2018 ANNUAL DINNER MEETING
Better Business Bureau
Serving Chicago & Northern Illinois

Thursday, March 1, 2018
Swissôtel Chicago

Presented By:

Please use #BeMore for all photos and posts shared on social media throughout tonight’s event:

@ChicagoBBB @ChicagoBBB @ChicagoBBB
Welcome
Kim Svoboda
BBB Vice Chair,
Aspiration Catalyst

National Anthem
Blake Alexander

Invocation
Msgr. Kenneth Velo
DePaul University

Welcome
Steve J. Bernas
Better Business Bureau

Presenting Sponsor
Shane Print
PNC Bank

Dinner Service
Introduction of Dais
Allison Rosati & Rob Stafford
NBC 5 News

Board of Directors
Nominations
Thomas Graham
Airoom LLC

Secretary's Report
Dennis Ontaneda
Combined Insurance

Treasurer's Report
Chuck Gavzer
Cataldo Family Enterprises

Educational Foundation
Report
Allen Rodriguez
Rodriguez Consulting

President’s Report
Steve Bernas
Better Business Bureau

Anniversary Honorees
75 Years
John Idler
ABC 7 Chicago

90 Years
Russell Freeman
Coyne College

Diogenes Award
Charlie Wojciechowski
NBC 5 Chicago

Baumhart Lifetime Achievement Award
Roy Spencer
Perma-Seal

Torchbearer Award
Robert Marcocchico
Assurance Agency

Introduction of Featured Speaker
Shane Print
PNC Bank

Featured Speaker
Dan Hampton
Super Bowl-winning Chicago Bear
Sports TV & Radio Personality and Analyst

Gift Drawing
Abt Electronics
Apple Vacations
Chicago Sun-Times
Chicago Tribune Media Group
LISA App
Tiffany & Co.
Winners must be present

Close
Kim Svoboda
BBB Vice Chair,
Aspiration Catalyst

SCHEDULE OF EVENTS

SALAD
Mixed Greens | Roasted Peppers | Balsamic Figs | Goat Cheese | Balsamic Vinaigrette

ENTRÉE
Herb Crusted Butter Chicken | Acorn Squash | Asparagus | Pesto Cream
Vegetarian Alternative Available Upon Request

DESSERT
Passion Fruit Cheesecake
Fresh Brewed Gourmet Coffee and Tea
### Financial Highlights & Statement of Activities

**2017** | **2016**
---|---
Cash & Investments | 4,619,368 | 3,972,651|
Total Assets | 6,108,226 | 5,190,186|
Total Liabilities | 4,293,418 | 3,795,359|
Net Assets | 1,814,808 | 1,394,827|
Total Operating Revenue | 7,408,749 | 6,945,777|
Total Operating Expense | 7,261,940 | 6,878,881|
Net Operating Income | 146,809 | 66,896|

### Accredited Businesses:
9,000+

### Business Profiles in Our Service Area:
145, 685

### Local Media Impressions:
40 million

### Outreach Activities:
450

### Instances of Service:
5,539,558

### Customer Reviews:
37,230

*Top Industries by Total Reviews*
1. Ticket Sales – Events
2. Customer Finance and Loan Companies
3. Athletic Organizations
4. Roofing Contractors
5. Auto Warranty Processing Service

### Total Complaints Filed:
43,339

*Top Industries by Complaint Numbers*
1. Department Stores
2. Coupon Book Promotions
3. Credit Reporting Agencies
4. Carpet and Rug Dealers
5. Auto Dealers - New Cars

### Inquiries Received:
5,463,244

*Top Industries by Inquiry Numbers*
1. Contractors- General
2. Roofing Contractors
3. Ticket Sales - Events
4. Consumer Finance and Loan
5. Attorneys & Lawyers
The Torchbearer Award is the organization’s most prestigious honor and is the recognition that all active BBB supporters strive for. It is presented to a business, civic or government leader in the community who has made significant efforts, with demonstrable results, to assist in spreading the spirit and practices that the Better Business Bureau stands for – ethics, fairness, trustworthiness and the concept of business self-regulation.

2018 RECIPIENT

Robert Marcocchio,  
Partner, Assurance Agency, Ltd.

