

US BBB  
2014 Statistics  
Sorted by Complaints

| Industry Classification                               | Inquiries          | Rank by Inquiries | Complaints     | Rank by Complaints | Cmpls Settled  | %          | Cmpls Not Settled | %          | Cmpls Unable to Pursue | %         |
|---|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| <b>Totals</b>   | <b>154,645,616</b> |                   | <b>843,884</b> |                    | <b>662,148</b> | <b>78%</b> | <b>159,624</b>    | <b>19%</b> | <b>22,112</b>          | <b>3%</b> |
| Cellular Telephone Service & Supplies                 | 272,143            | 100               | 32,540         | 1                  | 31,629         | 97%        | 737               | 2%         | 174                    | 1%        |
| Telephone Communications                              | 700,420            | 35                | 29,296         | 2                  | 28,523         | 97%        | 729               | 2%         | 44                     | 0%        |
| Television - Cable, CATV & Satellite                  | 378,766            | 78                | 27,227         | 3                  | 26,963         | 99%        | 236               | 1%         | 23                     | 0%        |
| Auto Dealers - New Cars                               | 1,884,957          | 9                 | 24,759         | 4                  | 21,769         | 88%        | 2,871             | 12%        | 99                     | 0%        |
| Collection Agencies                                   | 3,072,521          | 3                 | 21,064         | 5                  | 17,193         | 82%        | 3,172             | 15%        | 699                    | 3%        |
| Auto Dealers - Used Cars                              | 3,066,191          | 4                 | 16,039         | 6                  | 11,903         | 74%        | 3,902             | 24%        | 234                    | 1%        |
| Internet Shopping                                     | 1,338,330          | 16                | 12,809         | 7                  | 10,504         | 82%        | 2,072             | 16%        | 233                    | 2%        |
| Furniture - Retail                                    | 1,062,961          | 25                | 11,820         | 8                  | 9,931          | 84%        | 1,677             | 14%        | 212                    | 2%        |
| Banks   | 498,713            | 51                | 11,137         | 9                  | 10,951         | 98%        | 167               | 1%         | 19                     | 0%        |
| Auto Repair & Service                                 | 2,278,899          | 6                 | 10,128         | 10                 | 6,791          | 67%        | 3,143             | 31%        | 194                    | 2%        |
| Insurance Companies                                   | 1,856,574          | 10                | 8,992          | 11                 | 8,406          | 93%        | 525               | 6%         | 61                     | 1%        |
| Department Stores                                     | 190,435            | 155               | 8,191          | 12                 | 8,144          | 99%        | 40                | 0%         | 7                      | 0%        |
| Property Management                                   | 1,574,005          | 14                | 7,702          | 13                 | 6,233          | 81%        | 1,389             | 18%        | 80                     | 1%        |
| Apartments  | 666,175            | 38                | 6,697          | 14                 | 4,406          | 66%        | 2,180             | 33%        | 111                    | 2%        |
| Credit Cards & Plans                                  | 492,448            | 53                | 6,695          | 15                 | 6,598          | 99%        | 65                | 1%         | 32                     | 0%        |
| Internet Services                                     | 1,180,471          | 21                | 6,679          | 16                 | 5,846          | 88%        | 715               | 11%        | 118                    | 2%        |
| Movers  | 1,589,465          | 12                | 6,501          | 17                 | 4,883          | 75%        | 1,480             | 23%        | 138                    | 2%        |
| Travel Agencies & Bureaus                             | 931,205            | 29                | 6,426          | 18                 | 5,622          | 87%        | 664               | 10%        | 140                    | 2%        |
| Airlines  | 49,660             | 505               | 6,083          | 19                 | 5,173          | 85%        | 891               | 15%        | 19                     | 0%        |
| Satellite Equipment & Supplies                        | 98,496             | 284               | 5,887          | 20                 | 5,821          | 99%        | 56                | 1%         | 10                     | 0%        |
| Electric Companies                                    | 418,859            | 65                | 5,853          | 21                 | 5,637          | 96%        | 200               | 3%         | 16                     | 0%        |
| Roofing Contractors                                   | 4,292,948          | 1                 | 5,815          | 22                 | 3,741          | 64%        | 1,767             | 30%        | 307                    | 5%        |
| Hotels  | 161,416            | 181               | 5,569          | 23                 | 3,832          | 69%        | 1,690             | 30%        | 47                     | 1%        |
| Auto Renting & Leasing                                | 188,549            | 157               | 5,417          | 24                 | 4,725          | 87%        | 678               | 13%        | 14                     | 0%        |
| Florists - Retail                                     | 102,446            | 274               | 5,279          | 25                 | 4,893          | 93%        | 332               | 6%         | 54                     | 1%        |
| Burglar Alarm Systems - Dealers, Monitoring & Service | 550,762            | 44                | 5,234          | 26                 | 4,904          | 94%        | 275               | 5%         | 55                     | 1%        |
| Consumer Finance & Loan Companies                     | 882,811            | 30                | 4,984          | 27                 | 4,722          | 95%        | 188               | 4%         | 74                     | 1%        |
| Not Elsewhere Classified                              | 279,687            | 95                | 4,702          | 28                 | 1,898          | 40%        | 2,318             | 49%        | 486                    | 10%       |
| Health Clubs  | 178,522            | 165               | 4,413          | 29                 | 3,636          | 82%        | 687               | 16%        | 90                     | 2%        |
| Home Warranty Plans                                   | 242,393            | 117               | 4,319          | 30                 | 3,299          | 76%        | 592               | 12%        | 518                    | 12%       |
| Contractors - General                                 | 3,458,992          | 2                 | 4,312          | 31                 | 2,377          | 55%        | 1,710             | 40%        | 225                    | 5%        |
| Plumbers  | 2,398,564          | 5                 | 4,298          | 32                 | 3,304          | 77%        | 925               | 22%        | 69                     | 2%        |
| Mortgage Brokers                                      | 1,332,702          | 17                | 4,226          | 33                 | 3,656          | 87%        | 380               | 9%         | 190                    | 4%        |
| Restaurants   | 346,477            | 74                | 4,201          | 34                 | 2,467          | 59%        | 1,609             | 38%        | 125                    | 3%        |
| Health & Diet Products - Retail                       | 462,804            | 57                | 4,089          | 35                 | 2,809          | 69%        | 1,164             | 28%        | 116                    | 3%        |
| Electronic Equipment & Supplies - Dealers             | 224,891            | 125               | 3,891          | 36                 | 3,430          | 88%        | 388               | 10%        | 73                     | 2%        |
| Heating & Air Conditioning                            | 2,163,786          | 7                 | 3,772          | 37                 | 3,120          | 83%        | 599               | 16%        | 53                     | 1%        |
| Home Improvements                                     | 1,147,283          | 23                | 3,759          | 38                 | 2,737          | 73%        | 901               | 24%        | 121                    | 3%        |
| Computers Hardware, Software & Services               | 651,818            | 40                | 3,756          | 39                 | 3,024          | 81%        | 638               | 17%        | 94                     | 3%        |
| Home Builders   | 1,809,527          | 11                | 3,651          | 40                 | 3,019          | 83%        | 584               | 16%        | 48                     | 1%        |
| Construction & Remodeling Services                    | 2,157,533          | 8                 | 3,614          | 41                 | 1,820          | 50%        | 1,614             | 45%        | 180                    | 5%        |
| Financial Services                                    | 1,366,164          | 15                | 3,543          | 42                 | 3,112          | 88%        | 364               | 10%        | 67                     | 2%        |
| Mail Order & Catalog Shopping                         | 272,208            | 99                | 3,458          | 43                 | 3,099          | 90%        | 321               | 9%         | 38                     | 1%        |
| Dentists  | 692,139            | 37                | 3,443          | 44                 | 2,706          | 79%        | 698               | 20%        | 39                     | 1%        |
| Appliances - Major - Dealers                          | 300,141            | 86                | 3,349          | 45                 | 2,886          | 86%        | 381               | 11%        | 82                     | 2%        |
| Computers - Dealers                                   | 242,484            | 116               | 3,273          | 46                 | 2,999          | 92%        | 243               | 7%         | 31                     | 1%        |
| Auto Parts & Supplies - New                           | 463,550            | 56                | 3,260          | 47                 | 2,208          | 68%        | 820               | 25%        | 232                    | 7%        |
| Loans   | 989,969            | 27                | 3,158          | 48                 | 2,418          | 77%        | 482               | 15%        | 258                    | 8%        |
| General Merchandise - Retail                          | 243,215            | 115               | 3,154          | 49                 | 2,083          | 66%        | 906               | 29%        | 165                    | 5%        |
| Online Retailer                                       | 223,091            | 127               | 3,111          | 50                 | 1,812          | 58%        | 1,128             | 36%        | 171                    | 5%        |
| Jewelers - Retail                                     | 747,259            | 33                | 3,089          | 51                 | 2,532          | 82%        | 516               | 17%        | 41                     | 1%        |
| Pest Control Services                                 | 1,043,026          | 26                | 3,067          | 52                 | 2,659          | 87%        | 367               | 12%        | 41                     | 1%        |
| Internet Selling Services                             | 187,269            | 161               | 3,029          | 53                 | 2,833          | 94%        | 165               | 5%         | 31                     | 1%        |
| Real Estate   | 824,466            | 31                | 3,029          | 53                 | 2,232          | 74%        | 742               | 24%        | 55                     | 2%        |
| Clothing - Retail                                     | 212,644            | 134               | 2,938          | 55                 | 1,675          | 57%        | 1,094             | 37%        | 169                    | 6%        |
| Air Conditioning Contractors & Systems                | 1,268,426          | 20                | 2,879          | 56                 | 2,369          | 82%        | 446               | 15%        | 64                     | 2%        |
| Rubbish & Garbage Removal                             | 211,166            | 135               | 2,774          | 57                 | 2,134          | 77%        | 597               | 22%        | 43                     | 2%        |
| Internet Marketing Services                           | 511,001            | 49                | 2,752          | 58                 | 2,298          | 84%        | 334               | 12%        | 120                    | 4%        |
| Cell Phone & Tablet Equipment, Supplies & Repair      | 176,112            | 167               | 2,751          | 59                 | 1,970          | 72%        | 737               | 27%        | 44                     | 2%        |
| Fitness Centers                                       | 113,475            | 243               | 2,740          | 60                 | 1,942          | 71%        | 709               | 26%        | 89                     | 3%        |
| Manufacturers & Producers                             | 437,196            | 61                | 2,718          | 61                 | 2,479          | 91%        | 223               | 8%         | 16                     | 1%        |
| Towing - Automotive                                   | 528,880            | 48                | 2,707          | 62                 | 1,509          | 56%        | 1,155             | 43%        | 43                     | 2%        |
| Insurance Services                                    | 656,213            | 39                | 2,474          | 63                 | 2,301          | 93%        | 129               | 5%         | 44                     | 2%        |
| Lawn Maintenance                                      | 693,066            | 36                | 2,469          | 64                 | 1,907          | 77%        | 510               | 21%        | 52                     | 2%        |
| Prepaid Debit/Credit Cards                            | 163,449            | 179               | 2,441          | 65                 | 2,428          | 99%        | 8                 | 0%         | 5                      | 0%        |
| Natural Gas Companies                                 | 95,723             | 294               | 2,420          | 66                 | 2,258          | 93%        | 159               | 7%         | 3                      | 0%        |
| Payment Processing Service                            | 214,660            | 131               | 2,396          | 67                 | 2,315          | 97%        | 48                | 2%         | 33                     | 1%        |
| Electronic Equipment & Suppliers - Service & Repair   | 104,752            | 269               | 2,394          | 68                 | 2,160          | 90%        | 211               | 9%         | 23                     | 1%        |
| Landscape Contractors                                 | 1,295,318          | 18                | 2,357          | 69                 | 1,308          | 55%        | 971               | 41%        | 78                     | 3%        |
| Discount Stores                                       | 109,098            | 256               | 2,320          | 70                 | 2,182          | 94%        | 135               | 6%         | 3                      | 0%        |
| Auto Body Repair & Painting                           | 1,081,061          | 24                | 2,310          | 71                 | 1,543          | 67%        | 724               | 31%        | 43                     | 2%        |
| Extended Warranty Contract Service Companies          | 262,169            | 103               | 2,261          | 72                 | 1,858          | 82%        | 369               | 16%        | 34                     | 2%        |
| Building Materials                                    | 172,545            | 172               | 2,222          | 73                 | 2,141          | 96%        | 73                | 3%         | 8                      | 0%        |
| Credit Reporting Agencies                             | 91,347             | 305               | 2,213          | 74                 | 2,175          | 98%        | 32                | 1%         | 6                      | 0%        |
| Newspapers  | 62,530             | 425               | 2,211          | 75                 | 2,066          | 93%        | 137               | 6%         | 8                      | 0%        |
| Dating Service  | 212,795            | 133               | 2,166          | 76                 | 1,885          | 87%        | 255               | 12%        | 26                     | 1%        |
| Mailing Services                                      | 100,503            | 277               | 2,165          | 77                 | 1,891          | 87%        | 223               | 10%        | 51                     | 2%        |
| Appliances - Major - Wholesale & Manufacturers        | 22,992             | 863               | 2,143          | 78                 | 2,106          | 98%        | 35                | 2%         | 2                      | 0%        |
| Skin Care   | 188,513            | 158               | 2,143          | 78                 | 1,389          | 65%        | 679               | 32%        | 75                     | 3%        |
| Dry Cleaners  | 154,517            | 187               | 2,120          | 80                 | 1,071          | 51%        | 986               | 47%        | 63                     | 3%        |
| Attorneys & Lawyers                                   | 1,577,222          | 13                | 2,119          | 81                 | 1,471          | 69%        | 595               | 28%        | 53                     | 3%        |
| Advertising - Directory & Guide                       | 87,609             | 316               | 2,073          | 82                 | 1,595          | 77%        | 375               | 18%        | 103                    | 5%        |
| Vitamins & Food Supplements                           | 394,271            | 68                | 2,073          | 82                 | 1,560          | 75%        | 479               | 23%        | 34                     | 2%        |
| Tire Dealers  | 297,133            | 89                | 2,064          | 84                 | 1,655          | 80%        | 393               | 19%        | 16                     | 1%        |

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|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Internet Gaming   | 85,480    | 321               | 2,061      | 85                 | 1,874         | 91%  | 162               | 8%  | 25                     | 1%  |
| Health & Medical - General                                  | 378,550   | 72                | 2,042      | 86                 | 1,706         | 84%  | 308               | 15% | 28                     | 1%  |
| Delivery Service  | 115,984   | 239               | 2,020      | 87                 | 1,775         | 88%  | 217               | 11% | 28                     | 1%  |
| Computers - Service & Repair                                | 488,770   | 54                | 1,997      | 88                 | 1,267         | 63%  | 590               | 30% | 140                    | 7%  |
| Electronic Equipment & Supplies - Wholesale & Manufacturers | 40,067    | 588               | 1,980      | 89                 | 1,921         | 97%  | 56                | 3%  | 3                      | 0%  |
| Computer Software Publishers & Developers                   | 303,291   | 84                | 1,960      | 90                 | 950           | 48%  | 990               | 51% | 20                     | 1%  |
| Telephone Pre-Paid Card Sales & Distribution                | 35,639    | 640               | 1,953      | 91                 | 1,906         | 98%  | 45                | 2%  | 2                      | 0%  |
| Hospitals   | 134,597   | 212               | 1,915      | 92                 | 1,619         | 85%  | 285               | 15% | 11                     | 1%  |
| Banking Services  | 31,509    | 698               | 1,890      | 93                 | 1,833         | 97%  | 48                | 3%  | 9                      | 0%  |
| Vacation Time Share   | 124,202   | 227               | 1,870      | 94                 | 1,593         | 85%  | 244               | 13% | 33                     | 2%  |
| Loan Servicing  | 115,498   | 236               | 1,867      | 95                 | 608           | 33%  | 1,245             | 67% | 14                     | 1%  |
| Credit Unions   | 222,660   | 128               | 1,860      | 96                 | 1,717         | 92%  | 137               | 7%  | 6                      | 0%  |
| Security Control Equipment & System Monitors                | 454,241   | 59                | 1,851      | 97                 | 1,639         | 89%  | 188               | 10% | 24                     | 1%  |
| Credit Card Processing Service                              | 372,698   | 73                | 1,831      | 98                 | 1,573         | 86%  | 229               | 13% | 29                     | 2%  |
| Magazine Sales  | 139,856   | 203               | 1,823      | 99                 | 1,491         | 82%  | 283               | 16% | 49                     | 3%  |
| Magazines - Subscription Agents                             | 121,829   | 230               | 1,820      | 100                | 1,352         | 74%  | 383               | 21% | 85                     | 5%  |
| Swimming Pool Contractors, Dealers, Design                  | 808,381   | 32                | 1,800      | 101                | 1,347         | 75%  | 416               | 23% | 37                     | 2%  |
| Tree Service  | 966,157   | 28                | 1,800      | 101                | 808           | 45%  | 853               | 47% | 139                    | 8%  |
| Transmissions - Automobile                                  | 417,467   | 66                | 1,792      | 103                | 1,207         | 67%  | 543               | 30% | 42                     | 2%  |
| Shoes - Retail  | 161,072   | 182               | 1,782      | 104                | 1,422         | 80%  | 319               | 18% | 41                     | 2%  |
| Mattresses  | 203,153   | 144               | 1,767      | 105                | 1,387         | 78%  | 335               | 19% | 45                     | 3%  |
| Real Estate Maintenance Protection Plan                     | 65,479    | 407               | 1,745      | 106                | 1,744         | 100% | 0                 | 0%  | 0                      | 0%  |
| Ticket Sales - Events                                       | 264,500   | 102               | 1,702      | 107                | 1,390         | 82%  | 290               | 17% | 22                     | 1%  |
| Energy Service Companies                                    | 154,548   | 186               | 1,676      | 108                | 1,517         | 91%  | 156               | 9%  | 3                      | 0%  |
| Home Electronics  | 58,299    | 445               | 1,650      | 109                | 1,431         | 87%  | 207               | 13% | 12                     | 1%  |
| Appliances - Major - Service & Repair                       | 318,173   | 81                | 1,649      | 110                | 1,009         | 61%  | 567               | 34% | 73                     | 4%  |
| Payday Loans  | 380,041   | 71                | 1,596      | 111                | 770           | 48%  | 515               | 32% | 311                    | 19% |
| Publishers - Book   | 226,956   | 124               | 1,567      | 112                | 1,305         | 83%  | 224               | 14% | 38                     | 2%  |
| Car Wash & Polish   | 105,844   | 265               | 1,557      | 113                | 948           | 61%  | 530               | 34% | 79                     | 5%  |
| Health & Medical Products                                   | 124,720   | 226               | 1,548      | 114                | 813           | 53%  | 636               | 41% | 99                     | 6%  |
| Television Home Shopping                                    | 42,815    | 566               | 1,493      | 115                | 1,473         | 99%  | 19                | 1%  | 1                      | 0%  |
| Carpet & Rug Dealers - New                                  | 385,953   | 69                | 1,480      | 116                | 1,294         | 87%  | 164               | 11% | 22                     | 1%  |
| Painting Contractors  | 1,170,824 | 22                | 1,475      | 117                | 782           | 53%  | 609               | 41% | 84                     | 6%  |
| Travel Clubs  | 297,549   | 88                | 1,452      | 118                | 1,039         | 72%  | 371               | 26% | 42                     | 3%  |
| Schools - Academic - Colleges & Universities                | 246,785   | 112               | 1,448      | 119                | 1,284         | 89%  | 157               | 11% | 7                      | 0%  |
| Moving & Storage Company                                    | 264,898   | 101               | 1,435      | 120                | 1,026         | 71%  | 386               | 27% | 23                     | 2%  |
| Tax Return Preparation                                      | 501,592   | 50                | 1,433      | 121                | 828           | 58%  | 538               | 38% | 67                     | 5%  |
| Windows - Installation & Service                            | 621,585   | 41                | 1,425      | 122                | 1,125         | 79%  | 236               | 17% | 64                     | 4%  |
| Sporting Goods - Retail                                     | 206,909   | 138               | 1,410      | 123                | 1,147         | 81%  | 232               | 16% | 31                     | 2%  |
| Vacation Certificates & Vouchers                            | 185,640   | 162               | 1,389      | 124                | 1,078         | 78%  | 262               | 19% | 49                     | 4%  |
| Timeshare Companies   | 209,838   | 136               | 1,369      | 125                | 1,074         | 78%  | 242               | 18% | 53                     | 4%  |
| Concrete Contractors  | 725,242   | 34                | 1,367      | 126                | 677           | 50%  | 638               | 47% | 52                     | 4%  |
| Internet - Web Hosting                                      | 296,853   | 90                | 1,347      | 127                | 1,158         | 86%  | 162               | 12% | 27                     | 2%  |
| Books - New   | 76,100    | 356               | 1,303      | 128                | 1,109         | 85%  | 178               | 14% | 16                     | 1%  |
| Computers - Wholesale & Manufacturers                       | 31,406    | 700               | 1,285      | 129                | 1,272         | 99%  | 13                | 1%  | 0                      | 0%  |
| Computers - Supplies & Parts                                | 142,207   | 201               | 1,278      | 130                | 1,017         | 80%  | 203               | 16% | 58                     | 5%  |
| Auto Manufacturers & Distributors                           | 33,248    | 668               | 1,269      | 131                | 1,172         | 92%  | 84                | 7%  | 13                     | 1%  |
| Insurance - Auto  | 219,520   | 129               | 1,266      | 132                | 1,134         | 90%  | 123               | 10% | 9                      | 1%  |
| Hotels  | 61,322    | 493               | 1,266      | 132                | 773           | 61%  | 478               | 38% | 15                     | 1%  |
| Beauty Salons   | 195,933   | 151               | 1,263      | 134                | 764           | 60%  | 425               | 34% | 74                     | 6%  |
| Paving Contractors  | 560,564   | 43                | 1,262      | 135                | 670           | 53%  | 504               | 40% | 88                     | 7%  |
| Timeshare Resale and Rental Marketing                       | 248,722   | 110               | 1,258      | 136                | 488           | 39%  | 566               | 45% | 204                    | 16% |
| Credit Services   | 428,712   | 62                | 1,248      | 137                | 1,125         | 90%  | 78                | 6%  | 45                     | 4%  |
| Recycling - Computers & Other Electronics                   | 29,892    | 721               | 1,236      | 138                | 1,149         | 93%  | 85                | 7%  | 2                      | 0%  |
| Publishers - Directory & Guide                              | 109,332   | 255               | 1,226      | 139                | 780           | 64%  | 420               | 34% | 26                     | 2%  |
| Resorts   | 115,130   | 238               | 1,218      | 140                | 1,078         | 89%  | 138               | 11% | 2                      | 0%  |
| Credit Card - Merchant Services                             | 166,182   | 176               | 1,216      | 141                | 1,148         | 94%  | 61                | 5%  | 7                      | 1%  |
| Auto Warranty Processing Service                            | 257,751   | 105               | 1,147      | 142                | 990           | 86%  | 96                | 8%  | 61                     | 5%  |
| Auto Transporters & Drive-Away Companies                    | 427,649   | 63                | 1,130      | 143                | 601           | 53%  | 494               | 44% | 35                     | 3%  |
| Fence Contractors   | 549,256   | 45                | 1,130      | 143                | 753           | 67%  | 325               | 29% | 52                     | 5%  |
| Office Supplies   | 105,135   | 266               | 1,121      | 145                | 1,002         | 89%  | 109               | 10% | 10                     | 1%  |
| Carpet & Rug Cleaners                                       | 538,134   | 46                | 1,115      | 146                | 693           | 62%  | 377               | 34% | 45                     | 4%  |
| Exercise & Physical Fitness Programs                        | 84,680    | 324               | 1,112      | 147                | 837           | 75%  | 263               | 24% | 12                     | 1%  |
| Credit - Debt Consolidation Services                        | 337,288   | 77                | 1,110      | 148                | 854           | 77%  | 182               | 16% | 74                     | 7%  |
| Web Design  | 214,001   | 132               | 1,096      | 149                | 661           | 60%  | 409               | 37% | 26                     | 2%  |
| Video Games - Wholesale & Manufacturers                     | 22,366    | 882               | 1,093      | 150                | 1,065         | 97%  | 28                | 3%  | 0                      | 0%  |
| Billing Service   | 130,132   | 220               | 1,090      | 151                | 1,003         | 92%  | 82                | 8%  | 6                      | 1%  |
| Windows   | 461,404   | 58                | 1,090      | 151                | 941           | 86%  | 116               | 11% | 33                     | 3%  |
| Beauty Supplies & Equipment                                 | 130,745   | 219               | 1,076      | 153                | 631           | 59%  | 429               | 40% | 16                     | 1%  |
| Business Services - General                                 | 189,470   | 156               | 1,072      | 154                | 576           | 54%  | 383               | 36% | 113                    | 11% |
| Real Estate Rental Service                                  | 188,068   | 159               | 1,058      | 155                | 685           | 65%  | 339               | 32% | 34                     | 3%  |
| Recreational Vehicles - Dealers                             | 173,762   | 170               | 1,056      | 156                | 896           | 85%  | 138               | 13% | 22                     | 2%  |
| Furniture Rent & Lease                                      | 48,225    | 518               | 1,046      | 157                | 1,003         | 96%  | 43                | 4%  | 0                      | 0%  |
| Transportation Services                                     | 205,489   | 141               | 1,040      | 158                | 694           | 67%  | 328               | 32% | 18                     | 2%  |
| Medical Equipment & Supplies                                | 191,584   | 153               | 1,017      | 159                | 780           | 77%  | 209               | 21% | 28                     | 3%  |
| Coupon Book Promotions                                      | 48,561    | 511               | 1,010      | 160                | 959           | 95%  | 26                | 3%  | 25                     | 2%  |
| Radio Stations & Broadcast Companies                        | 31,925    | 689               | 1,002      | 161                | 900           | 90%  | 11                | 1%  | 1                      | 0%  |
| Online Social Media/Networking                              | 65,217    | 409               | 998        | 162                | 928           | 93%  | 67                | 7%  | 3                      | 0%  |
| Motorcycles - Dealers                                       | 151,379   | 192               | 991        | 163                | 719           | 73%  | 262               | 26% | 10                     | 1%  |
| Parking Facilities  | 49,154    | 508               | 987        | 164                | 637           | 65%  | 330               | 33% | 20                     | 2%  |
| Marketing Programs & Services                               | 469,309   | 55                | 960        | 165                | 741           | 77%  | 163               | 17% | 56                     | 6%  |
| Storage Units - Household & Commercial                      | 106,318   | 263               | 957        | 166                | 756           | 79%  | 190               | 20% | 11                     | 1%  |
| Locks & Locksmiths  | 200,138   | 147               | 951        | 167                | 298           | 31%  | 490               | 52% | 163                    | 17% |
| Online Travel Agency  | 41,875    | 576               | 950        | 168                | 807           | 85%  | 132               | 14% | 11                     | 1%  |
| Grocers - Retail  | 113,517   | 242               | 948        | 169                | 753           | 79%  | 185               | 20% | 10                     | 1%  |

