Better Business Bureau Serving Greater Maryland

Since the first Better Business Bureau® opened in 1912 and locally in 1917, BBB has become an authority on trust in the marketplace. BBB serving Greater Maryland upholds high standards for marketplace behavior and provides objective, unbiased information on businesses and charities in Baltimore City and 18 MD counties.

Your BBB, a 501c6 non-profit, together with the help of BBB Educational Foundation, a 501c3 charitable organization, provided nearly 3.5 million instances of service last year.

Vision...
an ethical marketplace where buyers and seller can trust each other.

Mission...
to be the leader in advancing marketplace trust.

BBB accomplishes its mission by:
- Creating a community of trustworthy businesses
- Setting standards for marketplace trust
- Encouraging and supporting best practices
- Celebrating marketplace role models, and;
- Denouncing substandard marketplace behavior

2013 Activity Highlights

- **3,470,604 pageviews** (1,109,229 unique visitors)
- **35,126 local business reviews** posted
- **7,023 complaints handled**
- **2,299 businesses accredited**
- **1,687 media mentions**
- **1,300+ consumers protected** through BBB Shred Day
- **419 Marylanders educated** in Outsmarting Investment Fraud
- **234 advertisements challenged**
- **63 investigations conducted**
Financial Snapshot

**Contributions** $1,444,676

**Program Revenue** $46,647

**Investment Income** $925

**Other Revenue** $58,829

**Salaries & Benefits** $842,049

**Other Expenses** $632,568

**Total Revenue** $1,551,077

**Total Expenses** $1,475,517

**Balance** $75,560

**Total Assets** $576,045

**Total Liabilities** $<40,729>

**Net Assets** $535,316

### Contribution Detail
- Dues: $1,310,498
- Fundraising: $71,128
- Other: $63,050

### Expense Detail
- Programs: $1,144,574
- Management: $267,659
- Fundraising: $0

### Board of Directors

**Executive Committee**
- John F. Von Paris, Chairman
  - President, Von Paris Moving & Storage
- Larry Taylor, Past Chair
  - Director COR Sales, AT&T Mobility
- Keith F. Novak, Treasurer
  - Partner, Clifton Larson Allen LLP
- Angie Barnett, Secretary/President
  - President & CEO, BBB serving Greater MD

**BBBEF Chair**
- Ellie Meyd
  - Vice President (retired 2014), Atlantic Financial Federal Credit Union

**Tommie Tarsell**
- President, Tomco Insurance Corporation

**Dr. Shohreh Kaynama**
- Dean, College of Business & Economics, Towson University

**Directors**
- Sandra Bosley-Betsill
  - Owner, Homewatch CareGivers
- Len Bush
  - Owner, Len the Plumber
- Ronald N. Carstens, Jr.
  - Director-Customer Planning, Baltimore Gas & Electric
- Diane Devaney
  - President, Devaney & Associates
- Kate Edwards
  - Director of Financial Services, Hague Quality Water of MD Inc.
- Michael D. Evans
  - Chief Underwriting Officer, Frederick Mutual Insurance Co.
- Jason Goldsmith
  - CEO, CARCHEX
- Elisabeth Albert Hayes
  - VP Investments, Chapin Davis Investments

**Brian Hubbard**
- Vice President, Kelly Benefit Strategies

**Bill Hurley**
- Vice President, Bray & Scarff Inc.

**Kate Kasabula**
- Senior Manager Client Services, Baltimore Ravens

**Ed Lindholm**
- Project Manager, The Whiting-Turner Contracting Co.

**Amy Janssen Lucky**
- Vice President, GTL Remodeling, Inc.

**Lisa Manzone**
- V.P. Compensation & Benefits, McCormick & Co., Inc.

**John Martindale**
- CEO, Brothers Services Company

**Melissa McGuire**
- Owner, Law Office of Melissa Menkel McGuire

**Doug Meekins**
- General Manager, Brooks-Huff Tire & Auto Centers

**Jeff Plummer**
- Secretary/Treasurer Owner, S & L Productions, Inc.

**Tom Rayner**
- President, Plumb Construction Company, Inc.

**Jorge Ribas**
- President & CEO, Mid-Atlantic Hispanic Chamber of Commerce, Inc.

**Ariene Thayer**
- COO, KatzAbosch, P.A.

**Charles W. Sawyer**
- President/Owner, The Sawyer Group Inc.

**Michael T. Smith**
- Business Banking Market Manager/Greater MD, PNC Bank

**Jason Watts**
- CEO, UrbanBuilt

**Brian Wuest**
- Vice President, Thompson Creek Window Company

**Legal Counsel**
- Kimberly S. Grimsley, Esq.
  - Partner, Oliver | Grimsley