For more than 34 years, Rob Marcocchio has worked at Assurance. During that period, he has been part of the management team and Board of Directors that grew the insurance brokerage into a $100 million operation. Rob was personally responsible for starting the company’s highly successful employee benefits division in 1992.

Assurance is currently the largest independent insurance brokerage in Illinois and the 41st largest overall in the United States, placing well over $1 billion in annual premiums for more than 6,000 clients nationwide.

Rob is a proponent of building strong client relationships for long-term success. He’s detail-oriented, transparent, loyal to his clients and uses those same traits to help recruit and mentor insurance brokers. He is proud to say 11 of his direct hires now hold leadership/equity positions at Assurance.

Rob sat on the Assurance Board of Directors for 15 years, as well as the Italian Chamber of Commerce. He currently sits on the Board of Directors for the Better Business Bureau.

Additionally, Rob has been an equine enthusiast for the last 55 years. What started out as a hobby has led to a business that involved breeding partnerships with over 40 horses including those belonging to former ABC 7 News Anchor, Ron Magers.

ROY SPENCER, Founder & President  
Perma-Seal Basement Systems

Roy Spencer was born and raised in Valparaiso, Ind., where he exhibited early entrepreneurial tendencies by mowing lawns, selling newspapers, garden seeds, and greeting cards.

Roy’s first job after graduating from college was with Kresge Corporation, where he soon realized he was not comfortable with large corporate culture.

Answering an ad for a management trainee, Roy was hired by a national waterproofing company, given a shovel and told to “manage this.” He soon became the production manager for their Atlanta office.

The next year he accepted a position with Jet-Dry Waterproofing in Lombard, Illinois. After working for these companies, Roy was unhappy with their “patch ‘em now and service ‘em later” approach and decided to strike out on his own as Perma-Seal Waterproofing, dedicated to the idea of providing affordable, permanent repairs to homeowners struggling with wet basements.

Today, hundreds of thousands of jobs later, the commitment and focus has not changed. Perma-Seal has grown from one truck and one employee, to over 80 trucks with nearly 200 employees, and has been recognized many times over the years.

Roy and his company have been honored many time. Some of these awards include the Better Business Bureau’s Torch Award for Leadership in Marketplace Ethics (twice), Ernst & Young Entrepreneur of the Year in retail & consumer products category, as well as The Business Ledger’s Annual Award for Business Excellence.
The Diogenes Award is presented to a media person who exemplifies the goals and principles of the Better Business Bureau to support and foster an ethical marketplace benefiting both consumers and businesses. The Award is named after the ancient Greek philosopher, Diogenes, who was said to have traveled the streets of Athens with a lantern looking for an honest man.

2018 RECIPIENT

Charlie Wojciechowski,
TV Reporter
NBC5 News

Since joining NBC5 News in 1991, Charlie Wojciechowski has covered stories ranging from the Jeffrey Dahmer serial murders in Milwaukee to the Chicago visit of former Polish President Lech Walesa.

He has also covered numerous legal proceedings including the Family Secrets trial, the R. Kelly trial, the trials of both Browns Chicken murder suspects as well as the trials of Governors Rod Blagojevich and George Ryan.

In addition to his usual reporting duties, Charlie hosts Tech Trends technology segments.

In 1998, Charlie received the Gold Bell Award for his coverage of mental health issues. He also received numerous regional Emmy Awards.

Charlie was born in Evanston and raised in Chicago and Lincolnwood. In 1980, he graduated from Loyola Academy in Wilmette. After studying in Italy and Switzerland, he earned a Bachelor of Science Degree in Political Science and International Relations from Carleton College in Northfield, Minnesota. In 1985, he received his master’s degree in Journalism from Northwestern University in Evanston.

Before returning to Chicago, Charlie worked for KWQC-TV, the NBC affiliate in Davenport, Iowa. There, he specialized in business and labor reporting.

Charlie and his wife Kate live in Chicago.

Dan Hampton
Super Bowl-winning Chicago Bear, and Sports TV and Radio Personality and Analyst

Better known to many as “Danimal,” Daniel Oliver Hampton is a retired Hall of Fame American football defensive tackle who played 12 seasons for the Chicago Bears from 1979-1990. In 1985 he was a member of the Super Bowl-winning team. He was elected to the Pro Football Hall of Fame in 2002.