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| Industry Classification                              | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %   | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|-----|-------------------|-----|------------------------|-----|
| Pharmacies   | 129,632   | 221               | 944        | 170                | 857           | 91% | 73                | 8%  | 14                     | 1%  |
| Office Supplies - Sale by Deceptive Telemarketing    | 70,767    | 381               | 939        | 171                | 678           | 72% | 243               | 26% | 18                     | 2%  |
| Truck Rent & Lease                                   | 15,750    | 1,092             | 931        | 172                | 912           | 98% | 19                | 2%  | 0                      | 0%  |
| Work-At-Home Companies                               | 380,713   | 70                | 926        | 173                | 265           | 29% | 541               | 58% | 120                    | 13% |
| Clinics  | 146,247   | 197               | 912        | 174                | 668           | 73% | 234               | 26% | 10                     | 1%  |
| Limousine Service                                    | 187,376   | 160               | 906        | 175                | 418           | 46% | 448               | 49% | 40                     | 4%  |
| Mortgage Bankers                                     | 579,912   | 42                | 906        | 175                | 862           | 95% | 40                | 4%  | 4                      | 0%  |
| Service Stations - Gasoline & Oil                    | 102,650   | 272               | 905        | 177                | 494           | 55% | 389               | 43% | 22                     | 2%  |
| Cable TV, Internet & Telephone Installation Service  | 59,073    | 443               | 903        | 178                | 773           | 86% | 115               | 13% | 15                     | 2%  |
| Computers - Networks                                 | 104,987   | 267               | 903        | 178                | 857           | 95% | 40                | 4%  | 6                      | 1%  |
| Insurance - Health                                   | 162,696   | 180               | 899        | 180                | 831           | 92% | 61                | 7%  | 7                      | 1%  |
| Bus Lines  | 26,563    | 793               | 897        | 181                | 823           | 92% | 65                | 7%  | 9                      | 1%  |
| Physicians & Surgeons - Medical-M.D.                 | 164,821   | 177               | 895        | 182                | 651           | 73% | 232               | 26% | 12                     | 1%  |
| Door-to-Door Sales - Magazines                       | 51,875    | 487               | 876        | 183                | 389           | 44% | 392               | 45% | 95                     | 11% |
| Publishers - Periodical                              | 82,668    | 331               | 874        | 184                | 756           | 86% | 112               | 13% | 6                      | 1%  |
| Services - General                                   | 208,171   | 137               | 866        | 185                | 524           | 61% | 292               | 34% | 50                     | 6%  |
| Internet Access Provider                             | 38,691    | 604               | 851        | 186                | 803           | 94% | 47                | 6%  | 1                      | 0%  |
| Real Estate Services                                 | 136,979   | 207               | 849        | 187                | 703           | 83% | 129               | 15% | 17                     | 2%  |
| Video Games - Dealers                                | 47,285    | 524               | 846        | 188                | 552           | 65% | 272               | 32% | 22                     | 3%  |
| Schools - Business & Vocational                      | 341,880   | 75                | 842        | 189                | 650           | 77% | 159               | 19% | 33                     | 4%  |
| Hotels - Reservations                                | 76,319    | 355               | 834        | 190                | 758           | 91% | 71                | 9%  | 5                      | 1%  |
| Marketing Consultants                                | 246,211   | 114               | 830        | 191                | 525           | 63% | 195               | 23% | 110                    | 13% |
| Water Companies - Utility                            | 52,520    | 482               | 826        | 192                | 694           | 84% | 131               | 16% | 1                      | 0%  |
| Fire & Water Damage Restoration                      | 437,641   | 60                | 805        | 193                | 688           | 85% | 102               | 13% | 15                     | 2%  |
| Yellow Page Advertising                              | 27,612    | 767               | 800        | 194                | 421           | 53% | 348               | 44% | 31                     | 4%  |
| Cleaning Services                                    | 179,292   | 164               | 798        | 195                | 320           | 40% | 293               | 37% | 185                    | 23% |
| e-cigarettes   | 64,694    | 413               | 790        | 196                | 512           | 65% | 266               | 34% | 12                     | 2%  |
| Handyman Services                                    | 400,693   | 67                | 789        | 197                | 336           | 43% | 417               | 53% | 36                     | 5%  |
| Advance Fee Brokers                                  | 112,541   | 244               | 785        | 198                | 45            | 6%  | 293               | 37% | 447                    | 57% |
| Auto Services  | 111,953   | 248               | 778        | 199                | 579           | 74% | 186               | 24% | 13                     | 2%  |
| Audio-Visual Equipment - Dealers                     | 91,617    | 304               | 772        | 200                | 610           | 79% | 151               | 20% | 11                     | 1%  |
| Photographers  | 62,316    | 426               | 772        | 200                | 296           | 38% | 412               | 53% | 64                     | 8%  |
| Womens Apparel - Retail                              | 72,472    | 371               | 770        | 202                | 421           | 55% | 313               | 41% | 36                     | 5%  |
| Building Contractors                                 | 498,260   | 52                | 768        | 203                | 453           | 59% | 292               | 38% | 23                     | 3%  |
| Telephone Equipment & Systems Dealers                | 66,813    | 399               | 767        | 204                | 726           | 95% | 39                | 5%  | 2                      | 0%  |
| Photographers - Portrait                             | 90,487    | 308               | 752        | 205                | 398           | 53% | 321               | 43% | 33                     | 4%  |
| Tanning Salons                                       | 44,182    | 552               | 750        | 206                | 460           | 61% | 225               | 30% | 65                     | 9%  |
| Weight Control Services                              | 197,080   | 150               | 750        | 206                | 573           | 76% | 155               | 21% | 22                     | 3%  |
| Electricians   | 1,287,139 | 19                | 744        | 208                | 537           | 72% | 188               | 25% | 19                     | 3%  |
| Sportswear - Retail                                  | 66,991    | 404               | 732        | 209                | 546           | 75% | 176               | 24% | 10                     | 1%  |
| Photographic Equipment & Supplies - Retail           | 113,759   | 240               | 722        | 210                | 601           | 83% | 116               | 16% | 6                      | 1%  |
| Oils - Fuel  | 198,932   | 148               | 717        | 211                | 627           | 87% | 81                | 11% | 9                      | 1%  |
| Gas - Propane  | 93,612    | 299               | 713        | 212                | 588           | 82% | 121               | 17% | 4                      | 1%  |
| Gymnasiums   | 28,083    | 755               | 710        | 213                | 398           | 56% | 303               | 43% | 9                      | 1%  |
| Market Research & Analysis                           | 255,872   | 106               | 707        | 214                | 647           | 92% | 52                | 7%  | 8                      | 1%  |
| Buying Clubs & Group Purchasing Service              | 68,627    | 391               | 705        | 215                | 535           | 76% | 72                | 10% | 98                     | 14% |
| Cruises  | 52,754    | 479               | 700        | 216                | 636           | 91% | 56                | 8%  | 8                      | 1%  |
| Fulfillment Services                                 | 71,917    | 376               | 691        | 217                | 622           | 90% | 67                | 10% | 2                      | 0%  |
| Amusement Parks & Places                             | 37,909    | 613               | 684        | 218                | 590           | 86% | 85                | 12% | 9                      | 1%  |
| Auto Repair - Windshield, Glass Shops                | 170,532   | 173               | 684        | 218                | 463           | 68% | 201               | 29% | 20                     | 3%  |
| Garage Doors & Openers                               | 308,776   | 82                | 676        | 220                | 557           | 82% | 96                | 14% | 23                     | 3%  |
| Bridal Shops   | 69,282    | 387               | 675        | 221                | 490           | 73% | 152               | 23% | 33                     | 5%  |
| Air conditioning & Heating Contractors - Residential | 252,478   | 109               | 670        | 222                | 451           | 67% | 195               | 29% | 24                     | 4%  |
| Advertising Specialties                              | 146,652   | 196               | 666        | 223                | 444           | 67% | 203               | 30% | 19                     | 3%  |
| Toys - Retail  | 56,807    | 450               | 664        | 224                | 573           | 86% | 74                | 11% | 17                     | 3%  |
| Nail Salons  | 62,880    | 420               | 648        | 225                | 343           | 53% | 286               | 44% | 19                     | 3%  |
| Vacation Rentals                                     | 192,206   | 152               | 640        | 226                | 442           | 69% | 171               | 27% | 27                     | 4%  |
| Debt Relief Services                                 | 279,225   | 97                | 636        | 227                | 413           | 65% | 163               | 26% | 60                     | 9%  |
| Commercial Products Wholesale & Distributor          | 37,518    | 615               | 629        | 228                | 586           | 93% | 41                | 7%  | 2                      | 0%  |
| Appliances - Small - Service & Repair                | 97,074    | 290               | 624        | 229                | 335           | 54% | 263               | 42% | 26                     | 4%  |
| Swimming Pool Service & Repair                       | 254,771   | 107               | 621        | 230                | 394           | 63% | 217               | 35% | 10                     | 2%  |
| Day Spas   | 70,765    | 382               | 620        | 231                | 291           | 47% | 200               | 32% | 129                    | 21% |
| Hospital & Medical Equipment & Supplies              | 158,580   | 183               | 620        | 231                | 482           | 78% | 135               | 22% | 3                      | 0%  |
| Massage Therapists                                   | 81,571    | 334               | 620        | 231                | 384           | 62% | 208               | 34% | 28                     | 5%  |
| Product Sales - General                              | 98,995    | 281               | 619        | 234                | 410           | 66% | 170               | 27% | 39                     | 6%  |
| Money Orders & Transfers                             | 51,272    | 494               | 611        | 235                | 599           | 98% | 12                | 2%  | 0                      | 0%  |
| Gold, Silver & Platinum Dealers                      | 228,965   | 122               | 608        | 236                | 278           | 46% | 207               | 34% | 123                    | 20% |
| Satellite Communication - Common Carrier             | 12,833    | 1,214             | 607        | 237                | 572           | 94% | 27                | 4%  | 8                      | 1%  |
| Event Planners                                       | 49,797    | 504               | 604        | 238                | 213           | 35% | 351               | 58% | 40                     | 7%  |
| Retail Stores  | 57,082    | 448               | 602        | 239                | 413           | 69% | 169               | 28% | 20                     | 3%  |
| Watches - Dealers                                    | 153,527   | 188               | 600        | 240                | 479           | 80% | 112               | 19% | 9                      | 2%  |
| Guns & Gunsmiths                                     | 152,226   | 191               | 599        | 241                | 382           | 64% | 180               | 30% | 37                     | 6%  |
| Air Duct Cleaning                                    | 118,881   | 233               | 595        | 242                | 316           | 53% | 253               | 43% | 26                     | 4%  |
| Pizza  | 35,540    | 643               | 590        | 243                | 287           | 49% | 289               | 49% | 14                     | 2%  |
| Remodeling Services                                  | 229,446   | 121               | 589        | 244                | 234           | 40% | 313               | 53% | 42                     | 7%  |
| Moving Brokers                                       | 53,636    | 472               | 587        | 245                | 488           | 83% | 94                | 16% | 5                      | 1%  |
| Check Cashing Service                                | 77,567    | 352               | 586        | 246                | 526           | 90% | 47                | 8%  | 13                     | 2%  |
| Optical Goods - Retail                               | 71,645    | 378               | 585        | 247                | 416           | 71% | 166               | 28% | 3                      | 1%  |
| Wholesalers & Distributors                           | 182,246   | 163               | 581        | 248                | 463           | 80% | 115               | 20% | 3                      | 1%  |
| Opticians  | 45,554    | 542               | 572        | 249                | 506           | 88% | 62                | 11% | 4                      | 1%  |
| Passport & Visa Services                             | 53,876    | 471               | 571        | 250                | 276           | 48% | 241               | 42% | 54                     | 9%  |
| Advertising Agencies & Counselors                    | 197,429   | 149               | 561        | 251                | 320           | 57% | 206               | 37% | 35                     | 6%  |
| Motorcycles - Supplies & Parts                       | 65,489    | 406               | 561        | 251                | 329           | 59% | 154               | 27% | 78                     | 14% |
| Searchers of Records                                 | 122,184   | 229               | 556        | 253                | 495           | 89% | 18                | 3%  | 43                     | 8%  |
| Exercise Equipment & Machines - Sales                | 61,301    | 429               | 553        | 254                | 411           | 74% | 126               | 23% | 16                     | 3%  |

