <b>%</b>   | <b>CmpIs Not Settled</b> | <b>%</b>   | <b>CmpIs Unable To Pursue</b> | <b>%</b>  |
|------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                       | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Washer Dryer Rental                | 39                 | 4,912                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Waste Compactor Manufacturer       | 24                 | 5,046                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Watchmaker Supplies                | 75                 | 4,668                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Water Craft Repair                 | 222                | 4,165                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Water Heater Parts                 | 492                | 3,669                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Water Well Service                 | 4                  | 5,316                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Water Works Equipment and Supplies | 597                | 3,519                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Waterbed Dealers                   | 1,433              | 2,835                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Waterbed Manufacturers             | 73                 | 4,675                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Weaving                            | 102                | 4,555                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Weaving Supplies                   | 95                 | 4,581                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Weighers                           | 166                | 4,319                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Welding Equipment Repair           | 1,797              | 2,652                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Welding Inspector                  | 305                | 3,968                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Bedding                  | 271                | 4,041                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Caps                     | 25                 | 5,038                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Cosmetics                | 39                 | 4,912                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Cotton                   | 202                | 4,210                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Curtains                 | 144                | 4,389                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Dolls                    | 73                 | 4,675                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Drapery                  | 216                | 4,179                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Dress Forms              | 110                | 4,510                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Easels                   | 53                 | 4,788                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Fur Cleaning and Dyeing  | 38                 | 4,926                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Lamp Shades              | 108                | 4,526                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Linens                   | 5                  | 5,290                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Notions                  | 204                | 4,206                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Office Equipment         | 6                  | 5,270                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Pencils                  | 371                | 3,853                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Plumbing Fixtures        | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Railroad Ties            | 23                 | 5,061                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Silk                     | 157                | 4,350                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Souvenirs                | 211                | 4,194                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Sportswear               | 3                  | 5,346                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wholesale Washer and Dryer         | 17                 | 5,124                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wickless Candles                   | 544                | 3,593                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wildlife Sanctuary                 | 267                | 4,052                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Will Attorney                      | 85                 | 4,623                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Winches                            | 105                | 4,537                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Winding Machine                    | 23                 | 5,061                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Windmill                           | 294                | 3,985                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Window Cleaning Equipment          | 11                 | 5,208                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Window Cleaning Supplies           | 568                | 3,562                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Window Shade Cleaning              | 1,361              | 2,875                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wiping Cloths                      | 284                | 4,009                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wire Mesh                          | 76                 | 4,663                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wire Rope                          | 339                | 3,902                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wire Straighten & Cut              | 14                 | 5,164                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wire Strippers                     | 34                 | 4,965                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wood Technologist                  | 220                | 4,172                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wood Windows                       | 835                | 3,269                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wooded Boxes                       | 335                | 3,910                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wooden Tank                        | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Woodworking Supplies               | 7                  | 5,260                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Wool                               | 233                | 4,133                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |

**US BBB 2017 STATISTICS SORTED BY COMPLAINTS**

| <b>Industry Classification</b> | <b>Inquiries</b>   | <b>Rank by Inquiries</b> | <b>Complaints</b> | <b>Rank by Complaints</b> | <b>Cmpls Settled</b> | <b>%</b>   | <b>Cmpls Not Settled</b> | <b>%</b>   | <b>Cmpls Unable To Pursue</b> | <b>%</b>  |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| <b>TOTAL</b>                   | <b>145,183,427</b> |                          | <b>799,502</b>    |                           | <b>633,894</b>       | <b>79%</b> | <b>151,369</b>           | <b>19%</b> | <b>14,238</b>                 | <b>2%</b> |
| Wool Products                  | 75                 | 4,668                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Word Process System Consultant | 119                | 4,470                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| X-Ray Duplicating              | 108                | 4,526                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Yarn Manufacturers             | 1                  | 5,406                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Yoga Classes                   | 4                  | 5,316                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Yoga Studio                    | 12                 | 5,191                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Zinc Oxide                     | 4                  | 5,316                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Zip Ties                       | 20                 | 5,094                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |
| Zipper Repair                  | 35                 | 4,955                    | 0                 | 4,057                     | 0                    | 0%         | 0                        | 0%         | 0                             | 0%        |