An outstanding and versatile defensive lineman, Hampton would play 12 seasons with the Bears. Six times he earned first- or second-team All-Pro honors as either a defensive tackle or defensive end.

Nicknamed “Danimal” for his ferocious style of play, Hampton persevered through knee surgeries and injuries to be recognized as one of the game’s most dedicated and well known players.

It’s for the 1985 season, however, that Dan and the Bears’ defense are best remembered. That year, the stingy Chicago defense under the coaching of Mike Ditka and Buddy Ryan, allowed just 198 points and shut out both opponents in the NFC playoffs. The Bears went on to destroy the New England Patriots 46-10 in Super Bowl XX, allowing just 123 total yards and sacking Patriot quarterbacks seven times.

Hampton continued to play at a high level until finally retiring in 1990, becoming only the second ‘Bear’ to play in three different decades. He continued his love for sports as a dynamic sports broadcasting personality on both TV and Radio.

Hampton, married to his wife Gina in 2002, has two children. He participates in number of golf tournaments that raise funds for various charities in support of children in the Chicago area.
BBB Accreditation is an honor – and not every business is eligible. Businesses that meet our high standards are invited to join BBB. Businesses deemed to meet Accreditation Standards are presented to the BBB’s Board of Directors for review and acceptance as a BBB Accredited Business. For more information please visit www.BeMoreWithBBB.org.

All BBB Accredited Businesses have agreed to live up to our Standards for Trust, a comprehensive set of best practices for how businesses should treat the public in a fair and honest manner. BBB does not compare businesses against each other but rather evaluates businesses against our standards – and our standards clearly speak to the character and competence of an organization.

**MILESTONE ANNIVERSARIES**

**90 Years**
- Coyne College

**75 Years**
- ABC 7 Chicago

**25 Years**
- Andy's Custom Gutters, Inc.
- Area Mechanical, Inc.
- Avondale Roofing, Inc.
- College Pro Painters
- E C P, Inc.
- Excel Windows
- Fortified System & Services, Inc.
- Glen Ellyn Auto Body, Inc.
- Hayes Mechanical
- Joe Hoffelt Construction, Inc.
- LDR Construction Services, Inc.
- National Bankcard Corporation
- Pathfinder Wealth Management, Inc.
- Ricondo & Associates, Inc.
- Rockford Heating & A/C, Inc.
- Softer Lite Window Co.
- Theisen Roofing & Siding Co.
- United Services by Permaco, Inc.
- Urban Imaging Group, Inc.
- W W Holt Funeral Home, Inc.

**2018 TORCHBEARER RECIPIENTS**

<table>
<thead>
<tr>
<th>Year</th>
<th>Name</th>
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<tbody>
<tr>
<td>2013</td>
<td>David Kelly</td>
<td>1996</td>
<td>Michael S. Reeves</td>
<td>1979</td>
<td>Michael A. Bilandic</td>
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<td>2008</td>
<td>Howard Medley</td>
<td>1991</td>
<td>Roger T. Hughes</td>
<td>1974</td>
<td>Gerald A. Sivage</td>
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<td>2003</td>
<td>Richard M. Ravin</td>
<td>1986</td>
<td>Benjamin J. Gingiss</td>
<td>1969</td>
<td>Fairfax Cone</td>
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RECIPIENTS OF THE
DIOGENES AWARD

2017
Sergiusz Zgrzebski

2016
Andrea Darlas

2015
Jason Knowles

2014
Dorothy Tucker

2013
Leah Hope

2012
John Yates

2011
Hosea Sanders

2010
Pam Zekman

2009
Darlene Hill

2008
Lisa Parker

2007
Stephanie Zimmermann

RECIPIENTS OF THE
JAMES E. BAUMHART
LIFETIME ACHIEVEMENT AWARD

2017
Bob Abt

2016
Cecil E. Treadway

2015
Michael E. Stanczak

2014
Carol Cooling

2013
Gerald. M. Cole

2010
Jerry H. Cizek III