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|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Gas - Propane - Equipment & Supplies              | 36,477    | 626               | 553        | 254                | 531           | 96%  | 22                | 4%  | 0                      | 0%  |
| Siding Contractors                                | 319,463   | 79                | 551        | 256                | 421           | 76%  | 113               | 21% | 17                     | 3%  |
| Taxes - Consultants & Representatives             | 253,784   | 108               | 547        | 257                | 395           | 72%  | 143               | 26% | 9                      | 2%  |
| Books - Textbooks New & Used                      | 85,058    | 323               | 546        | 258                | 515           | 94%  | 30                | 5%  | 1                      | 0%  |
| Information Bureaus                               | 61,297    | 430               | 545        | 259                | 427           | 78%  | 76                | 14% | 42                     | 8%  |
| Legal Document Assistance                         | 69,659    | 385               | 543        | 260                | 424           | 78%  | 102               | 19% | 17                     | 3%  |
| Credit & Debt Counseling                          | 425,197   | 64                | 542        | 261                | 368           | 68%  | 140               | 26% | 34                     | 6%  |
| Training Programs                                 | 203,452   | 143               | 538        | 262                | 356           | 66%  | 156               | 29% | 26                     | 5%  |
| Auto Parts & Supplies - Wholesale & Manufacturers | 66,446    | 403               | 534        | 263                | 358           | 67%  | 170               | 32% | 6                      | 1%  |
| Appliances - Major - Parts & Supplies             | 115,425   | 237               | 533        | 264                | 321           | 60%  | 192               | 36% | 20                     | 4%  |
| Vacuum Cleaners - Household - Dealers             | 175,637   | 168               | 531        | 265                | 369           | 69%  | 142               | 27% | 20                     | 4%  |
| Cosmetics & Perfumes - Retail                     | 113,551   | 241               | 530        | 266                | 371           | 70%  | 145               | 27% | 14                     | 3%  |
| Dating Service - Online                           | 13,046    | 1,205             | 525        | 267                | 437           | 83%  | 81                | 15% | 7                      | 1%  |
| Veterinarians                                     | 150,860   | 193               | 525        | 267                | 427           | 81%  | 96                | 18% | 2                      | 0%  |
| Information Technology Services                   | 156,723   | 184               | 519        | 269                | 350           | 67%  | 148               | 29% | 21                     | 4%  |
| Optometrists                                      | 87,714    | 315               | 517        | 270                | 411           | 79%  | 102               | 20% | 4                      | 1%  |
| Wigs & Hairpieces                                 | 75,694    | 359               | 517        | 270                | 290           | 56%  | 211               | 41% | 16                     | 3%  |
| Animal Hospitals                                  | 55,817    | 458               | 515        | 272                | 470           | 91%  | 44                | 9%  | 1                      | 0%  |
| Credit Cards & Plans - Equipment & Supplies       | 59,755    | 438               | 515        | 272                | 504           | 98%  | 9                 | 2%  | 2                      | 0%  |
| Auto Parts & Supplies - Used & Rebuilt            | 104,731   | 270               | 511        | 274                | 341           | 67%  | 168               | 33% | 2                      | 0%  |
| Apartment Finding & Rental Service                | 76,472    | 354               | 507        | 275                | 298           | 59%  | 178               | 35% | 31                     | 6%  |
| Gun Dealers                                       | 83,683    | 327               | 507        | 275                | 319           | 63%  | 178               | 35% | 10                     | 2%  |
| Telemarketing Services                            | 137,719   | 205               | 500        | 277                | 306           | 61%  | 91                | 18% | 103                    | 21% |
| Auctioneers                                       | 124,930   | 225               | 496        | 278                | 267           | 54%  | 220               | 44% | 9                      | 2%  |
| Publishers - Magazine                             | 37,257    | 618               | 496        | 278                | 329           | 66%  | 142               | 29% | 25                     | 5%  |
| Mortgage Lender                                   | 231,153   | 119               | 492        | 280                | 466           | 95%  | 25                | 5%  | 1                      | 0%  |
| T-Shirts  | 89,647    | 310               | 491        | 281                | 354           | 72%  | 127               | 26% | 10                     | 2%  |
| Brake Service                                     | 48,792    | 510               | 490        | 282                | 376           | 77%  | 107               | 22% | 7                      | 1%  |
| Moving Services - Labor & Materials               | 86,038    | 318               | 489        | 283                | 305           | 62%  | 165               | 34% | 19                     | 4%  |
| Business Opportunity Companies                    | 275,527   | 98                | 488        | 284                | 291           | 60%  | 155               | 32% | 42                     | 9%  |
| Hearing Aids & Assistive Devices                  | 173,570   | 171               | 488        | 284                | 388           | 80%  | 79                | 16% | 21                     | 4%  |
| Lubricating Service - Automotive                  | 30,913    | 708               | 488        | 284                | 322           | 66%  | 161               | 33% | 5                      | 1%  |
| Pet Shops   | 103,815   | 271               | 488        | 284                | 333           | 68%  | 143               | 29% | 12                     | 2%  |
| Furniture Manufacturers                           | 74,635    | 364               | 482        | 288                | 354           | 73%  | 114               | 24% | 14                     | 3%  |
| Laboratories - Medical                            | 46,441    | 536               | 482        | 288                | 418           | 87%  | 62                | 13% | 2                      | 0%  |
| Hospitalization, Medical & Surgical Plans         | 25,265    | 812               | 480        | 290                | 462           | 96%  | 18                | 4%  | 0                      | 0%  |
| Internet Auction Service                          | 135,623   | 210               | 480        | 290                | 427           | 89%  | 50                | 10% | 3                      | 1%  |
| Sales Promotion Service                           | 30,028    | 717               | 476        | 292                | 452           | 95%  | 9                 | 2%  | 15                     | 3%  |
| Childrens & Infants Wear - Retail                 | 78,593    | 349               | 472        | 293                | 364           | 77%  | 95                | 20% | 13                     | 3%  |
| Pet Supplies & Foods - Retail                     | 90,625    | 306               | 463        | 294                | 314           | 68%  | 140               | 30% | 9                      | 2%  |
| Business Consultants                              | 318,832   | 80                | 455        | 295                | 325           | 73%  | 112               | 25% | 18                     | 4%  |
| Water Filtration & Purification Equipment         | 155,155   | 185               | 455        | 295                | 377           | 83%  | 70                | 15% | 8                      | 2%  |
| Home Inspection Service                           | 341,464   | 76                | 454        | 297                | 333           | 73%  | 116               | 26% | 5                      | 1%  |
| Floors - Hardwood                                 | 74,386    | 365               | 453        | 298                | 384           | 85%  | 65                | 14% | 4                      | 1%  |
| Booths - Toll, Parking                            | 13,893    | 1,175             | 452        | 299                | 413           | 91%  | 39                | 9%  | 0                      | 0%  |
| Gutters & Downspouts                              | 279,501   | 96                | 450        | 300                | 334           | 74%  | 82                | 18% | 34                     | 8%  |
| Computers - Rent & Lease                          | 11,133    | 1,293             | 449        | 301                | 447           | 100% | 1                 | 0%  | 1                      | 0%  |
| Educational Consultants                           | 152,357   | 190               | 449        | 301                | 393           | 88%  | 50                | 11% | 6                      | 1%  |
| Sports & Recreation                               | 21,435    | 917               | 448        | 303                | 205           | 46%  | 236               | 53% | 7                      | 2%  |
| Auto Detailing                                    | 97,392    | 289               | 447        | 304                | 487           | 48%  | 27                | 4%  | 14                     | 3%  |
| Heating Contractors                               | 283,523   | 94                | 443        | 305                | 326           | 74%  | 96                | 22% | 21                     | 5%  |
| Business Processing Optimization                  | 19,446    | 967               | 441        | 306                | 430           | 98%  | 10                | 2%  | 1                      | 0%  |
| Foundation Contractors                            | 286,230   | 93                | 439        | 307                | 349           | 79%  | 70                | 16% | 20                     | 5%  |
| Games & Supplies                                  | 102,488   | 273               | 437        | 308                | 264           | 60%  | 159               | 36% | 14                     | 3%  |
| Health & Wellness                                 | 125,353   | 224               | 436        | 309                | 329           | 75%  | 94                | 22% | 13                     | 3%  |
| Road Service - Automotive                         | 53,897    | 470               | 435        | 310                | 410           | 94%  | 23                | 5%  | 2                      | 0%  |
| Credit Repair Services - Advance Fee              | 142,913   | 198               | 433        | 311                | 163           | 38%  | 187               | 43% | 83                     | 19% |
| Plumbing Drains & Sewer Cleaning                  | 142,988   | 199               | 431        | 312                | 322           | 75%  | 99                | 23% | 10                     | 2%  |
| Advertising - Direct Mail                         | 69,556    | 386               | 428        | 313                | 356           | 83%  | 66                | 15% | 6                      | 1%  |
| Taxicabs  | 71,004    | 380               | 427        | 314                | 246           | 58%  | 165               | 39% | 16                     | 4%  |
| Auto Service Contract Companies                   | 112,349   | 247               | 422        | 315                | 363           | 86%  | 25                | 6%  | 34                     | 8%  |
| Collection Systems                                | 94,934    | 295               | 421        | 316                | 254           | 60%  | 111               | 26% | 56                     | 13% |
| Dog Breeders                                      | 206,547   | 139               | 415        | 317                | 220           | 53%  | 170               | 41% | 25                     | 6%  |
| Pawnbrokers                                       | 72,955    | 369               | 412        | 318                | 310           | 75%  | 95                | 23% | 7                      | 2%  |
| Mason Contractors                                 | 289,360   | 92                | 410        | 319                | 211           | 51%  | 185               | 45% | 14                     | 3%  |
| Nurseries - Plants, Trees                         | 79,913    | 344               | 406        | 320                | 296           | 73%  | 107               | 26% | 3                      | 1%  |
| House Cleaning                                    | 230,146   | 120               | 403        | 321                | 271           | 67%  | 110               | 27% | 22                     | 5%  |
| Child Care Centers                                | 124,885   | 126               | 396        | 322                | 256           | 65%  | 131               | 33% | 9                      | 2%  |
| Rental Vacancy Listing Service                    | 38,314    | 609               | 396        | 322                | 316           | 80%  | 78                | 20% | 2                      | 1%  |
| Musical Instruments - Dealers                     | 62,649    | 423               | 395        | 324                | 275           | 70%  | 108               | 27% | 12                     | 3%  |
| Security Systems Consultants                      | 78,486    | 350               | 391        | 325                | 325           | 83%  | 57                | 15% | 9                      | 2%  |
| Tours - Operators & Promoters                     | 119,069   | 232               | 390        | 326                | 300           | 77%  | 77                | 20% | 13                     | 3%  |
| Craft Supplies                                    | 29,919    | 720               | 387        | 327                | 127           | 33%  | 93                | 24% | 167                    | 43% |
| Bedding   | 62,143    | 427               | 386        | 328                | 314           | 81%  | 62                | 16% | 10                     | 3%  |
| Swimming Pool Equipment & Supplies                | 90,195    | 309               | 386        | 328                | 307           | 80%  | 76                | 20% | 3                      | 1%  |
| Waterproofing Contractors                         | 232,161   | 118               | 386        | 328                | 319           | 83%  | 40                | 10% | 27                     | 7%  |
| Auto Repair - Maintenance                         | 9,573     | 1,397             | 385        | 331                | 217           | 56%  | 163               | 42% | 5                      | 1%  |
| Foods - Carry Out                                 | 40,031    | 589               | 385        | 331                | 253           | 66%  | 130               | 34% | 2                      | 1%  |
| Computers - Sys Designers & Consult               | 110,562   | 251               | 384        | 333                | 335           | 87%  | 42                | 11% | 7                      | 2%  |
| Clothes - Consignment & Resale                    | 53,025    | 477               | 381        | 334                | 210           | 55%  | 125               | 33% | 46                     | 12% |
| Floor Laying, Refinishing & Resurfacing           | 201,118   | 145               | 372        | 335                | 247           | 66%  | 115               | 31% | 10                     | 3%  |
| Signs   | 100,655   | 276               | 371        | 336                | 177           | 48%  | 176               | 47% | 18                     | 5%  |
| Kitchen & Bath - Design & Remodeling              | 246,710   | 113               | 370        | 337                | 230           | 62%  | 126               | 34% | 14                     | 4%  |
| Lawn & Garden Equipment & Supplies                | 81,151    | 338               | 369        | 338                | 302           | 82%  | 62                | 17% | 5                      | 1%  |
| Mobile Telephone Equipment & Supplies             | 26,038    | 803               | 363        | 339                | 287           | 79%  | 69                | 19% | 7                      | 2%  |

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| Industry Classification                             | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %   | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|-----|-------------------|-----|------------------------|-----|
| Magazine Sales by Telephone                         | 15,420    | 1,102             | 362        | 340                | 306           | 85% | 40                | 11% | 16                     | 4%  |
| Credit Repair Services - No Advance Fee             | 177,209   | 166               | 359        | 341                | 332           | 92% | 24                | 7%  | 3                      | 1%  |
| Cabinets  | 136,356   | 208               | 357        | 342                | 205           | 57% | 138               | 39% | 14                     | 4%  |
| VOIP (Voice Over Internet Protocol) Sales & Service | 18,516    | 998               | 357        | 342                | 242           | 68% | 13                | 4%  | 2                      | 1%  |
| Auto Warranty Service                               | 56,634    | 452               | 356        | 344                | 321           | 90% | 20                | 6%  | 15                     | 4%  |
| Cooking Utensils                                    | 52,148    | 486               | 356        | 344                | 306           | 86% | 48                | 13% | 2                      | 1%  |
| Chiropractors D.C.                                  | 137,097   | 206               | 354        | 346                | 260           | 73% | 89                | 25% | 5                      | 1%  |
| Convenience Stores                                  | 50,105    | 501               | 353        | 347                | 209           | 59% | 135               | 38% | 9                      | 3%  |
| Real Estate Agents                                  | 80,048    | 341               | 352        | 348                | 223           | 63% | 119               | 34% | 10                     | 3%  |
| Insurance - Life                                    | 228,274   | 123               | 349        | 349                | 327           | 94% | 19                | 5%  | 3                      | 1%  |
| Real Estate - Rentals by Individuals                | 59,296    | 441               | 349        | 349                | 207           | 59% | 131               | 38% | 11                     | 3%  |
| Auto Services - Oil & Lube                          | 16,151    | 1,077             | 346        | 351                | 308           | 89% | 37                | 11% | 1                      | 0%  |
| Telecommunications Equipment - Disability           | 25,591    | 809               | 346        | 351                | 330           | 95% | 12                | 3%  | 4                      | 1%  |
| Engines - Rebuild & Exchange                        | 110,378   | 252               | 345        | 353                | 207           | 60% | 119               | 34% | 19                     | 6%  |
| Garments - Printing & Lettering                     | 12,446    | 1,232             | 345        | 353                | 96            | 28% | 247               | 72% | 2                      | 1%  |
| Advertising - Internet                              | 97,547    | 288               | 344        | 355                | 242           | 70% | 78                | 23% | 24                     | 7%  |
| Collectibles  | 52,611    | 481               | 343        | 356                | 285           | 83% | 54                | 16% | 4                      | 1%  |
| DVD sales & service                                 | 10,576    | 1,325             | 343        | 356                | 26            | 8%  | 205               | 60% | 112                    | 33% |
| Athletic Organizations                              | 37,280    | 617               | 339        | 358                | 233           | 69% | 31                | 9%  | 75                     | 22% |
| Hardware - Retail                                   | 56,446    | 454               | 337        | 359                | 179           | 53% | 148               | 44% | 10                     | 3%  |
| Incentive Programs                                  | 31,612    | 695               | 335        | 360                | 327           | 98% | 6                 | 2%  | 2                      | 1%  |
| Resume Service                                      | 72,532    | 370               | 335        | 360                | 263           | 79% | 66                | 20% | 6                      | 2%  |
| Office Records Stored                               | 9,369     | 1,409             | 333        | 362                | 45            | 14% | 281               | 84% | 7                      | 2%  |
| Boutiques   | 32,304    | 682               | 330        | 363                | 184           | 56% | 117               | 35% | 29                     | 9%  |
| Energy Conservation Products & Services             | 111,470   | 249               | 330        | 363                | 288           | 87% | 26                | 8%  | 16                     | 5%  |
| Freight Forwarding                                  | 107,243   | 260               | 328        | 365                | 264           | 80% | 61                | 19% | 3                      | 1%  |
| Leasing Service                                     | 47,692    | 521               | 326        | 366                | 285           | 87% | 37                | 11% | 4                      | 1%  |
| Manufactured Homes - Dealers                        | 96,824    | 293               | 326        | 366                | 257           | 79% | 56                | 17% | 13                     | 4%  |
| Appliances - Used                                   | 38,875    | 602               | 324        | 368                | 152           | 47% | 158               | 49% | 14                     | 4%  |
| Uniforms  | 39,351    | 595               | 323        | 369                | 185           | 57% | 129               | 40% | 9                      | 3%  |
| Beds - Retail                                       | 31,739    | 691               | 322        | 370                | 249           | 78% | 18                | 6%  | 6                      | 2%  |
| Shoes - Custom Made                                 | 11,253    | 1,285             | 322        | 370                | 15            | 1%  | 190               | 59% | 85                     | 26% |
| Lawn & Tree Care                                    | 34,181    | 654               | 321        | 372                | 220           | 69% | 97                | 30% | 4                      | 1%  |
| Title Companies & Agents                            | 191,113   | 154               | 321        | 372                | 221           | 69% | 84                | 26% | 16                     | 5%  |
| Correspondence Schools                              | 91,968    | 303               | 320        | 374                | 256           | 80% | 37                | 12% | 27                     | 8%  |
| Insurance Agency                                    | 205,738   | 140               | 320        | 374                | 239           | 75% | 73                | 23% | 8                      | 3%  |
| Cigar & Cigarette & Tobacco Dealers - Retail        | 32,867    | 673               | 317        | 376                | 185           | 58% | 122               | 38% | 10                     | 3%  |
| Manufactured Homes Distributors & Manufacturers     | 81,279    | 337               | 317        | 376                | 248           | 78% | 66                | 21% | 3                      | 1%  |
| Home Decor, Accessories & Gifts - Online Retailer   | 18,678    | 990               | 315        | 378                | 193           | 61% | 118               | 37% | 4                      | 1%  |
| Labor Posters                                       | 20,559    | 933               | 315        | 378                | 207           | 66% | 99                | 31% | 9                      | 3%  |
| Bakers - Retail                                     | 46,509    | 535               | 314        | 380                | 191           | 61% | 114               | 36% | 9                      | 3%  |
| Computer Business Services                          | 17,329    | 1,034             | 314        | 380                | 269           | 86% | 41                | 13% | 4                      | 1%  |
| Contractors - Flooring                              | 123,762   | 228               | 314        | 380                | 186           | 59% | 120               | 38% | 8                      | 3%  |
| Promotional Products - Wearable                     | 19,933    | 955               | 314        | 380                | 227           | 72% | 74                | 24% | 13                     | 4%  |
| Tire Distributors & Manufacturers                   | 18,002    | 1,012             | 314        | 380                | 310           | 99% | 4                 | 1%  | 0                      | 0%  |
| Glass - Plate and Window                            | 163,694   | 178               | 313        | 385                | 208           | 66% | 97                | 31% | 8                      | 3%  |
| Mufflers & Exhaust Systems                          | 43,830    | 556               | 312        | 386                | 230           | 74% | 80                | 26% | 2                      | 1%  |
| Health Maintenance Organizations                    | 32,382    | 680               | 310        | 387                | 256           | 83% | 51                | 16% | 3                      | 1%  |
| Hobby & Model Construction Supplies - Retail        | 45,248    | 545               | 310        | 387                | 178           | 57% | 128               | 41% | 4                      | 1%  |
| Loan Modification                                   | 60,078    | 436               | 310        | 387                | 107           | 35% | 127               | 41% | 76                     | 25% |
| Chimney Cleaning                                    | 200,494   | 146               | 309        | 390                | 196           | 63% | 96                | 31% | 17                     | 6%  |
| Medical Alarms                                      | 62,791    | 421               | 309        | 390                | 296           | 96% | 7                 | 2%  | 6                      | 2%  |
| Martial Arts  | 41,958    | 575               | 308        | 392                | 192           | 62% | 108               | 35% | 8                      | 3%  |
| Physicians - Specialists                            | 69,221    | 389               | 308        | 392                | 228           | 74% | 73                | 24% | 7                      | 2%  |
| Debt Relief Services                                | 80,948    | 340               | 307        | 394                | 134           | 44% | 129               | 42% | 44                     | 14% |
| Relocation Service                                  | 91,981    | 302               | 305        | 395                | 227           | 74% | 74                | 24% | 4                      | 1%  |
| Loans - Small Business                              | 134,443   | 213               | 302        | 396                | 195           | 65% | 76                | 25% | 31                     | 10% |
| Commercial Products Manufacturers                   | 47,159    | 527               | 301        | 397                | 254           | 84% | 46                | 15% | 1                      | 0%  |
| Market Survey Companies                             | 112,500   | 245               | 300        | 398                | 248           | 83% | 43                | 14% | 9                      | 3%  |
| Interactive Media                                   | 5,221     | 1,851             | 298        | 399                | 293           | 98% | 5                 | 2%  | 0                      | 0%  |
| Auto Warranty Plans                                 | 76,074    | 357               | 296        | 400                | 234           | 79% | 50                | 17% | 12                     | 4%  |
| Video Tapes & Discs Sales & Rentals                 | 30,360    | 716               | 295        | 401                | 127           | 43% | 160               | 54% | 8                      | 3%  |
| Contractor - Remodel & Repair                       | 140,102   | 202               | 294        | 402                | 122           | 41% | 160               | 54% | 12                     | 4%  |
| Television & Radio - Service & Repair               | 51,258    | 495               | 294        | 402                | 177           | 60% | 106               | 36% | 11                     | 4%  |
| Solar Energy System Design & Installation           | 170,096   | 174               | 292        | 404                | 211           | 72% | 58                | 20% | 23                     | 8%  |
| Multi-Level Selling Companies                       | 533,695   | 47                | 291        | 405                | 267           | 92% | 19                | 7%  | 5                      | 2%  |
| Magazines - Distributors                            | 21,454    | 813               | 290        | 406                | 214           | 74% | 68                | 23% | 8                      | 3%  |
| Monuments   | 46,720    | 532               | 289        | 407                | 145           | 50% | 98                | 34% | 8                      | 3%  |
| Herbs   | 52,507    | 483               | 288        | 408                | 199           | 69% | 78                | 27% | 11                     | 4%  |
| Auto Accessories                                    | 48,340    | 516               | 285        | 409                | 142           | 50% | 136               | 48% | 7                      | 2%  |
| Referral - Contractor                               | 42,336    | 571               | 284        | 410                | 265           | 93% | 18                | 6%  | 1                      | 0%  |
| Boat Dealers  | 76,531    | 353               | 283        | 411                | 201           | 71% | 73                | 26% | 9                      | 3%  |
| Fireplaces  | 64,801    | 411               | 283        | 411                | 242           | 86% | 37                | 13% | 4                      | 1%  |
| Magazines - Dealers                                 | 17,412    | 1,031             | 280        | 413                | 150           | 54% | 125               | 45% | 5                      | 2%  |
| Associations  | 81,293    | 336               | 279        | 414                | 255           | 91% | 20                | 7%  | 4                      | 1%  |
| Real Estate Developers                              | 135,286   | 211               | 279        | 414                | 226           | 81% | 52                | 19% | 1                      | 0%  |
| Auto Repair - Mobile                                | 54,156    | 468               | 276        | 416                | 149           | 54% | 113               | 41% | 14                     | 5%  |
| Legal Forms   | 55,313    | 461               | 275        | 417                | 180           | 65% | 25                | 9%  | 70                     | 25% |
| Lighting Fixtures - Retail                          | 66,954    | 398               | 275        | 417                | 168           | 61% | 92                | 33% | 15                     | 5%  |
| Lingerie  | 25,636    | 808               | 275        | 417                | 171           | 62% | 99                | 36% | 5                      | 2%  |
| Asphalt   | 99,594    | 280               | 274        | 420                | 114           | 42% | 133               | 49% | 27                     | 10% |
| Electric Equipment - Service & Repair               | 32,935    | 671               | 272        | 421                | 211           | 78% | 45                | 17% | 16                     | 6%  |
| Gift Shops  | 53,161    | 475               | 272        | 421                | 153           | 56% | 102               | 38% | 17                     | 6%  |
| Professional Services - General                     | 138,866   | 204               | 272        | 421                | 211           | 78% | 52                | 19% | 9                      | 3%  |
| Spas & Hot Tubs - Dealers                           | 87,999    | 313               | 272        | 421                | 191           | 70% | 71                | 26% | 10                     | 4%  |

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|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Water Companies - Bottled, Bulk                                      | 26,669    | 790               | 272        | 421                | 255           | 94%  | 16                | 6%  | 1                      | 0%  |
| Sales Lead Generation  | 69,210    | 390               | 271        | 426                | 161           | 59%  | 102               | 38% | 8                      | 3%  |
| Carpools   | 36,396    | 628               | 270        | 427                | 191           | 71%  | 76                | 28% | 3                      | 1%  |
| Driving Instruction  | 79,944    | 343               | 270        | 427                | 190           | 70%  | 76                | 28% | 4                      | 1%  |
| Housewares - Retail  | 26,833    | 784               | 270        | 427                | 248           | 92%  | 21                | 8%  | 1                      | 0%  |
| Office Furniture & Equipment - Rental & Leasing                      | 16,437    | 1,061             | 270        | 427                | 244           | 90%  | 26                | 10% | 0                      | 0%  |
| Government - State   | 13,966    | 1,168             | 269        | 431                | 214           | 80%  | 55                | 20% | 0                      | 0%  |
| Water Soft & Conditioning Equipment Service & Supplies               | 96,999    | 291               | 269        | 431                | 228           | 85%  | 39                | 14% | 2                      | 1%  |
| Appliances - Small - Dealers   | 38,176    | 611               | 266        | 433                | 156           | 59%  | 97                | 36% | 13                     | 5%  |
| Countertops  | 136,298   | 209               | 263        | 434                | 189           | 72%  | 65                | 25% | 9                      | 3%  |
| Insurance Claim Processing Services                                  | 56,873    | 449               | 263        | 434                | 226           | 86%  | 35                | 13% | 2                      | 1%  |
| Logistics  | 35,871    | 634               | 263        | 434                | 105           | 40%  | 149               | 57% | 9                      | 3%  |
| Campgrounds & RV Parks   | 56,672    | 451               | 262        | 437                | 185           | 71%  | 75                | 29% | 2                      | 1%  |
| Hair Products and Equipment  | 26,617    | 792               | 262        | 437                | 124           | 47%  | 129               | 49% | 9                      | 3%  |
| Physicians & Surgeons - Dermatology                                  | 28,277    | 749               | 259        | 439                | 146           | 56%  | 110               | 42% | 3                      | 1%  |
| Product Development & Marketing                                      | 106,851   | 262               | 259        | 439                | 232           | 90%  | 21                | 8%  | 6                      | 2%  |
| Attorneys & Lawyers - Collections Law                                | 75,706    | 358               | 258        | 441                | 216           | 84%  | 28                | 11% | 14                     | 5%  |
| Landscape Maintenance  | 106,135   | 264               | 258        | 441                | 102           | 40%  | 147               | 57% | 9                      | 3%  |
| Kitchen Accessories  | 33,342    | 665               | 255        | 443                | 119           | 47%  | 121               | 47% | 15                     | 6%  |
| Search Engine Optimization Services                                  | 47,223    | 525               | 255        | 443                | 195           | 76%  | 50                | 20% | 10                     | 4%  |
| Doors  | 85,297    | 322               | 254        | 445                | 154           | 61%  | 91                | 36% | 9                      | 4%  |
| Solar Energy Equipment & Systems Dealers                             | 131,044   | 217               | 254        | 445                | 179           | 70%  | 69                | 27% | 6                      | 2%  |
| Real Estate Investors  | 152,403   | 189               | 253        | 447                | 189           | 75%  | 57                | 23% | 7                      | 3%  |
| Motor Scooters - Dealers   | 23,912    | 839               | 252        | 448                | 94            | 37%  | 158               | 63% | 0                      | 0%  |
| Pet Grooming   | 115,659   | 235               | 252        | 448                | 155           | 62%  | 93                | 37% | 4                      | 2%  |
| Hair Styling and Services  | 30,568    | 712               | 250        | 450                | 153           | 61%  | 79                | 32% | 18                     | 7%  |
| Employment Agencies  | 305,050   | 83                | 248        | 451                | 152           | 61%  | 81                | 33% | 15                     | 6%  |
| Handbags   | 27,405    | 772               | 248        | 451                | 139           | 56%  | 85                | 34% | 24                     | 10% |
| Medical Billing Services   | 43,960    | 554               | 248        | 451                | 183           | 74%  | 62                | 25% | 3                      | 1%  |
| Online Education   | 53,898    | 469               | 248        | 451                | 146           | 59%  | 77                | 31% | 25                     | 10% |
| Floor Materials - Retail   | 108,504   | 258               | 243        | 455                | 201           | 83%  | 37                | 15% | 5                      | 2%  |
| Modeling & Talent Agencies   | 247,829   | 111               | 242        | 456                | 132           | 53%  | 81                | 33% | 29                     | 12% |
| Electrical Power Systems (Residential & Commercial) - Backup Systems | 8,265     | 1,502             | 241        | 457                | 237           | 98%  | 4                 | 2%  | 0                      | 0%  |
| Truck Dealers  | 59,648    | 439               | 241        | 457                | 196           | 81%  | 44                | 18% | 1                      | 0%  |
| Party Supplies   | 46,199    | 538               | 240        | 459                | 139           | 58%  | 91                | 38% | 10                     | 4%  |
| Photo Imaging Service  | 4,638     | 1,948             | 238        | 460                | 42            | 18%  | 194               | 82% | 2                      | 1%  |
| Baby Accessories & Services  | 20,557    | 934               | 235        | 461                | 122           | 52%  | 101               | 43% | 12                     | 5%  |
| Auto Service - Window Tinting  | 73,867    | 367               | 234        | 462                | 132           | 56%  | 96                | 41% | 6                      | 3%  |
| Dental Laboratories  | 42,314    | 572               | 231        | 463                | 145           | 63%  | 85                | 37% | 1                      | 0%  |
| Novelties - Retail   | 30,731    | 710               | 231        | 463                | 121           | 52%  | 102               | 44% | 8                      | 3%  |
| Telephone Service - Long Distance                                    | 43,804    | 557               | 231        | 463                | 203           | 88%  | 23                | 10% | 5                      | 2%  |
| Hazardous & Medical Waste Services                                   | 14,764    | 1,138             | 227        | 466                | 216           | 95%  | 8                 | 4%  | 3                      | 1%  |
| Property Maintenance   | 88,719    | 311               | 227        | 466                | 141           | 62%  | 81                | 36% | 5                      | 2%  |
| Health & Fitness Program Consultants                                 | 27,677    | 766               | 225        | 468                | 147           | 65%  | 74                | 33% | 4                      | 2%  |
| Television & Radio - Dealers   | 28,335    | 746               | 225        | 468                | 123           | 55%  | 97                | 43% | 5                      | 2%  |
| Food Manufacturers, Wholesalers, Distributors                        | 104,859   | 268               | 224        | 470                | 175           | 78%  | 41                | 18% | 8                      | 4%  |
| Home Health Services   | 299,655   | 87                | 223        | 471                | 159           | 71%  | 58                | 26% | 6                      | 3%  |
| Video Games - Supplies & Parts                                       | 14,755    | 1,139             | 222        | 472                | 166           | 75%  | 48                | 22% | 8                      | 4%  |
| Buses - Charter & Rental   | 53,312    | 474               | 220        | 473                | 113           | 51%  | 99                | 45% | 8                      | 4%  |
| Utility Contractors  | 44,080    | 553               | 220        | 473                | 191           | 87%  | 27                | 12% | 2                      | 1%  |
| Checks - Printing  | 126,171   | 223               | 219        | 475                | 216           | 99%  | 1                 | 0%  | 2                      | 1%  |
| Clubs  | 31,395    | 701               | 219        | 475                | 170           | 78%  | 45                | 21% | 4                      | 2%  |
| Auto Auctions  | 48,281    | 517               | 218        | 477                | 99            | 45%  | 119               | 55% | 0                      | 0%  |
| Personal Services  | 46,688    | 534               | 217        | 478                | 137           | 63%  | 71                | 33% | 9                      | 4%  |
| Scholastic Prep Courses, Books & Materials                           | 24,249    | 830               | 217        | 478                | 125           | 58%  | 89                | 41% | 3                      | 1%  |
| Health & Diet Food Products - Wholesale & Manufacturing              | 39,011    | 600               | 216        | 480                | 160           | 74%  | 52                | 24% | 4                      | 2%  |
| Lawn & Garden Sprinkler Systems                                      | 100,353   | 278               | 216        | 480                | 141           | 65%  | 71                | 33% | 4                      | 2%  |
| Tile - Ceramic - Contractors & Dealers                               | 131,630   | 216               | 215        | 482                | 114           | 53%  | 93                | 43% | 8                      | 4%  |
| Financing  | 108,391   | 259               | 214        | 483                | 175           | 82%  | 27                | 13% | 12                     | 6%  |
| Computer Consultant  | 45,739    | 541               | 213        | 484                | 127           | 60%  | 82                | 38% | 4                      | 2%  |
| Penny Auctions   | 14,965    | 1,128             | 212        | 485                | 97            | 46%  | 84                | 40% | 31                     | 15% |
| Granite  | 101,092   | 275               | 211        | 486                | 140           | 66%  | 67                | 32% | 4                      | 2%  |
| Job Listing & Advisory Services                                      | 98,821    | 282               | 211        | 486                | 170           | 81%  | 32                | 15% | 9                      | 4%  |
| Auto Customizing   | 48,473    | 513               | 210        | 488                | 89            | 42%  | 115               | 55% | 6                      | 3%  |
| Contractor - Insulation  | 203,787   | 142               | 209        | 489                | 149           | 71%  | 54                | 26% | 6                      | 3%  |
| Coupon Services  | 30,949    | 707               | 209        | 489                | 130           | 62%  | 72                | 34% | 7                      | 3%  |
| Septic Tanks & Systems Contractors & Dealers                         | 128,181   | 222               | 209        | 489                | 127           | 61%  | 74                | 35% | 8                      | 4%  |
| Repossession Service   | 55,264    | 462               | 208        | 492                | 141           | 68%  | 62                | 30% | 5                      | 2%  |
| Auto Wrecking  | 33,090    | 670               | 207        | 493                | 140           | 68%  | 67                | 32% | 0                      | 0%  |
| Contractor - Electrical  | 147,887   | 194               | 207        | 493                | 131           | 63%  | 67                | 32% | 9                      | 4%  |
| Promotional Products   | 32,276    | 683               | 207        | 493                | 98            | 47%  | 103               | 50% | 6                      | 3%  |
| Air Conditioning Repair  | 62,914    | 419               | 206        | 496                | 132           | 64%  | 67                | 33% | 7                      | 3%  |
| Consignment Service  | 23,644    | 849               | 206        | 496                | 85            | 41%  | 100               | 49% | 21                     | 10% |
| Fence - Sales, Service & Contractors                                 | 75,313    | 360               | 205        | 496                | 118           | 57%  | 77                | 37% | 11                     | 5%  |
| Sitting Services   | 50,588    | 499               | 205        | 499                | 204           | 100% | 1                 | 0%  | 0                      | 0%  |
| Contact Lenses   | 45,445    | 544               | 204        | 500                | 175           | 86%  | 27                | 13% | 2                      | 1%  |
| Financial Planning Consultants                                       | 290,981   | 94                | 204        | 500                | 153           | 75%  | 44                | 22% | 7                      | 3%  |
| Scholarships & Financial Aid   | 97,799    | 285               | 203        | 502                | 189           | 93%  | 10                | 5%  | 4                      | 2%  |
| Screening - Background & Employment                                  | 61,222    | 431               | 202        | 503                | 146           | 72%  | 55                | 27% | 1                      | 0%  |
| Image & Graphics Printing  | 70,761    | 383               | 201        | 504                | 136           | 68%  | 56                | 28% | 9                      | 4%  |
| Photographers - Wedding  | 27,227    | 777               | 201        | 504                | 82            | 41%  | 107               | 53% | 12                     | 6%  |
| Real Estate Consultants  | 86,907    | 317               | 201        | 504                | 146           | 73%  | 50                | 25% | 5                      | 2%  |
| Ambulance Service  | 41,860    | 577               | 200        | 507                | 156           | 78%  | 41                | 21% | 3                      | 2%  |
| Sunglasses   | 26,205    | 801               | 200        | 507                | 100           | 50%  | 93                | 47% | 7                      | 4%  |

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|--|-----------|-------------------|------------|--------------------|---------------|-----|-------------------|-----|------------------------|-----|
| Food Products  | 37,404    | 616               | 199        | 509                | 122           | 61% | 74                | 37% | 3                      | 2%  |
| Payroll Service  | 63,205    | 418               | 199        | 509                | 160           | 80% | 33                | 17% | 6                      | 3%  |
| Truck Repair & Service   | 85,763    | 320               | 198        | 511                | 123           | 62% | 73                | 37% | 2                      | 1%  |
| Buildings - Metal  | 62,650    | 332               | 197        | 512                | 137           | 70% | 57                | 29% | 3                      | 2%  |
| Consumers Cooperative Organizations  | 24,409    | 827               | 197        | 512                | 193           | 98% | 1                 | 1%  | 3                      | 2%  |
| Video Games - Rent & Lease   | 24,893    | 822               | 197        | 512                | 194           | 98% | 3                 | 2%  | 0                      | 0%  |
| Genealogists   | 35,897    | 633               | 196        | 515                | 192           | 98% | 4                 | 2%  | 0                      | 0%  |
| Auto Perform, Race & Sport Equipment   | 45,551    | 543               | 195        | 516                | 144           | 74% | 47                | 24% | 4                      | 2%  |
| Photographers - Commercial   | 35,086    | 646               | 195        | 516                | 119           | 61% | 66                | 34% | 10                     | 5%  |
| Caterers   | 72,353    | 373               | 194        | 518                | 91            | 47% | 94                | 48% | 9                      | 5%  |
| Chemicals  | 21,084    | 920               | 194        | 518                | 163           | 84% | 30                | 15% | 1                      | 1%  |
| Mailing Services - Drop Shipper  | 18,383    | 1,001             | 194        | 518                | 175           | 90% | 18                | 9%  | 1                      | 1%  |
| Cosmetic Sales by Internet   | 25,143    | 816               | 193        | 521                | 129           | 67% | 61                | 32% | 3                      | 2%  |
| Janitor Service  | 215,163   | 130               | 193        | 521                | 114           | 59% | 63                | 33% | 16                     | 8%  |
| Landscape Designers  | 96,925    | 292               | 193        | 521                | 105           | 54% | 80                | 41% | 8                      | 4%  |
| Motorcycles - Repairing & Service  | 35,146    | 644               | 191        | 524                | 106           | 55% | 81                | 42% | 4                      | 2%  |
| Online Publications  | 20,135    | 948               | 190        | 525                | 119           | 63% | 69                | 36% | 2                      | 1%  |
| Administrative Services  | 26,503    | 794               | 189        | 526                | 76            | 40% | 8                 | 4%  | 105                    | 56% |
| Blankets   | 2,814     | 2,335             | 189        | 526                | 164           | 87% | 23                | 12% | 2                      | 1%  |
| Estates - Appraisals, Sales & Auctions   | 47,366    | 523               | 189        | 526                | 103           | 54% | 78                | 41% | 8                      | 4%  |
| Cosmetic Sales   | 55,322    | 460               | 188        | 529                | 128           | 68% | 53                | 28% | 7                      | 4%  |
| Photo Finishing - Retail   | 19,063    | 977               | 188        | 529                | 125           | 66% | 56                | 30% | 7                      | 4%  |
| Printers   | 92,537    | 300               | 188        | 529                | 106           | 56% | 77                | 41% | 5                      | 3%  |
| Shoe Repair  | 18,626    | 993               | 188        | 529                | 80            | 43% | 97                | 52% | 11                     | 6%  |
| Business Forms & Systems   | 59,089    | 442               | 187        | 533                | 100           | 53% | 79                | 42% | 8                      | 4%  |
| Bicycle - Dealers  | 46,964    | 531               | 186        | 534                | 119           | 64% | 66                | 35% | 1                      | 1%  |
| Bill Paying Service  | 29,712    | 724               | 186        | 534                | 171           | 92% | 13                | 7%  | 2                      | 1%  |
| Casinos  | 19,239    | 970               | 186        | 534                | 141           | 76% | 44                | 24% | 1                      | 1%  |
| Door-to-Door Sales - Meat  | 39,870    | 592               | 186        | 534                | 58            | 31% | 112               | 60% | 16                     | 9%  |
| Ink Cartridge - Refill & Sales   | 18,166    | 1,008             | 186        | 534                | 108           | 58% | 77                | 41% | 1                      | 1%  |
| Marble & Granite Installation, Stonework Fabrication                                       | 79,118    | 345               | 186        | 534                | 94            | 51% | 83                | 45% | 9                      | 5%  |
| Massage Therapeutic  | 20,450    | 937               | 186        | 534                | 107           | 58% | 47                | 25% | 32                     | 17% |
| Property Management - Industrial & Commercial  | 32,662    | 676               | 186        | 534                | 123           | 66% | 56                | 30% | 7                      | 4%  |
| Septic Tanks & Systems Cleaning  | 94,170    | 296               | 186        | 534                | 122           | 66% | 61                | 33% | 3                      | 2%  |
| Debt Relief Services (Non-compliant with FTC Rule)   | 9,214     | 1,425             | 185        | 543                | 62            | 34% | 102               | 55% | 21                     | 11% |
| Engines - Supplies, Equipment & Parts  | 35,693    | 638               | 185        | 543                | 110           | 59% | 73                | 39% | 2                      | 1%  |
| Funeral Related Services   | 51,704    | 490               | 185        | 543                | 122           | 66% | 61                | 33% | 2                      | 1%  |
| Home Accessories   | 18,671    | 991               | 185        | 543                | 81            | 44% | 90                | 49% | 14                     | 8%  |
| Shutters   | 17,820    | 377               | 185        | 543                | 112           | 61% | 66                | 36% | 7                      | 4%  |
| Taxes - Negotiators  | 32,756    | 675               | 185        | 543                | 142           | 72% | 42                | 23% | 1                      | 1%  |
| Timeshare Deed and/or Title Transfer   | 51,064    | 497               | 185        | 543                | 102           | 55% | 80                | 43% | 3                      | 2%  |
| Title Loans  | 37,854    | 614               | 185        | 543                | 147           | 79% | 34                | 18% | 4                      | 2%  |
| Awnings & Canopies   | 67,030    | 396               | 184        | 551                | 114           | 62% | 66                | 36% | 4                      | 2%  |
| Professional Organizations   | 25,184    | 814               | 183        | 552                | 181           | 99% | 2                 | 1%  | 0                      | 0%  |
| Window Cleaning  | 111,270   | 250               | 182        | 553                | 103           | 57% | 70                | 38% | 9                      | 5%  |
| Restaurant Equipment & Supplies  | 59,513    | 440               | 181        | 554                | 132           | 73% | 47                | 26% | 2                      | 1%  |
| Association Management   | 52,889    | 478               | 180        | 555                | 157           | 87% | 21                | 12% | 2                      | 1%  |
| Accountants - Certified Public   | 260,609   | 104               | 179        | 556                | 117           | 65% | 53                | 30% | 9                      | 5%  |
| Auto Parts & Supplies - Used   | 23,435    | 852               | 179        | 556                | 101           | 56% | 77                | 43% | 1                      | 1%  |
| Auto Radios & Stereos - Sales & Repair   | 28,043    | 756               | 179        | 556                | 98            | 54% | 77                | 43% | 4                      | 2%  |
| Immigration & Naturalization Consultants   | 23,038    | 861               | 179        | 556                | 153           | 85% | 24                | 13% | 2                      | 1%  |
| Patio, Porch & Deck Enclosures   | 74,939    | 363               | 179        | 556                | 145           | 81% | 31                | 17% | 3                      | 2%  |
| Insurance - Travel   | 34,644    | 651               | 178        | 561                | 176           | 99% | 2                 | 1%  | 0                      | 0%  |
| Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery                         | 58,763    | 444               | 177        | 562                | 115           | 65% | 61                | 34% | 1                      | 1%  |
| Physicians & Surgeons - Family Practice  | 28,333    | 747               | 177        | 562                | 127           | 72% | 48                | 27% | 2                      | 1%  |
| Graphic Designers  | 51,364    | 492               | 176        | 564                | 78            | 44% | 73                | 41% | 25                     | 14% |
| Hair Removal - Laser & Electrolysis  | 32,836    | 674               | 176        | 564                | 107           | 61% | 56                | 32% | 13                     | 7%  |
| Hardwood Floor Contractors   | 133,749   | 214               | 176        | 564                | 100           | 57% | 70                | 40% | 6                      | 3%  |
| Holding Companies  | 17,923    | 1,015             | 175        | 567                | 83            | 47% | 89                | 51% | 3                      | 2%  |
| Candles - Retail   | 23,054    | 860               | 174        | 568                | 133           | 76% | 38                | 22% | 3                      | 2%  |
| Schools - General Interest   | 51,650    | 491               | 174        | 568                | 95            | 55% | 51                | 29% | 28                     | 16% |
| Shirts - Custom Made   | 14,923    | 1,132             | 174        | 568                | 127           | 73% | 41                | 24% | 6                      | 3%  |
| Spices   | 5,163     | 1,862             | 174        | 568                | 125           | 72% | 47                | 27% | 2                      | 1%  |
| Bathroom Remodeling  | 108,531   | 257               | 173        | 572                | 134           | 77% | 34                | 20% | 5                      | 3%  |
| Laboratories - Testing   | 34,698    | 650               | 173        | 572                | 77            | 45% | 88                | 51% | 8                      | 5%  |
| Teeth Whitening Services   | 10,720    | 1,315             | 172        | 574                | 130           | 76% | 41                | 24% | 1                      | 1%  |
| Charity - Local  | 78,598    | 348               | 171        | 575                | 139           | 81% | 32                | 19% | 0                      | 0%  |
| Employee Benefit Plans   | 12,922    | 1,216             | 171        | 575                | 165           | 96% | 5                 | 3%  | 1                      | 1%  |
| Excavating Contractors   | 300,734   | 85                | 171        | 575                | 97            | 57% | 65                | 38% | 9                      | 5%  |
| Patio & Deck Builders  | 85,806    | 319               | 171        | 575                | 93            | 54% | 73                | 43% | 5                      | 3%  |
| Urgent Care Centers  | 15,744    | 1,093             | 171        | 575                | 124           | 73% | 47                | 27% | 0                      | 0%  |
| Animals - Nuisance Control - Trapping  | 21,975    | 892               | 170        | 580                | 70            | 41% | 100               | 59% | 0                      | 0%  |
| Appliances - Small - Wholesale & Manufacturers   | 8,159     | 1,513             | 170        | 580                | 160           | 94% | 9                 | 5%  | 1                      | 1%  |
| California -- Advance Fee Residential Loan Modification/Mortgage Loan Forbearance Services | 8,281     | 1,500             | 170        | 580                | 24            | 14% | 119               | 70% | 27                     | 16% |
| Campers - Wholesale & Manufacturers  | 28,574    | 742               | 170        | 580                | 159           | 94% | 10                | 6%  | 1                      | 1%  |
| Music Distribution Service   | 9,157     | 1,431             | 170        | 580                | 137           | 81% | 32                | 19% | 1                      | 1%  |
| Adult Entertainment  | 42,768    | 567               | 169        | 585                | 87            | 51% | 75                | 44% | 7                      | 4%  |
| Attorneys & Lawyers - Bankruptcy   | 98,725    | 283               | 169        | 585                | 111           | 66% | 31                | 18% | 27                     | 16% |
| Snow Removal Service   | 23,915    | 838               | 167        | 587                | 33            | 20% | 111               | 66% | 23                     | 14% |
| Boat Repair  | 54,368    | 467               | 166        | 588                | 94            | 57% | 66                | 40% | 6                      | 4%  |
| Business Promotions - General  | 38,615    | 607               | 166        | 588                | 135           | 81% | 21                | 13% | 10                     | 6%  |
| Coin Dealers, Supplies   | 169,019   | 175               | 166        | 588                | 100           | 60% | 59                | 36% | 7                      | 4%  |
| Pressure Washing   | 97,794    | 286               | 166        | 588                | 104           | 63% | 55                | 33% | 7                      | 4%  |
| Tools - Hand   | 20,174    | 946               | 165        | 592                | 150           | 91% | 15                | 9%  | 0                      | 0%  |

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|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Upholsterers  | 60,605    | 433               | 165        | 592                | 87            | 53%  | 76                | 46% | 2                      | 1%  |
| Dental Service Plans                                | 38,801    | 603               | 164        | 594                | 129           | 79%  | 35                | 21% | 0                      | 0%  |
| Funeral Directors                                   | 56,379    | 455               | 163        | 595                | 123           | 75%  | 39                | 24% | 1                      | 1%  |
| Garage Door Repair                                  | 52,439    | 484               | 163        | 595                | 87            | 53%  | 62                | 38% | 14                     | 9%  |
| Talent Representation                               | 5,297     | 1,834             | 163        | 595                | 93            | 57%  | 7                 | 4%  | 63                     | 39% |
| Internet-Based Telephone Service                    | 6,475     | 1,698             | 162        | 598                | 154           | 95%  | 7                 | 4%  | 1                      | 1%  |
| Wedding Supplies & Services                         | 25,878    | 805               | 162        | 598                | 97            | 60%  | 57                | 35% | 8                      | 5%  |
| Talent Listing Service                              | 60,159    | 435               | 161        | 600                | 144           | 89%  | 16                | 10% | 1                      | 1%  |
| Air Purifying & Cleaning Systems & Equipment        | 81,048    | 339               | 160        | 601                | 128           | 80%  | 27                | 17% | 5                      | 3%  |
| Investigators                                       | 107,152   | 261               | 160        | 601                | 102           | 64%  | 47                | 29% | 11                     | 7%  |
| Mailing Machines & Equipment                        | 10,613    | 1,321             | 160        | 601                | 153           | 96%  | 7                 | 4%  | 0                      | 0%  |
| Cleaning Supplies                                   | 31,906    | 690               | 159        | 604                | 107           | 67%  | 51                | 32% | 1                      | 1%  |
| Copiers & Copier Supplies                           | 49,815    | 503               | 159        | 604                | 127           | 80%  | 27                | 17% | 5                      | 3%  |
| Upholstery & Carpet Cleaning                        | 43,367    | 561               | 159        | 604                | 78            | 49%  | 61                | 38% | 20                     | 13% |
| Chimney Builders & Repair                           | 82,372    | 333               | 158        | 607                | 82            | 52%  | 62                | 39% | 14                     | 9%  |
| Eye-glass Suppliers                                 | 17,272    | 1,035             | 158        | 607                | 91            | 58%  | 65                | 41% | 2                      | 1%  |
| Television Stations & Broadcast Companies           | 23,675    | 847               | 158        | 607                | 116           | 73%  | 39                | 25% | 3                      | 2%  |
| Insured Property Replacement Service                | 8,865     | 1,457             | 157        | 610                | 157           | 100% | 0                 | 0%  | 0                      | 0%  |
| Investment Advisory Service                         | 147,671   | 195               | 157        | 610                | 88            | 56%  | 61                | 39% | 8                      | 5%  |
| Pet Boarding & Kennels                              | 142,379   | 200               | 157        | 610                | 107           | 68%  | 47                | 30% | 3                      | 2%  |
| Hair Replacement                                    | 41,656    | 579               | 155        | 613                | 124           | 80%  | 29                | 19% | 2                      | 1%  |
| Meat - Retail                                       | 63,685    | 416               | 155        | 613                | 104           | 67%  | 46                | 30% | 5                      | 3%  |
| Wines - Retail                                      | 31,255    | 703               | 155        | 613                | 126           | 81%  | 27                | 17% | 2                      | 1%  |
| Antiques - Dealers                                  | 53,107    | 476               | 154        | 616                | 103           | 67%  | 44                | 29% | 7                      | 5%  |
| Auto Alarms & Security Systems                      | 36,294    | 629               | 154        | 616                | 95            | 62%  | 54                | 35% | 5                      | 3%  |
| Food & Beverage Services                            | 24,473    | 826               | 154        | 616                | 97            | 63%  | 57                | 37% | 0                      | 0%  |
| Recreational Vehicles - Equipment, Parts, Supplies  | 27,943    | 760               | 154        | 616                | 82            | 53%  | 72                | 47% | 0                      | 0%  |
| Tattoos   | 61,594    | 428               | 154        | 616                | 92            | 60%  | 56                | 36% | 6                      | 4%  |
| Theaters  | 10,418    | 1,338             | 154        | 616                | 106           | 69%  | 46                | 30% | 2                      | 1%  |
| Battery Suppliers                                   | 27,151    | 778               | 152        | 622                | 100           | 66%  | 49                | 32% | 3                      | 2%  |
| Disc Jockeys  | 32,198    | 684               | 152        | 622                | 84            | 55%  | 63                | 41% | 5                      | 3%  |
| Electric Equipment & Supplies - Retail              | 41,265    | 582               | 152        | 622                | 108           | 71%  | 38                | 25% | 6                      | 4%  |
| Mobile Telephone Service                            | 12,049    | 1,246             | 152        | 622                | 109           | 72%  | 41                | 27% | 2                      | 1%  |
| Real Estate - Rent to Own                           | 57,544    | 447               | 152        | 622                | 33            | 22%  | 119               | 78% | 0                      | 0%  |
| Auto Lube & Oil - Mobile                            | 10,287    | 1,349             | 151        | 627                | 103           | 68%  | 45                | 30% | 3                      | 2%  |
| Mens Clothing & Furnishings - Retail                | 29,047    | 732               | 151        | 627                | 110           | 73%  | 35                | 23% | 6                      | 4%  |
| Waste Containers                                    | 10,391    | 1,341             | 151        | 627                | 131           | 87%  | 20                | 13% | 0                      | 0%  |
| Animal Online Drug & Prescription Services          | 3,633     | 2,135             | 150        | 630                | 113           | 75%  | 30                | 20% | 7                      | 5%  |
| Cosmetics - Wholesale & Manufacturers               | 12,767    | 1,220             | 150        | 630                | 110           | 73%  | 39                | 26% | 1                      | 1%  |
| Farm Equipment                                      | 39,085    | 599               | 150        | 630                | 127           | 85%  | 21                | 14% | 2                      | 1%  |
| Furniture Designers & Custom Builders               | 29,400    | 730               | 150        | 630                | 88            | 59%  | 58                | 39% | 4                      | 3%  |
| Insurance - Homeowners                              | 47,737    | 520               | 150        | 630                | 133           | 89%  | 15                | 10% | 2                      | 1%  |
| Linens - Retail                                     | 16,707    | 1,053             | 150        | 630                | 120           | 80%  | 28                | 19% | 2                      | 1%  |
| Modeling Schools                                    | 39,609    | 593               | 150        | 630                | 102           | 68%  | 47                | 31% | 1                      | 1%  |
| Online Event Registration                           | 5,833     | 1,764             | 150        | 630                | 149           | 99%  | 1                 | 1%  | 0                      | 0%  |
| Sound Systems & Equipment                           | 28,027    | 757               | 150        | 630                | 116           | 77%  | 31                | 21% | 3                      | 2%  |
| Sweepstakes   | 46,720    | 532               | 150        | 630                | 80            | 53%  | 37                | 25% | 33                     | 22% |
| Air conditioning & Heating Contractors - Commercial | 78,728    | 347               | 149        | 640                | 98            | 66%  | 45                | 30% | 6                      | 4%  |
| Better Business Bureaus                             | 2,553     | 2,411             | 149        | 640                | 63            | 41%  | 31                | 21% | 55                     | 37% |
| Stoves - Wood, Coal                                 | 34,443    | 552               | 149        | 640                | 106           | 71%  | 40                | 27% | 3                      | 2%  |
| Digital Media                                       | 12,618    | 1,227             | 148        | 643                | 123           | 83%  | 18                | 12% | 7                      | 5%  |
| Golf Equipment & Supplies - Retail                  | 29,499    | 728               | 147        | 644                | 102           | 69%  | 40                | 27% | 5                      | 3%  |
| Video Production Services                           | 47,521    | 522               | 147        | 644                | 84            | 57%  | 58                | 39% | 5                      | 3%  |
| Garage Builders                                     | 56,533    | 453               | 146        | 646                | 112           | 77%  | 30                | 21% | 4                      | 3%  |
| Security Guard & Patrol Service                     | 121,215   | 231               | 146        | 646                | 63            | 43%  | 74                | 51% | 9                      | 6%  |
| Solar Energy Products - Retail                      | 88,477    | 312               | 146        | 646                | 129           | 88%  | 17                | 12% | 0                      | 0%  |
| Attorneys Referral Service                          | 42,898    | 564               | 145        | 649                | 138           | 95%  | 2                 | 1%  | 5                      | 3%  |
| Auto Service - Sound Systems Sales & Service        | 33,343    | 664               | 145        | 649                | 112           | 77%  | 29                | 20% | 4                      | 3%  |
| Foundation Repair & House Leveling                  | 112,492   | 246               | 145        | 649                | 90            | 62%  | 42                | 29% | 13                     | 9%  |
| Investment Securities                               | 90,593    | 307               | 145        | 649                | 111           | 77%  | 26                | 18% | 8                      | 6%  |
| Shipping Masters                                    | 31,330    | 702               | 145        | 649                | 89            | 61%  | 53                | 37% | 3                      | 2%  |
| Concrete - Stamped & Decorative                     | 41,856    | 578               | 144        | 654                | 69            | 48%  | 66                | 46% | 9                      | 6%  |
| Physicians & Surgeons - Radiology                   | 17,208    | 1,039             | 144        | 654                | 115           | 80%  | 28                | 19% | 1                      | 1%  |
| Prize Promotions                                    | 32,032    | 686               | 144        | 654                | 52            | 36%  | 62                | 43% | 30                     | 21% |
| School Supplies                                     | 19,199    | 971               | 144        | 654                | 29            | 20%  | 114               | 79% | 1                      | 1%  |
| Cemeteries  | 19,121    | 975               | 143        | 658                | 108           | 76%  | 34                | 24% | 1                      | 1%  |
| Legal Services Plans                                | 97,660    | 287               | 143        | 658                | 115           | 80%  | 26                | 18% | 2                      | 1%  |
| Watches - Service & Repair                          | 27,576    | 768               | 143        | 658                | 106           | 74%  | 33                | 23% | 4                      | 3%  |
| Water & Sewer Line Protection                       | 84,436    | 326               | 143        | 658                | 141           | 99%  | 1                 | 1%  | 1                      | 1%  |
| Accountants   | 116,414   | 234               | 142        | 662                | 89            | 63%  | 52                | 37% | 1                      | 1%  |
| Seal Coating  | 47,209    | 526               | 142        | 662                | 58            | 41%  | 74                | 52% | 10                     | 7%  |
| Waste Reduction, Disposal, Recycle Equipment        | 15,266    | 1,109             | 142        | 662                | 99            | 70%  | 42                | 30% | 1                      | 1%  |
| Art Galleries, Dealers & Consultants                | 39,210    | 597               | 141        | 665                | 80            | 57%  | 56                | 40% | 5                      | 4%  |
| Bail Bonds  | 48,472    | 514               | 141        | 665                | 66            | 47%  | 71                | 50% | 4                      | 3%  |
| Communication Consultants                           | 33,600    | 659               | 141        | 665                | 117           | 83%  | 19                | 13% | 5                      | 4%  |
| Funeral Homes                                       | 44,515    | 548               | 141        | 665                | 104           | 74%  | 36                | 26% | 1                      | 1%  |
| Medical - Dental Discount Plans                     | 92,306    | 301               | 141        | 665                | 104           | 74%  | 26                | 18% | 11                     | 8%  |
| Coffee & Tea Shops                                  | 9,185     | 1,427             | 140        | 670                | 108           | 77%  | 29                | 21% | 3                      | 2%  |
| Sanitation Consultants                              | 4,699     | 1,939             | 140        | 670                | 124           | 89%  | 16                | 11% | 0                      | 0%  |
| Tutoring  | 68,445    | 392               | 140        | 670                | 99            | 71%  | 35                | 25% | 6                      | 4%  |
| All-Terrain Vehicles - ATVs                         | 36,786    | 622               | 139        | 673                | 91            | 65%  | 47                | 34% | 1                      | 1%  |
| Laundries   | 9,031     | 1,439             | 139        | 673                | 57            | 41%  | 74                | 53% | 8                      | 6%  |
| Tire Retread & Repair                               | 17,369    | 1,032             | 139        | 673                | 74            | 53%  | 49                | 35% | 16                     | 12% |
| Water Heaters - Wholesale & Manufacturers           | 4,821     | 1,919             | 139        | 673                | 136           | 98%  | 3                 | 2%  | 0                      | 0%  |
| Christmas Lights & Decorations                      | 13,665    | 1,181             | 138        | 677                | 125           | 91%  | 13                | 9%  | 0                      | 0%  |



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|---|-----------|-------------------|------------|--------------------|---------------|-----|-------------------|-----|------------------------|-----|
| Newspaper Distributors                          | 5,657     | 1,785             | 138        | 677                | 131           | 95% | 7                 | 5%  | 0                      | 0%  |
| Adult & Continuing Education                    | 35,955    | 632               | 137        | 679                | 75            | 55% | 56                | 41% | 6                      | 4%  |
| Floor Coverings & Installation                  | 46,155    | 539               | 137        | 679                | 89            | 65% | 46                | 34% | 2                      | 1%  |
| Schools - Home Study                            | 29,981    | 719               | 137        | 679                | 17            | 55% | 17                | 12% | 44                     | 32% |
| Industrial Equipment & Supplies                 | 75,195    | 362               | 136        | 682                | 112           | 82% | 23                | 17% | 1                      | 1%  |
| Kitchen & Bath Design                           | 20,619    | 932               | 136        | 682                | 46            | 34% | 90                | 66% | 0                      | 0%  |
| Musical Instruments - Supplies & Accessories    | 18,743    | 986               | 136        | 682                | 114           | 84% | 19                | 14% | 3                      | 2%  |
| Optical Goods - Service & Repair                | 22,612    | 876               | 136        | 682                | 107           | 79% | 26                | 19% | 3                      | 2%  |
| Furniture - Childrens                           | 18,145    | 1,010             | 135        | 686                | 110           | 81% | 22                | 16% | 3                      | 2%  |
| Lawn Mowers                                     | 34,033    | 657               | 135        | 686                | 90            | 67% | 41                | 30% | 4                      | 3%  |
| Online Drug & Prescription Services             | 36,875    | 620               | 135        | 686                | 102           | 76% | 28                | 21% | 5                      | 4%  |
| Designers - Apparel                             | 9,255     | 1,422             | 134        | 689                | 49            | 37% | 82                | 61% | 3                      | 2%  |
| Painters - Commercial or Residential            | 31,078    | 704               | 134        | 689                | 55            | 41% | 71                | 53% | 8                      | 6%  |
| Recreational Vehicles - Repair & Service        | 32,002    | 687               | 134        | 689                | 96            | 72% | 36                | 27% | 2                      | 1%  |
| Water Treatment Equipment,Service & Supplies    | 55,481    | 459               | 134        | 689                | 105           | 78% | 17                | 13% | 12                     | 9%  |
| Airport Transportation                          | 16,004    | 1,083             | 133        | 693                | 108           | 81% | 25                | 19% | 0                      | 0%  |
| Cabinet Manufacturer                            | 81,395    | 335               | 133        | 693                | 85            | 64% | 48                | 36% | 0                      | 0%  |
| Costumes - Masquerade & Theatrical              | 27,799    | 764               | 133        | 693                | 70            | 53% | 50                | 38% | 13                     | 10% |
| Trucking  | 109,990   | 253               | 133        | 693                | 89            | 67% | 42                | 32% | 2                      | 2%  |
| Windows & Doors - Installation & Service        | 69,269    | 388               | 133        | 693                | 91            | 68% | 37                | 28% | 5                      | 4%  |
| Ammunition                                      | 20,235    | 944               | 132        | 698                | 56            | 42% | 70                | 53% | 6                      | 5%  |
| Book, Compact Disc, & DVD Clubs                 | 11,733    | 1,261             | 132        | 698                | 91            | 69% | 34                | 26% | 7                      | 5%  |
| Contract Manufacturing                          | 22,524    | 878               | 132        | 698                | 30            | 23% | 30                | 23% | 3                      | 2%  |
| Medical Service Organizations                   | 36,934    | 619               | 132        | 698                | 87            | 66% | 45                | 34% | 0                      | 0%  |
| Psychics  | 28,010    | 758               | 132        | 698                | 68            | 52% | 52                | 39% | 12                     | 9%  |
| Sightseeing Tours                               | 27,412    | 771               | 132        | 698                | 96            | 73% | 34                | 26% | 2                      | 2%  |
| Advertising - Mobile                            | 41,447    | 580               | 131        | 704                | 126           | 96% | 4                 | 3%  | 1                      | 1%  |
| Magazine Sales by Mail                          | 9,645     | 1,394             | 131        | 704                | 93            | 71% | 28                | 21% | 10                     | 8%  |
| Leather Goods - Dealers                         | 8,372     | 1,492             | 130        | 706                | 101           | 78% | 28                | 22% | 1                      | 1%  |
| Luggage - Retail                                | 14,119    | 1,164             | 130        | 706                | 70            | 54% | 58                | 45% | 2                      | 2%  |
| Party Supplies - Renting                        | 23,243    | 857               | 130        | 706                | 78            | 60% | 48                | 37% | 4                      | 3%  |
| Real Estate Loan Modification                   | 17,430    | 1,030             | 130        | 706                | 27            | 21% | 71                | 55% | 32                     | 25% |
| Auto & Truck Brokers                            | 54,827    | 466               | 129        | 710                | 88            | 68% | 35                | 27% | 6                      | 5%  |
| Interior Decorators & Designers                 | 64,792    | 412               | 129        | 710                | 54            | 54% | 54                | 42% | 5                      | 4%  |
| Nursing Homes                                   | 83,555    | 328               | 129        | 710                | 98            | 76% | 30                | 23% | 1                      | 1%  |
| Physicians & Surgeons - Ophthalmology           | 33,224    | 669               | 129        | 710                | 114           | 88% | 13                | 10% | 2                      | 2%  |
| Projection Apparatus                            | 2,280     | 2,490             | 129        | 710                | 36            | 28% | 93                | 72% | 0                      | 0%  |
| Screen Printing                                 | 42,718    | 568               | 129        | 710                | 59            | 51% | 59                | 46% | 4                      | 3%  |
| Automobile Dealers - Imported Cars              | 14,890    | 1,133             | 128        | 716                | 98            | 77% | 30                | 23% | 0                      | 0%  |
| Furniture - Wholesale                           | 20,692    | 931               | 128        | 716                | 75            | 59% | 45                | 35% | 8                      | 6%  |
| Home Repair & Maintenance                       | 20,884    | 941               | 128        | 716                | 46            | 36% | 73                | 57% | 9                      | 7%  |
| Identity Theft Protection & Prevention Services | 87,809    | 314               | 128        | 716                | 120           | 94% | 8                 | 6%  | 0                      | 0%  |
| Plumbing Fixtures, Parts, Supplies - Retail     | 43,419    | 560               | 128        | 716                | 105           | 82% | 21                | 16% | 2                      | 2%  |
| Health Care Management                          | 23,838    | 843               | 127        | 721                | 108           | 85% | 19                | 15% | 0                      | 0%  |
| Paralegals                                      | 31,000    | 706               | 127        | 721                | 55            | 43% | 62                | 49% | 10                     | 8%  |
| Gun sights, Scopes & Mounts                     | 22,943    | 866               | 126        | 723                | 57            | 45% | 63                | 50% | 6                      | 5%  |
| Physical Therapists                             | 43,954    | 555               | 126        | 723                | 89            | 71% | 36                | 29% | 1                      | 1%  |
| Physicians & Surgeons - Orthopedic Surgery      | 30,663    | 711               | 126        | 723                | 101           | 80% | 23                | 18% | 2                      | 2%  |
| Coffee & Tea                                    | 32,340    | 681               | 125        | 726                | 72            | 58% | 46                | 37% | 7                      | 6%  |
| Night Clubs                                     | 20,876    | 925               | 125        | 726                | 62            | 50% | 62                | 50% | 1                      | 1%  |
| Timeshare Advocates                             | 39,921    | 591               | 125        | 726                | 25            | 20% | 13                | 10% | 87                     | 70% |
| Furniture Repair & Refinish                     | 51,807    | 488               | 124        | 729                | 70            | 56% | 45                | 36% | 9                      | 7%  |
| Marine Sales & Service                          | 40,744    | 585               | 124        | 729                | 72            | 58% | 52                | 42% | 0                      | 0%  |
| Contractors - Solar Energy                      | 67,794    | 394               | 123        | 731                | 99            | 80% | 20                | 16% | 4                      | 3%  |
| Furniture - Outdoor                             | 28,758    | 738               | 123        | 731                | 74            | 60% | 44                | 36% | 5                      | 4%  |
| Jewelry Designers                               | 36,579    | 625               | 123        | 731                | 78            | 63% | 42                | 34% | 3                      | 2%  |
| Landscape Architects                            | 51,111    | 496               | 123        | 731                | 72            | 59% | 48                | 39% | 3                      | 2%  |
| Laser Cosmetic Services                         | 24,284    | 828               | 123        | 731                | 65            | 53% | 34                | 28% | 24                     | 20% |
| Photography Sales                               | 11,489    | 1,276             | 123        | 731                | 62            | 50% | 50                | 41% | 11                     | 9%  |
| Ribbons   | 2,284     | 2,486             | 123        | 731                | 117           | 95% | 6                 | 5%  | 0                      | 0%  |
| Dentist - Orthodontist                          | 35,663    | 639               | 122        | 738                | 98            | 80% | 21                | 17% | 3                      | 2%  |
| Formal Wear                                     | 20,065    | 951               | 122        | 738                | 70            | 57% | 26                | 21% | 26                     | 21% |
| Management Consultants                          | 71,944    | 375               | 122        | 738                | 72            | 59% | 47                | 39% | 3                      | 2%  |
| Telephone Equipment & Systems Service & Repair  | 23,372    | 854               | 122        | 738                | 59            | 48% | 54                | 44% | 9                      | 7%  |
| Adult Novelties                                 | 19,046    | 978               | 121        | 742                | 46            | 38% | 46                | 38% | 15                     | 12% |
| Auto Listing Service                            | 22,617    | 874               | 121        | 742                | 107           | 88% | 13                | 11% | 1                      | 1%  |
| Irrigation Systems & Equipment                  | 74,307    | 366               | 121        | 742                | 91            | 75% | 25                | 21% | 5                      | 4%  |
| Waste Reduction, Recycle Service - Industrial   | 18,638    | 992               | 120        | 745                | 68            | 57% | 49                | 41% | 3                      | 3%  |
| Auto Dealers - Antique & Classic                | 57,581    | 446               | 119        | 746                | 84            | 71% | 32                | 27% | 3                      | 3%  |
| Cabin, Cottage & Chalet - Rentals               | 19,481    | 965               | 119        | 746                | 99            | 83% | 18                | 15% | 2                      | 2%  |
| Beauty Schools                                  | 36,791    | 621               | 118        | 748                | 83            | 70% | 31                | 26% | 4                      | 3%  |
| Gift Certificates/Cards                         | 39,129    | 598               | 118        | 748                | 96            | 81% | 19                | 16% | 3                      | 3%  |
| Physicians & Surgeons - OB/GYN                  | 22,723    | 870               | 118        | 748                | 80            | 68% | 36                | 31% | 2                      | 2%  |
| Automation Systems & Equipment                  | 9,276     | 1,416             | 117        | 751                | 112           | 96% | 5                 | 4%  | 0                      | 0%  |
| Optical Equipment & Supplies                    | 20,771    | 929               | 117        | 751                | 116           | 99% | 1                 | 1%  | 0                      | 0%  |
| Pipe Line, Oil & Gas Wholesaler & Distributors  | 11,025    | 1,299             | 117        | 751                | 101           | 86% | 16                | 14% | 0                      | 0%  |
| Diabetes Services & Supplies                    | 20,298    | 943               | 115        | 754                | 66            | 57% | 48                | 42% | 1                      | 1%  |
| Foreclosure Services                            | 30,008    | 718               | 115        | 754                | 35            | 30% | 73                | 63% | 7                      | 6%  |
| Manufactured Homes - Parks                      | 35,757    | 636               | 115        | 754                | 81            | 70% | 31                | 27% | 3                      | 3%  |
| Schools - Academic - Special Education          | 45,101    | 547               | 115        | 754                | 98            | 85% | 13                | 11% | 4                      | 3%  |
| Telecommunication Equipment & Systems Dealers   | 22,627    | 873               | 115        | 754                | 84            | 73% | 25                | 22% | 6                      | 5%  |
| Antennas  | 14,246    | 1,156             | 114        | 759                | 97            | 85% | 17                | 15% | 0                      | 0%  |
| Display Fixtures & Materials                    | 5,192     | 1,858             | 114        | 759                | 107           | 94% | 7                 | 6%  | 0                      | 0%  |
| Hypnotherapists - Hypnotists                    | 28,723    | 740               | 114        | 759                | 105           | 92% | 9                 | 8%  | 0                      | 0%  |
| Kitchen Cabinets & Equipment - Household        | 62,546    | 424               | 114        | 759                | 74            | 65% | 34                | 30% | 6                      | 5%  |

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| Industry Classification                                | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %   | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|-----|-------------------|-----|------------------------|-----|
| Marketing - Home Based Business                        | 132,760   | 215               | 114        | 759                | 108           | 95% | 1                 | 1%  | 5                      | 4%  |
| Parking Attendant Service                              | 8,053     | 1,521             | 114        | 759                | 97            | 85% | 17                | 15% | 0                      | 0%  |
| Water Damage Restoration                               | 55,239    | 463               | 114        | 759                | 98            | 86% | 13                | 11% | 3                      | 3%  |
| Bathtubs & Sinks - Repair & Refinish                   | 67,726    | 395               | 113        | 766                | 77            | 68% | 33                | 29% | 3                      | 3%  |
| Duct Cleaning  | 82,896    | 330               | 113        | 766                | 68            | 60% | 39                | 35% | 6                      | 5%  |
| Escrow Service   | 55,939    | 457               | 112        | 768                | 54            | 48% | 42                | 38% | 16                     | 14% |
| Motivational & Self Improvement Training               | 21,443    | 915               | 112        | 768                | 80            | 71% | 26                | 23% | 6                      | 5%  |
| Swimwear & Accessories                                 | 11,978    | 1,249             | 112        | 768                | 66            | 59% | 44                | 39% | 2                      | 2%  |
| Wedding Consultants                                    | 27,875    | 761               | 112        | 768                | 74            | 66% | 38                | 34% | 0                      | 0%  |
| Carpenters   | 93,876    | 297               | 111        | 772                | 38            | 34% | 69                | 62% | 4                      | 4%  |
| Alterations - Clothing                                 | 30,367    | 715               | 110        | 773                | 58            | 53% | 45                | 41% | 7                      | 6%  |
| Auto Salvage Yards                                     | 33,346    | 663               | 110        | 773                | 59            | 54% | 49                | 45% | 2                      | 2%  |
| Auto Seat Covers, Tops & Upholstery                    | 35,125    | 645               | 110        | 773                | 63            | 57% | 46                | 42% | 1                      | 1%  |
| Blinds   | 30,849    | 709               | 110        | 773                | 70            | 64% | 33                | 30% | 7                      | 6%  |
| Fabric Shops   | 15,548    | 1,097             | 110        | 773                | 89            | 81% | 20                | 18% | 1                      | 1%  |
| Television & Radio Parts - Retail                      | 11,234    | 1,287             | 110        | 773                | 41            | 37% | 69                | 63% | 0                      | 0%  |
| Trucking Transportation Brokers                        | 66,530    | 402               | 110        | 773                | 74            | 67% | 36                | 33% | 0                      | 0%  |
| Video Games - Service & Repair                         | 15,098    | 1,124             | 110        | 773                | 77            | 70% | 25                | 23% | 8                      | 7%  |
| Swimming Pool Manufacturers & Distributors             | 11,815    | 1,255             | 109        | 781                | 99            | 91% | 9                 | 8%  | 1                      | 1%  |
| Covers - Protective                                    | 10,065    | 1,365             | 108        | 782                | 77            | 71% | 22                | 20% | 9                      | 8%  |
| Jewelry Manufacturers                                  | 44,350    | 550               | 108        | 782                | 83            | 77% | 19                | 18% | 6                      | 5%  |
| Secret Shopper   | 42,853    | 565               | 108        | 782                | 26            | 24% | 35                | 32% | 47                     | 44% |
| Water Well Drilling & Service                          | 100,199   | 279               | 108        | 782                | 73            | 68% | 35                | 32% | 0                      | 0%  |
| Woodworking  | 45,800    | 540               | 108        | 782                | 42            | 39% | 51                | 47% | 15                     | 14% |
| Clocks - Service & Repair                              | 19,544    | 962               | 107        | 787                | 73            | 68% | 28                | 26% | 6                      | 6%  |
| Draperies & Curtains - Retail & Custom                 | 32,660    | 677               | 107        | 787                | 66            | 62% | 39                | 36% | 2                      | 2%  |
| Real Estate Appraisers                                 | 70,392    | 384               | 107        | 787                | 80            | 75% | 23                | 21% | 4                      | 4%  |
| Hunting & Fishing Services & Supplies                  | 40,598    | 586               | 106        | 790                | 83            | 78% | 22                | 21% | 1                      | 1%  |
| Railroads  | 2,466     | 2,436             | 106        | 790                | 98            | 92% | 8                 | 8%  | 0                      | 0%  |
| Advertising - Telephone                                | 6,898     | 1,646             | 105        | 792                | 59            | 56% | 19                | 18% | 27                     | 26% |
| Condominiums   | 28,732    | 739               | 105        | 792                | 62            | 59% | 40                | 38% | 3                      | 3%  |
| Dental Equipment & Supplies                            | 28,983    | 734               | 104        | 794                | 92            | 88% | 11                | 11% | 1                      | 1%  |
| Gift Baskets & Parcels                                 | 19,046    | 978               | 104        | 794                | 56            | 54% | 47                | 45% | 1                      | 1%  |
| Insurance - Property                                   | 47,032    | 530               | 104        | 794                | 83            | 80% | 21                | 20% | 0                      | 0%  |
| Insurance Agents                                       | 28,312    | 748               | 104        | 794                | 74            | 71% | 25                | 24% | 5                      | 5%  |
| Toys - Wholesale & Manufacturers                       | 11,222    | 1,288             | 104        | 794                | 84            | 81% | 15                | 14% | 5                      | 5%  |
| Home Theater   | 40,815    | 584               | 103        | 799                | 78            | 76% | 23                | 22% | 2                      | 2%  |
| Sporting Goods - Wholesale & Manufacturers             | 21,683    | 906               | 103        | 799                | 85            | 83% | 14                | 14% | 4                      | 4%  |
| Golf Carts   | 24,028    | 836               | 102        | 801                | 72            | 71% | 29                | 28% | 1                      | 1%  |
| Recreational Vehicles - Rent & Lease                   | 13,219    | 1,196             | 102        | 801                | 48            | 47% | 53                | 52% | 1                      | 1%  |
| Test Publishers  | 12,971    | 1,211             | 102        | 801                | 100           | 98% | 1                 | 1%  | 1                      | 1%  |
| Vacuum Cleaners - Wholesale & Manufacturers            | 5,326     | 1,829             | 102        | 801                | 101           | 99% | 0                 | 0%  | 1                      | 1%  |
| Childrens & Family Entertainment                       | 12,593    | 1,228             | 101        | 805                | 55            | 54% | 45                | 45% | 1                      | 1%  |
| Point of Sale Systems                                  | 17,974    | 1,014             | 101        | 805                | 90            | 89% | 11                | 11% | 0                      | 0%  |
| Shuttle Bus  | 9,586     | 1,396             | 101        | 805                | 46            | 46% | 54                | 53% | 1                      | 1%  |
| Surplus & Salvage Merchandise                          | 22,761    | 869               | 101        | 805                | 65            | 64% | 30                | 30% | 6                      | 6%  |
| Bathtub Refinishing                                    | 43,627    | 558               | 100        | 809                | 52            | 52% | 38                | 38% | 10                     | 10% |
| Laundries - Self Service                               | 7,197     | 1,615             | 100        | 809                | 48            | 48% | 43                | 43% | 9                      | 9%  |
| Prescription Benefit Consultants                       | 21,580    | 911               | 100        | 809                | 71            | 71% | 8                 | 8%  | 21                     | 21% |
| Rehabilitation Services                                | 45,193    | 546               | 100        | 809                | 69            | 69% | 29                | 29% | 2                      | 2%  |
| Telecommunication Equipment & Systems Service & Repair | 18,736    | 987               | 100        | 809                | 86            | 86% | 13                | 13% | 1                      | 1%  |
| Vehicle Transport Services                             | 22,084    | 889               | 100        | 809                | 35            | 35% | 63                | 63% | 2                      | 2%  |
| License Services                                       | 18,284    | 1,005             | 99         | 815                | 83            | 84% | 14                | 14% | 2                      | 2%  |
| Small Engine Repair                                    | 31,413    | 699               | 99         | 815                | 60            | 61% | 36                | 36% | 3                      | 3%  |
| Swimming Pools - Public                                | 2,952     | 2,298             | 99         | 815                | 86            | 87% | 12                | 12% | 1                      | 1%  |
| Consultant - Public Sector Planning                    | 8,562     | 1,479             | 98         | 818                | 97            | 99% | 1                 | 1%  | 0                      | 0%  |
| Tires - Commercial Sales & Service                     | 5,010     | 1,885             | 98         | 818                | 56            | 57% | 41                | 42% | 1                      | 1%  |
| Attorneys & Lawyers - Bankruptcy & Taxes               | 36,231    | 630               | 97         | 820                | 24            | 25% | 56                | 58% | 17                     | 18% |
| Auto Parts & Supplies - Custom Wheels/Rims             | 24,861    | 823               | 97         | 820                | 30            | 52% | 43                | 44% | 4                      | 4%  |
| Chemists - Manufacturers                               | 1,827     | 2,679             | 97         | 820                | 91            | 94% | 6                 | 6%  | 0                      | 0%  |
| Dresses - Wholesale & Manufacturers                    | 3,027     | 2,279             | 97         | 820                | 9             | 9%  | 76                | 78% | 12                     | 12% |
| Office Furniture & Equipment                           | 60,455    | 434               | 97         | 820                | 67            | 69% | 27                | 28% | 3                      | 3%  |
| Playground Equipment                                   | 17,020    | 1,045             | 97         | 820                | 60            | 62% | 36                | 37% | 1                      | 1%  |
| Shoes - Orthopedic                                     | 16,380    | 1,062             | 97         | 820                | 48            | 49% | 44                | 45% | 5                      | 5%  |
| Shoes - Wholesale & Manufacturers                      | 11,548    | 1,273             | 97         | 820                | 88            | 91% | 8                 | 8%  | 1                      | 1%  |
| Wheel Chairs   | 13,610    | 1,183             | 97         | 820                | 83            | 86% | 7                 | 7%  | 7                      | 7%  |
| Answering Services                                     | 34,763    | 648               | 96         | 835                | 87            | 91% | 8                 | 9%  | 0                      | 0%  |
| Buildings - Pole & Post Frame                          | 36,112    | 631               | 96         | 835                | 60            | 63% | 36                | 38% | 0                      | 0%  |
| Grocery - Bulk Food Stores                             | 26,300    | 798               | 96         | 829                | 58            | 60% | 37                | 39% | 1                      | 1%  |
| Mobile Apps  | 15,142    | 1,116             | 96         | 829                | 72            | 75% | 20                | 21% | 4                      | 4%  |
| Publishing Consultants                                 | 18,720    | 988               | 96         | 829                | 32            | 33% | 60                | 63% | 4                      | 4%  |
| Television & Radio Parts - Wholesale & Manufacturers   | 5,228     | 1,846             | 96         | 829                | 90            | 94% | 6                 | 6%  | 0                      | 0%  |
| Business & Trade Organizations                         | 38,924    | 601               | 95         | 835                | 59            | 62% | 28                | 29% | 8                      | 8%  |
| Camps  | 21,331    | 919               | 95         | 835                | 47            | 49% | 46                | 48% | 2                      | 2%  |
| Check Cashing Protection Systems                       | 4,245     | 2,017             | 95         | 835                | 94            | 99% | 1                 | 1%  | 0                      | 0%  |
| Coaching - Business                                    | 31,692    | 692               | 95         | 835                | 41            | 43% | 48                | 51% | 6                      | 6%  |
| Food - Sales & Delivery                                | 12,368    | 1,235             | 95         | 835                | 56            | 59% | 39                | 41% | 0                      | 0%  |
| Lawn Mowers - Sharpen & Repair                         | 33,607    | 658               | 95         | 835                | 63            | 66% | 28                | 29% | 4                      | 4%  |
| Public Utility Consultants                             | 12,898    | 1,217             | 95         | 835                | 63            | 66% | 30                | 32% | 2                      | 2%  |
| Sportswear - Wholesale & Manufacturers                 | 7,152     | 1,621             | 95         | 835                | 49            | 52% | 46                | 48% | 0                      | 0%  |
| Auto Driving School                                    | 19,550    | 961               | 94         | 843                | 58            | 62% | 34                | 36% | 2                      | 2%  |
| Concrete - Custom                                      | 20,034    | 953               | 94         | 843                | 39            | 41% | 54                | 57% | 1                      | 1%  |
| Bars & Taverns   | 15,496    | 1,098             | 93         | 845                | 50            | 54% | 39                | 42% | 4                      | 4%  |
| Bathroom Remodeling - Walk-In Tubs                     | 23,355    | 855               | 93         | 845                | 84            | 90% | 7                 | 8%  | 2                      | 2%  |
| Compact Discs, Tapes & Records - Retail                | 21,341    | 918               | 93         | 845                | 27            | 29% | 62                | 67% | 4                      | 4%  |

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|--|-----------|-------------------|------------|--------------------|---------------|-----|-------------------|-----|------------------------|-----|
| Infomercials   | 4,974     | 1,888             | 93         | 845                | 87            | 94% | 6                 | 6%  | 0                      | 0%  |
| Trade Shows, Expositions & Fairs                       | 16,048    | 1,080             | 93         | 845                | 54            | 58% | 36                | 39% | 3                      | 3%  |
| Vanity Publishers                                      | 13,029    | 1,207             | 93         | 845                | 83            | 89% | 9                 | 10% | 1                      | 1%  |
| Auto Repairing - Foreign                               | 39,272    | 596               | 92         | 851                | 67            | 72% | 25                | 27% | 0                      | 0%  |
| Boys Clothing & Furnishings - Retail                   | 16,552    | 1,056             | 92         | 851                | 51            | 55% | 39                | 42% | 2                      | 2%  |
| Buildings - Pre - Cut, Prefab & Modular - Dealers      | 52,747    | 480               | 92         | 851                | 67            | 73% | 25                | 27% | 0                      | 0%  |
| Electronic Instruments                                 | 4,935     | 1,897             | 92         | 851                | 30            | 33% | 57                | 62% | 5                      | 5%  |
| Marketing Software                                     | 18,575    | 997               | 92         | 851                | 72            | 78% | 14                | 15% | 6                      | 7%  |
| Ticket Broker  | 15,219    | 1,111             | 92         | 851                | 77            | 84% | 15                | 16% | 0                      | 0%  |
| Auto Repair & Service - Equipment & Supplies           | 13,950    | 1,171             | 91         | 857                | 47            | 52% | 42                | 46% | 2                      | 2%  |
| Fuel - Gasoline  | 1,620     | 2,777             | 90         | 857                | 59            | 65% | 30                | 33% | 2                      | 2%  |
| Rental Service Stores & Yards                          | 17,157    | 1,041             | 91         | 857                | 62            | 68% | 27                | 30% | 2                      | 2%  |
| Kitchen Remodeling                                     | 48,448    | 515               | 90         | 860                | 45            | 50% | 39                | 43% | 6                      | 7%  |
| Marinas  | 19,774    | 959               | 90         | 860                | 61            | 68% | 26                | 29% | 3                      | 3%  |
| Pillows  | 48,851    | 509               | 90         | 860                | 80            | 89% | 10                | 11% | 0                      | 0%  |
| Surveyors - Land                                       | 93,797    | 298               | 90         | 860                | 68            | 76% | 22                | 24% | 0                      | 0%  |
| Thrift Shops   | 16,500    | 1,059             | 90         | 860                | 48            | 53% | 39                | 43% | 3                      | 3%  |
| Vacuum Cleaners - Service & Repair                     | 24,141    | 834               | 90         | 860                | 55            | 61% | 32                | 36% | 3                      | 3%  |
| Valet Service  | 12,335    | 1,238             | 90         | 860                | 50            | 56% | 38                | 42% | 2                      | 2%  |
| Vending Machines                                       | 66,692    | 401               | 90         | 860                | 50            | 56% | 34                | 38% | 6                      | 7%  |
| Airlines - Ticket Agencies                             | 15,420    | 1,102             | 89         | 868                | 57            | 64% | 30                | 34% | 2                      | 2%  |
| Shopping Service - Personal                            | 11,647    | 1,267             | 89         | 868                | 36            | 40% | 49                | 55% | 4                      | 4%  |
| Animal Breeders  | 29,579    | 727               | 89         | 870                | 41            | 47% | 41                | 47% | 6                      | 7%  |
| Bookkeeping Service                                    | 83,169    | 329               | 88         | 870                | 45            | 51% | 39                | 44% | 4                      | 5%  |
| Computers - Training                                   | 64,088    | 415               | 88         | 870                | 69            | 78% | 15                | 17% | 4                      | 5%  |
| Construction Management                                | 47,066    | 528               | 88         | 870                | 41            | 47% | 41                | 47% | 6                      | 7%  |
| Dentist - Dental Surgery                               | 16,172    | 1,074             | 88         | 870                | 70            | 80% | 18                | 20% | 0                      | 0%  |
| Embroidery   | 25,094    | 820               | 88         | 870                | 63            | 72% | 24                | 27% | 1                      | 1%  |
| Nursery Stock Dealers                                  | 9,541     | 1,399             | 88         | 870                | 31            | 35% | 57                | 65% | 0                      | 0%  |
| Pharmaceutical Products - Wholesale & Manufacturing    | 22,668    | 871               | 88         | 870                | 67            | 76% | 20                | 23% | 1                      | 1%  |
| Trailers - Camping & Travel                            | 15,567    | 1,096             | 88         | 870                | 68            | 77% | 20                | 23% | 0                      | 0%  |
| Generators - Electric                                  | 28,872    | 736               | 87         | 879                | 10            | 89% | 10                | 11% | 0                      | 0%  |
| Iron Work  | 26,254    | 799               | 87         | 879                | 37            | 43% | 44                | 51% | 6                      | 7%  |
| Pet Foods - Wholesale & Manufacturers                  | 28,903    | 735               | 87         | 879                | 47            | 54% | 29                | 33% | 11                     | 13% |
| Podiatrists  | 20,119    | 949               | 87         | 879                | 58            | 67% | 29                | 33% | 0                      | 0%  |
| Spas & Hot Tubs - Supplies & Parts                     | 13,204    | 1,198             | 87         | 879                | 62            | 71% | 25                | 29% | 0                      | 0%  |
| Taxidermists   | 21,670    | 907               | 87         | 879                | 43            | 49% | 39                | 45% | 5                      | 6%  |
| Virtual Currency                                       | 1,865     | 2,659             | 87         | 879                | 83            | 95% | 3                 | 3%  | 1                      | 1%  |
| Lighting Equipment - Emergency                         | 6,106     | 1,734             | 86         | 886                | 65            | 76% | 21                | 24% | 0                      | 0%  |
| Non Profit Organizations - General Membership          | 23,728    | 846               | 86         | 886                | 27            | 66% | 23                | 26% | 7                      | 8%  |
| Baseball Cards & Sports Memorabilia                    | 16,256    | 1,069             | 85         | 888                | 41            | 48% | 42                | 49% | 2                      | 2%  |
| Dance Companies  | 14,370    | 1,153             | 85         | 888                | 49            | 58% | 29                | 34% | 7                      | 8%  |
| Tool & Utility Sheds                                   | 34,034    | 656               | 85         | 888                | 51            | 60% | 23                | 27% | 11                     | 13% |
| Tropical Fish  | 7,027     | 1,633             | 85         | 888                | 71            | 84% | 14                | 16% | 0                      | 0%  |
| Building Construction Consultants                      | 50,441    | 500               | 84         | 892                | 44            | 42% | 44                | 52% | 5                      | 6%  |
| Fireplace Equipment - Retail                           | 27,431    | 770               | 84         | 892                | 72            | 86% | 11                | 13% | 1                      | 1%  |
| Genealogy Services                                     | 9,748     | 1,390             | 84         | 892                | 81            | 96% | 2                 | 2%  | 1                      | 1%  |
| Liquor Stores  | 23,838    | 843               | 84         | 892                | 45            | 54% | 37                | 44% | 2                      | 2%  |
| Machine Shops  | 60,035    | 437               | 84         | 892                | 23            | 27% | 67                | 73% | 1                      | 1%  |
| Mechanical Contractors                                 | 64,506    | 414               | 84         | 892                | 59            | 70% | 22                | 26% | 3                      | 4%  |
| Tractor Dealers  | 17,726    | 1,022             | 84         | 892                | 74            | 88% | 10                | 12% | 0                      | 0%  |
| Unclaimed Funds Retrieval Services                     | 109,828   | 254               | 84         | 892                | 62            | 74% | 20                | 24% | 2                      | 2%  |
| Bathroom Accessories                                   | 12,925    | 1,215             | 83         | 900                | 65            | 78% | 15                | 18% | 3                      | 4%  |
| Incorporating Companies                                | 66,964    | 397               | 83         | 900                | 57            | 69% | 23                | 28% | 3                      | 4%  |
| Recycling Centers                                      | 35,559    | 642               | 83         | 900                | 58            | 70% | 23                | 28% | 2                      | 2%  |
| Spas & Hot Tubs - Service & Repair                     | 29,784    | 723               | 82         | 903                | 42            | 51% | 33                | 40% | 7                      | 9%  |
| Sunroom & Solarium Design & Construction               | 21,870    | 898               | 82         | 903                | 64            | 78% | 8                 | 10% | 10                     | 12% |
| Telephone & Television Cable Contractors               | 16,522    | 1,058             | 82         | 903                | 55            | 67% | 21                | 26% | 6                      | 7%  |
| Art Goods  | 15,115    | 1,122             | 81         | 906                | 39            | 48% | 38                | 47% | 4                      | 5%  |
| Attorneys & Lawyers - Litigation                       | 25,892    | 804               | 81         | 906                | 34            | 42% | 5                 | 6%  | 42                     | 52% |
| Auto Body Shop Equipment & Sup                         | 15,036    | 1,126             | 81         | 906                | 37            | 46% | 38                | 47% | 6                      | 7%  |
| Coins, Stamps & Precious Metals Dealer                 | 20,700    | 930               | 81         | 906                | 33            | 41% | 48                | 59% | 0                      | 0%  |
| Hair Weaving   | 10,473    | 1,332             | 81         | 906                | 30            | 37% | 41                | 51% | 10                     | 12% |
| Medical Imaging Services                               | 10,380    | 1,343             | 81         | 906                | 55            | 68% | 22                | 27% | 4                      | 5%  |
| Printing Supplies                                      | 11,263    | 1,284             | 81         | 906                | 70            | 86% | 10                | 12% | 1                      | 1%  |
| Refrigeration Equipment - Commercial - Sales & Service | 32,615    | 679               | 81         | 906                | 47            | 52% | 38                | 47% | 1                      | 1%  |
| Sewing Machines - Dealers                              | 21,874    | 893               | 81         | 906                | 56            | 68% | 23                | 28% | 2                      | 2%  |
| Bed & Breakfast  | 23,011    | 862               | 80         | 915                | 32            | 50% | 32                | 40% | 1                      | 1%  |
| Christmas Trees  | 15,213    | 1,114             | 80         | 915                | 77            | 96% | 2                 | 3%  | 1                      | 1%  |
| Credit Cards - Protection Service                      | 25,870    | 806               | 80         | 915                | 49            | 61% | 14                | 18% | 17                     | 21% |
| General Merchandise - Wholesale                        | 15,117    | 1,121             | 80         | 915                | 44            | 55% | 34                | 43% | 2                      | 3%  |
| Land Companies   | 38,642    | 605               | 80         | 915                | 19            | 48% | 38                | 48% | 23                     | 29% |
| Pet Training - Dog                                     | 27,811    | 763               | 80         | 915                | 54            | 68% | 25                | 31% | 1                      | 1%  |
| Radiators - Automotive                                 | 17,707    | 1,024             | 80         | 915                | 54            | 68% | 26                | 33% | 0                      | 0%  |
| Refrigerators & Freezers - Service & Repair            | 13,875    | 1,176             | 80         | 915                | 28            | 35% | 47                | 59% | 5                      | 6%  |
| Trailer Sales  | 32,908    | 672               | 80         | 915                | 50            | 63% | 30                | 38% | 0                      | 0%  |
| Dentistry - Cosmetic                                   | 14,472    | 1,148             | 79         | 924                | 58            | 73% | 18                | 23% | 3                      | 4%  |
| Doors - Repair   | 30,514    | 713               | 79         | 924                | 49            | 62% | 24                | 30% | 6                      | 8%  |
| Estate Liquidators                                     | 22,632    | 872               | 79         | 924                | 37            | 48% | 38                | 47% | 4                      | 5%  |
| Glass - Repair   | 15,260    | 1,110             | 79         | 924                | 43            | 54% | 33                | 42% | 3                      | 4%  |
| Government Grant Services                              | 27,065    | 780               | 79         | 924                | 56            | 71% | 16                | 20% | 7                      | 9%  |
| Real Estate - Commercial                               | 20,404    | 938               | 79         | 924                | 58            | 73% | 20                | 25% | 1                      | 1%  |
| Referral - Doctor                                      | 7,194     | 1,616             | 79         | 924                | 59            | 75% | 19                | 24% | 1                      | 1%  |
| Stone Setting - Interlocking Pavers                    | 26,867    | 783               | 79         | 924                | 41            | 52% | 37                | 47% | 1                      | 1%  |
| Basement Waterproofing                                 | 40,129    | 587               | 78         | 932                | 58            | 74% | 16                | 21% | 4                      | 5%  |

US BBB  
2014 Statistics  
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| Industry Classification                     | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %   | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|-----|-------------------|-----|------------------------|-----|
| Driveway Installation, Paving & Repair      | 12,277    | 1,239             | 78         | 932                | 25            | 32% | 47                | 60% | 6                      | 8%  |
| Energy Management & Conservation Consultant | 40,014    | 590               | 78         | 932                | 57            | 73% | 13                | 17% | 8                      | 10% |
| Religious Goods                             | 11,544    | 1,274             | 78         | 932                | 33            | 42% | 43                | 55% | 2                      | 3%  |
| Retirement & Life Care Communities & Homes  | 42,667    | 570               | 78         | 932                | 58            | 74% | 19                | 24% | 1                      | 1%  |
| Transportation Consultants                  | 29,647    | 726               | 78         | 932                | 42            | 54% | 35                | 45% | 1                      | 1%  |
| Drywall Contractors                         | 174,458   | 169               | 77         | 938                | 34            | 44% | 40                | 52% | 3                      | 4%  |
| Event Center                                | 6,577     | 1,682             | 77         | 938                | 41            | 42% | 41                | 53% | 4                      | 5%  |
| Fund Raising Games, Merchandise, Supplies   | 18,380    | 1,002             | 77         | 938                | 47            | 61% | 29                | 38% | 1                      | 1%  |
| Gymnastic Instruction                       | 18,078    | 1,011             | 77         | 938                | 49            | 64% | 25                | 32% | 3                      | 4%  |
| Trust Companies                             | 26,310    | 797               | 77         | 938                | 74            | 96% | 3                 | 4%  | 0                      | 0%  |
| Variety Stores                              | 5,092     | 1,873             | 77         | 938                | 25            | 65% | 25                | 32% | 2                      | 3%  |
| Air Conditioning Supplies & Parts           | 21,751    | 903               | 76         | 944                | 40            | 53% | 34                | 45% | 2                      | 3%  |
| Buildings - Portable                        | 32,148    | 685               | 76         | 944                | 62            | 82% | 14                | 18% | 0                      | 0%  |
| Computers - Disaster Recovery               | 20,805    | 927               | 76         | 944                | 37            | 49% | 34                | 45% | 5                      | 7%  |
| Contractor - Commercial                     | 66,808    | 400               | 76         | 944                | 34            | 45% | 41                | 54% | 1                      | 1%  |
| Contractors - Gutters                       | 21,989    | 890               | 76         | 944                | 28            | 37% | 44                | 58% | 4                      | 5%  |
| Drug Abuse & Addiction - Info & Treatment   | 62,740    | 422               | 76         | 944                | 61            | 80% | 14                | 18% | 1                      | 1%  |
| Hats - Retail                               | 7,354     | 1,593             | 76         | 944                | 46            | 61% | 27                | 36% | 3                      | 4%  |
| Online Payments                             | 16,675    | 1,054             | 76         | 944                | 63            | 83% | 10                | 13% | 3                      | 4%  |
| Pet Supplies & Foods - Wholesale            | 10,236    | 1,354             | 76         | 944                | 65            | 86% | 9                 | 12% | 2                      | 3%  |
| Window Shades                               | 29,095    | 754               | 76         | 944                | 48            | 63% | 23                | 30% | 5                      | 7%  |
| Auto Restoration                            | 28,771    | 737               | 75         | 954                | 39            | 52% | 34                | 45% | 2                      | 3%  |
| Barbers                                     | 22,832    | 868               | 75         | 954                | 32            | 43% | 32                | 43% | 4                      | 5%  |
| Jewelry Repair                              | 15,441    | 1,101             | 75         | 954                | 40            | 53% | 33                | 44% | 2                      | 3%  |
| Landscaping Equipment & Supplies            | 24,032    | 835               | 75         | 954                | 41            | 55% | 30                | 40% | 4                      | 5%  |
| Medical Business Administration             | 28,157    | 753               | 75         | 954                | 51            | 68% | 11                | 15% | 13                     | 17% |
| Medical Testing Companies                   | 27,007    | 782               | 75         | 954                | 61            | 81% | 13                | 17% | 1                      | 1%  |
| Banquet Facilities                          | 24,143    | 833               | 74         | 960                | 46            | 62% | 26                | 35% | 2                      | 3%  |
| Dentistry - Children                        | 16,333    | 1,066             | 74         | 960                | 65            | 88% | 8                 | 11% | 1                      | 1%  |
| Drug & Alcohol Screening & Testing          | 20,887    | 924               | 74         | 960                | 62            | 84% | 12                | 16% | 0                      | 0%  |
| Fashion Accessories                         | 4,214     | 2,024             | 74         | 960                | 33            | 45% | 34                | 46% | 7                      | 9%  |
| Home Owners Associations                    | 7,999     | 1,524             | 74         | 960                | 55            | 74% | 19                | 26% | 0                      | 0%  |
| Pet Services                                | 15,984    | 1,084             | 74         | 960                | 41            | 55% | 29                | 39% | 4                      | 5%  |
| Sod & Sodding Service                       | 24,513    | 825               | 74         | 960                | 47            | 64% | 24                | 32% | 3                      | 4%  |
| Tourists Attractions                        | 8,244     | 1,503             | 74         | 960                | 51            | 69% | 23                | 31% | 0                      | 0%  |
| Appliances - Major - Rent & Lease           | 9,984     | 1,371             | 73         | 968                | 53            | 73% | 19                | 26% | 1                      | 1%  |
| Catalog Showrooms                           | 14,630    | 1,144             | 73         | 968                | 66            | 90% | 6                 | 8%  | 1                      | 1%  |
| Investment Management                       | 34,719    | 649               | 73         | 968                | 36            | 49% | 27                | 37% | 10                     | 14% |
| Traffic & Parking Consultants               | 9,163     | 1,429             | 73         | 968                | 67            | 92% | 6                 | 8%  | 0                      | 0%  |
| Attorneys & Lawyers - Family                | 41,097    | 583               | 72         | 972                | 40            | 54% | 32                | 44% | 0                      | 0%  |
| Auto Dealers - Online                       | 9,710     | 1,392             | 72         | 972                | 53            | 75% | 18                | 25% | 1                      | 1%  |
| Auto Parts & Supplies - Rebuilt             | 5,281     | 1,836             | 72         | 972                | 16            | 22% | 54                | 75% | 2                      | 3%  |
| Books - Wholesale                           | 8,345     | 1,497             | 72         | 972                | 50            | 69% | 21                | 29% | 1                      | 1%  |
| Building Restoration & Preservation         | 36,784    | 623               | 72         | 972                | 38            | 53% | 33                | 46% | 1                      | 1%  |
| Insurance - Accident & Health               | 25,134    | 818               | 72         | 972                | 53            | 74% | 18                | 25% | 1                      | 1%  |
| Insurance Consultants                       | 65,432    | 408               | 72         | 972                | 52            | 72% | 19                | 26% | 1                      | 1%  |
| Mail Box Rental & Receiving                 | 8,331     | 1,498             | 72         | 972                | 50            | 69% | 20                | 28% | 2                      | 3%  |
| Nurses Schools                              | 34,177    | 655               | 72         | 972                | 58            | 81% | 10                | 14% | 4                      | 6%  |
| Screen Enclosures                           | 33,259    | 667               | 72         | 972                | 43            | 60% | 28                | 39% | 1                      | 1%  |
| Tailors                                     | 14,284    | 1,155             | 72         | 972                | 30            | 42% | 38                | 53% | 4                      | 6%  |
| Architects                                  | 79,086    | 346               | 71         | 983                | 34            | 48% | 35                | 49% | 2                      | 3%  |
| Boutique Items - Wholesale & Manufacturers  | 2,944     | 2,301             | 71         | 983                | 36            | 51% | 35                | 49% | 0                      | 0%  |
| Coffee Brewing Devices                      | 5,223     | 1,850             | 71         | 983                | 54            | 76% | 17                | 24% | 0                      | 0%  |
| Data Recovery                               | 10,732    | 1,313             | 71         | 983                | 48            | 68% | 22                | 31% | 1                      | 1%  |
| Maid & Butlers Service                      | 21,872    | 897               | 71         | 983                | 46            | 65% | 24                | 34% | 1                      | 1%  |
| Parties - Children                          | 3,165     | 2,250             | 71         | 983                | 57            | 80% | 13                | 18% | 1                      | 1%  |
| Pet Health Plans                            | 15,851    | 1,088             | 71         | 983                | 70            | 99% | 1                 | 1%  | 0                      | 0%  |
| Psychiatrists & Psychiatric Services        | 21,464    | 912               | 71         | 983                | 56            | 79% | 15                | 21% | 0                      | 0%  |
| Real Estate Loans                           | 72,388    | 372               | 71         | 983                | 56            | 79% | 14                | 20% | 1                      | 1%  |
| Accounting Services                         | 49,374    | 506               | 70         | 992                | 40            | 57% | 29                | 41% | 1                      | 1%  |
| Beauty Consultant                           | 13,390    | 1,191             | 70         | 992                | 12            | 17% | 12                | 17% | 1                      | 1%  |
| Entertainment Bureaus                       | 15,382    | 1,105             | 70         | 992                | 42            | 60% | 27                | 39% | 1                      | 1%  |
| Fund Raising Counselors & Orgs              | 52,231    | 485               | 70         | 992                | 43            | 61% | 24                | 34% | 3                      | 4%  |
| Home Centers                                | 14,885    | 1,134             | 70         | 992                | 43            | 61% | 26                | 37% | 1                      | 1%  |
| Lumber - Retail                             | 42,059    | 574               | 70         | 992                | 42            | 60% | 24                | 34% | 4                      | 6%  |
| Storm Windows & Doors                       | 26,425    | 795               | 70         | 992                | 53            | 76% | 16                | 23% | 1                      | 1%  |
| Appraisers                                  | 31,026    | 705               | 69         | 995                | 28            | 59% | 40                | 51% | 1                      | 1%  |
| Art Supplies                                | 12,763    | 1,221             | 69         | 999                | 39            | 57% | 30                | 43% | 0                      | 0%  |
| Boat Equipment & Supplies                   | 18,220    | 1,007             | 69         | 999                | 39            | 57% | 29                | 42% | 1                      | 1%  |
| Computers - Security Equip & Systems        | 10,466    | 1,334             | 69         | 999                | 50            | 72% | 17                | 25% | 2                      | 3%  |
| Storage - Data                              | 5,028     | 1,882             | 69         | 999                | 64            | 93% | 5                 | 7%  | 0                      | 0%  |
| Aquariums - Dealers                         | 11,779    | 1,257             | 68         | 1,004              | 28            | 41% | 40                | 59% | 0                      | 0%  |
| Dancing Instruction                         | 26,815    | 785               | 68         | 1,004              | 44            | 65% | 22                | 32% | 2                      | 3%  |
| Deck Cleaning & Sealing                     | 17,761    | 1,020             | 68         | 1,004              | 52            | 76% | 15                | 22% | 1                      | 1%  |
| Farms                                       | 26,796    | 786               | 68         | 1,004              | 27            | 40% | 38                | 56% | 3                      | 4%  |
| Frozen Foods - Retail                       | 16,346    | 1,065             | 68         | 1,004              | 34            | 50% | 32                | 47% | 2                      | 3%  |
| House Furnishings & Services                | 10,225    | 1,356             | 68         | 1,004              | 44            | 65% | 11                | 16% | 13                     | 19% |
| Laboratories - Research & Development       | 18,983    | 981               | 68         | 1,004              | 58            | 85% | 9                 | 13% | 1                      | 1%  |
| Mutual Funds                                | 5,412     | 1,821             | 68         | 1,004              | 65            | 96% | 3                 | 4%  | 0                      | 0%  |
| Personal Trainers                           | 13,756    | 1,179             | 68         | 1,004              | 37            | 54% | 26                | 38% | 5                      | 7%  |
| Recycling Services                          | 24,179    | 831               | 68         | 1,004              | 45            | 66% | 18                | 26% | 5                      | 7%  |
| Utility Submetering & Billing               | 7,280     | 1,603             | 68         | 1,004              | 51            | 75% | 17                | 25% | 0                      | 0%  |
| Vacuum Cleaning Systems                     | 17,161    | 1,040             | 68         | 1,004              | 51            | 75% | 16                | 24% | 1                      | 1%  |
| Yoga Instruction                            | 16,279    | 1,068             | 68         | 1,004              | 30            | 44% | 30                | 44% | 8                      | 12% |
| Campers - Dealers                           | 14,927    | 1,131             | 67         | 1,017              | 60            | 90% | 7                 | 10% | 0                      | 0%  |

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|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Candy & Confectionery - Retail                       | 14,407    | 1,150             | 67         | 1,017              | 28            | 42%  | 38                | 57% | 1                      | 1%  |
| Compression Clothing/Garments                        | 14,519    | 1,147             | 67         | 1,017              | 56            | 84%  | 11                | 16% | 0                      | 0%  |
| Meat - Bulk & Itnerant                               | 19,792    | 958               | 67         | 1,017              | 42            | 33%  | 42                | 63% | 3                      | 4%  |
| Pipes & Smokers Articles                             | 6,004     | 1,738             | 67         | 1,017              | 30            | 45%  | 36                | 54% | 1                      | 1%  |
| Post Offices   | 2,902     | 2,309             | 67         | 1,017              | 25            | 37%  | 38                | 57% | 4                      | 6%  |
| Schools - Academic - Pre & Kindergarten              | 27,498    | 769               | 67         | 1,017              | 51            | 76%  | 14                | 21% | 2                      | 3%  |
| Swimming Pools - Private                             | 10,136    | 1,363             | 67         | 1,017              | 33            | 49%  | 32                | 48% | 2                      | 3%  |
| Appliances - Small - Supplies & Parts                | 9,160     | 1,430             | 66         | 1,025              | 46            | 70%  | 18                | 27% | 2                      | 3%  |
| Marriage, Family, Child, Individual Counselors       | 38,508    | 608               | 66         | 1,025              | 38            | 58%  | 24                | 36% | 4                      | 6%  |
| Mold & Mildew Inspection/Removal/Remediation         | 60,813    | 432               | 66         | 1,025              | 42            | 64%  | 22                | 33% | 2                      | 3%  |
| Outlets - Stores, Factory, Mills                     | 8,670     | 1,470             | 66         | 1,025              | 41            | 62%  | 23                | 35% | 2                      | 3%  |
| Physicians & Surgeons - Internal Medicine            | 13,492    | 1,187             | 66         | 1,025              | 51            | 77%  | 15                | 23% | 0                      | 0%  |
| Snowmobiles  | 8,973     | 1,444             | 66         | 1,025              | 48            | 73%  | 18                | 27% | 0                      | 0%  |
| Boxing Gym   | 5,191     | 1,859             | 65         | 1,031              | 45            | 69%  | 19                | 29% | 1                      | 2%  |
| Debt Repayment Plan                                  | 42,704    | 569               | 65         | 1,031              | 46            | 71%  | 13                | 20% | 6                      | 9%  |
| Dining Club Plans                                    | 2,363     | 2,463             | 65         | 1,031              | 62            | 95%  | 3                 | 5%  | 0                      | 0%  |
| Letters - Sign                                       | 2,360     | 2,464             | 65         | 1,031              | 25            | 38%  | 35                | 54% | 5                      | 8%  |
| Pen Pal Lists  | 1,298     | 2,951             | 65         | 1,031              | 23            | 35%  | 38                | 58% | 4                      | 6%  |
| Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg | 13,966    | 1,168             | 65         | 1,031              | 47            | 72%  | 18                | 28% | 0                      | 0%  |
| Sales Organizations                                  | 23,547    | 851               | 65         | 1,031              | 41            | 63%  | 14                | 22% | 10                     | 15% |
| Sports Promoters & Managers                          | 13,062    | 1,202             | 65         | 1,031              | 15            | 23%  | 47                | 72% | 3                      | 5%  |
| Swimming Pools - Maintenance                         | 18,335    | 1,004             | 65         | 1,031              | 39            | 60%  | 23                | 35% | 3                      | 5%  |
| Truck Equipment & Parts                              | 29,093    | 731               | 65         | 1,031              | 50            | 73%  | 13                | 20% | 2                      | 3%  |
| Welding  | 63,376    | 417               | 65         | 1,031              | 23            | 35%  | 35                | 54% | 7                      | 11% |
| Auto Service - Specialty Parts                       | 17,568    | 1,026             | 64         | 1,042              | 46            | 72%  | 17                | 27% | 1                      | 2%  |
| Data Communications Equipment & Systems              | 21,980    | 891               | 64         | 1,042              | 59            | 92%  | 4                 | 6%  | 1                      | 2%  |
| Educational Research                                 | 21,035    | 921               | 64         | 1,042              | 39            | 61%  | 24                | 38% | 1                      | 2%  |
| Financial Consultants - No License Required          | 44,484    | 549               | 64         | 1,042              | 50            | 78%  | 12                | 19% | 2                      | 3%  |
| Fire & Smoke Alarm Systems                           | 48,109    | 519               | 64         | 1,042              | 49            | 77%  | 14                | 22% | 1                      | 2%  |
| Manufactured Homes - Repair & Service                | 22,213    | 886               | 64         | 1,042              | 43            | 67%  | 19                | 30% | 2                      | 3%  |
| News Publications - Trade, Association               | 77,620    | 351               | 64         | 1,042              | 52            | 81%  | 12                | 19% | 0                      | 0%  |
| Photographs - Stock                                  | 3,994     | 2,058             | 64         | 1,042              | 59            | 92%  | 3                 | 8%  | 0                      | 0%  |
| Physicians & Surgeons - Pediatrics                   | 17,875    | 1,018             | 64         | 1,042              | 51            | 80%  | 13                | 20% | 0                      | 0%  |
| Travel & Moving Services                             | 13,898    | 1,174             | 64         | 1,042              | 10            | 16%  | 21                | 33% | 33                     | 52% |
| Wheels   | 31,542    | 696               | 64         | 1,042              | 43            | 67%  | 19                | 30% | 2                      | 3%  |
| Window Coverings                                     | 19,544    | 962               | 64         | 1,042              | 42            | 66%  | 19                | 30% | 3                      | 5%  |
| Ammunition & Reload Equipment & Supplies             | 9,116     | 1,432             | 63         | 1,054              | 24            | 38%  | 38                | 60% | 1                      | 2%  |
| Assisted Living Centers & Adult Family Homes         | 73,361    | 368               | 63         | 1,054              | 38            | 60%  | 24                | 38% | 1                      | 2%  |
| Carpet & Rug Distributors & Manufacturers            | 12,747    | 1,223             | 63         | 1,054              | 50            | 79%  | 11                | 17% | 2                      | 3%  |
| Enterainers  | 19,838    | 954               | 63         | 1,054              | 31            | 49%  | 31                | 49% | 1                      | 2%  |
| Skateboards & Equipment                              | 7,006     | 1,635             | 63         | 1,054              | 37            | 59%  | 26                | 41% | 0                      | 0%  |
| Advertising - Periodical                             | 5,831     | 1,765             | 62         | 1,059              | 42            | 68%  | 17                | 27% | 3                      | 5%  |
| Auto Electric Service                                | 15,801    | 1,090             | 62         | 1,059              | 39            | 63%  | 21                | 34% | 2                      | 3%  |
| Auto Repair & Service - Diesel                       | 20,400    | 939               | 62         | 1,059              | 37            | 60%  | 23                | 37% | 2                      | 3%  |
| Computers - Network Security                         | 36,405    | 627               | 62         | 1,059              | 51            | 82%  | 11                | 18% | 0                      | 0%  |
| Mailing Lists  | 28,986    | 733               | 62         | 1,059              | 54            | 87%  | 6                 | 10% | 2                      | 3%  |
| Student Housing                                      | 7,145     | 1,622             | 62         | 1,059              | 44            | 71%  | 18                | 29% | 0                      | 0%  |
| Warehouses - Merchandise                             | 14,666    | 1,143             | 62         | 1,059              | 34            | 55%  | 26                | 42% | 2                      | 3%  |
| Boots  | 9,295     | 1,414             | 61         | 1,066              | 32            | 53%  | 26                | 43% | 3                      | 5%  |
| Business Credit Builder                              | 72,114    | 374               | 61         | 1,066              | 57            | 93%  | 3                 | 5%  | 1                      | 2%  |
| Car Service  | 20,915    | 922               | 61         | 1,066              | 29            | 48%  | 31                | 51% | 1                      | 2%  |
| Contractor - General Green Builder                   | 21,771    | 902               | 61         | 1,066              | 32            | 52%  | 28                | 46% | 1                      | 2%  |
| Dry Cleaners - Self Service                          | 4,058     | 2,048             | 61         | 1,066              | 14            | 23%  | 47                | 77% | 0                      | 0%  |
| Dumpster Services                                    | 4,653     | 1,944             | 61         | 1,066              | 51            | 84%  | 10                | 16% | 0                      | 0%  |
| Health Resorts                                       | 7,826     | 1,538             | 61         | 1,066              | 26            | 43%  | 30                | 49% | 5                      | 8%  |
| Physicians & Surgeons - Anesthesiologists            | 8,604     | 1,474             | 61         | 1,066              | 39            | 64%  | 22                | 36% | 0                      | 0%  |
| Sports Bar   | 9,974     | 1,372             | 61         | 1,066              | 27            | 44%  | 34                | 56% | 0                      | 0%  |
| Data Processing Service                              | 22,950    | 865               | 60         | 1,075              | 40            | 67%  | 20                | 33% | 0                      | 0%  |
| Modular Homes  | 31,518    | 697               | 60         | 1,075              | 55            | 92%  | 5                 | 8%  | 0                      | 0%  |
| Shower Doors & Enclosures                            | 22,616    | 875               | 60         | 1,075              | 42            | 70%  | 17                | 28% | 1                      | 2%  |
| Cutlery  | 65,901    | 405               | 59         | 1,078              | 51            | 86%  | 7                 | 12% | 1                      | 2%  |
| Global Positioning Systems                           | 10,304    | 1,348             | 59         | 1,078              | 49            | 83%  | 10                | 17% | 0                      | 0%  |
| Lights Bulbs & Tubes                                 | 11,282    | 1,282             | 59         | 1,078              | 42            | 71%  | 16                | 27% | 1                      | 2%  |
| Music Instruction - Instrumental                     | 18,593    | 995               | 59         | 1,078              | 40            | 68%  | 16                | 27% | 3                      | 5%  |
| Radon Testing & Service                              | 33,533    | 661               | 59         | 1,078              | 45            | 76%  | 13                | 22% | 1                      | 2%  |
| Recording Service - Sound & Video                    | 23,324    | 856               | 59         | 1,078              | 30            | 51%  | 24                | 41% | 5                      | 8%  |
| Stucco & Exterior Coating Contractors                | 47,060    | 529               | 59         | 1,078              | 28            | 47%  | 26                | 44% | 5                      | 8%  |
| Washing Machines & Dryers - Coin Metered             | 3,621     | 2,141             | 59         | 1,078              | 30            | 51%  | 29                | 49% | 0                      | 0%  |
| Business Brokers                                     | 38,187    | 610               | 58         | 1,086              | 25            | 43%  | 31                | 53% | 2                      | 3%  |
| Calendars  | 12,954    | 1,212             | 58         | 1,086              | 56            | 97%  | 2                 | 3%  | 0                      | 0%  |
| Carpet Layers  | 23,868    | 841               | 58         | 1,086              | 30            | 52%  | 27                | 47% | 1                      | 2%  |
| Computers - Multimedia                               | 6,984     | 1,637             | 58         | 1,086              | 34            | 59%  | 23                | 40% | 1                      | 2%  |
| Furniture - Unfinished                               | 10,516    | 1,329             | 58         | 1,086              | 31            | 53%  | 19                | 33% | 8                      | 14% |
| Legal Information Services                           | 12,936    | 1,213             | 58         | 1,086              | 21            | 36%  | 30                | 52% | 7                      | 12% |
| Recreation Centers                                   | 10,881    | 1,307             | 58         | 1,086              | 38            | 66%  | 19                | 33% | 1                      | 2%  |
| Screens - Door & Window                              | 35,865    | 635               | 58         | 1,086              | 39            | 67%  | 18                | 31% | 1                      | 2%  |
| Self Defense Devices                                 | 5,057     | 1,877             | 58         | 1,086              | 40            | 69%  | 18                | 31% | 0                      | 0%  |
| Toner Cartridges                                     | 8,767     | 1,467             | 58         | 1,086              | 30            | 52%  | 26                | 45% | 2                      | 3%  |
| Trucking - Heavy Hauling                             | 55,081    | 465               | 58         | 1,086              | 42            | 72%  | 16                | 28% | 0                      | 0%  |
| Auto Inspection Stations                             | 17,358    | 1,033             | 57         | 1,097              | 35            | 61%  | 22                | 39% | 0                      | 0%  |
| Bar Coding Service                                   | 8,372     | 1,492             | 57         | 1,097              | 57            | 100% | 0                 | 0%  | 0                      | 0%  |
| Bowling  | 8,873     | 1,455             | 57         | 1,097              | 45            | 79%  | 12                | 21% | 0                      | 0%  |
| Credit Repair Services - Monitored                   | 23,090    | 859               | 57         | 1,097              | 44            | 77%  | 12                | 21% | 1                      | 2%  |
| Dentist - Dental Implants                            | 18,405    | 999               | 57         | 1,097              | 40            | 70%  | 17                | 30% | 0                      | 0%  |
| Pharmacy - Compounding                               | 15,128    | 1,119             | 57         | 1,097              | 42            | 74%  | 14                | 25% | 1                      | 2%  |

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| Industry Classification   | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %   | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|-----|-------------------|-----|------------------------|-----|
| Photographic Equipment - Repair   | 5,913     | 1,757             | 57         | 1,097              | 40            | 70% | 14                | 25% | 3                      | 5%  |
| Rubbish & Garbage Removal Contractors Equipment                               | 1,971     | 2,621             | 57         | 1,097              | 36            | 63% | 21                | 37% | 0                      | 0%  |
| Seeds & Bulbs - Retail  | 14,581    | 1,145             | 57         | 1,097              | 49            | 86% | 8                 | 14% | 0                      | 0%  |
| Trucking - Motor Freight  | 22,283    | 885               | 57         | 1,097              | 42            | 74% | 14                | 25% | 1                      | 2%  |
| Artificial Turf   | 16,614    | 1,055             | 56         | 1,107              | 31            | 55% | 23                | 41% | 2                      | 4%  |
| Boat - Charter  | 14,302    | 1,154             | 56         | 1,107              | 28            | 50% | 28                | 50% | 0                      | 0%  |
| Coatings - Protective   | 25,783    | 807               | 56         | 1,107              | 27            | 48% | 29                | 52% | 0                      | 0%  |
| Concrete - Restoration, Sealing & Cleaning                                    | 12,635    | 1,226             | 56         | 1,107              | 30            | 54% | 25                | 45% | 1                      | 2%  |
| Contractor - Home Performance   | 4,614     | 1,951             | 56         | 1,107              | 12            | 21% | 36                | 64% | 8                      | 14% |
| Marine Equipment & Supplies   | 13,974    | 1,167             | 56         | 1,107              | 29            | 52% | 25                | 45% | 2                      | 4%  |
| Martial Arts Supplies & Equipment   | 3,676     | 2,118             | 56         | 1,107              | 16            | 29% | 39                | 70% | 1                      | 2%  |
| Meat - Wholesale  | 20,795    | 928               | 56         | 1,107              | 31            | 55% | 24                | 43% | 1                      | 2%  |
| Pet Finding Service   | 18,952    | 982               | 56         | 1,107              | 55            | 98% | 1                 | 2%  | 0                      | 0%  |
| Seminars & Training - Wealth Building & Real Estate Results not Substantiated | 33,561    | 660               | 56         | 1,107              | 47            | 84% | 8                 | 14% | 1                      | 2%  |
| Videographers   | 5,215     | 1,854             | 56         | 1,107              | 17            | 30% | 35                | 63% | 4                      | 7%  |
| Cargo & Freight Containers  | 10,792    | 1,311             | 55         | 1,118              | 23            | 42% | 29                | 53% | 3                      | 5%  |
| Consultants - Telecommunication   | 8,024     | 1,522             | 55         | 1,118              | 46            | 84% | 9                 | 16% | 0                      | 0%  |
| Copy & Duplicating Service  | 27,981    | 759               | 55         | 1,118              | 32            | 58% | 17                | 31% | 6                      | 11% |
| Employment Service  | 53,451    | 473               | 55         | 1,118              | 23            | 42% | 18                | 33% | 14                     | 25% |
| Grant - Scholarship - Financial Aid Finder Service                            | 10,267    | 1,351             | 55         | 1,118              | 20            | 36% | 11                | 20% | 24                     | 44% |
| Greeting Cards - Retail   | 10,382    | 1,342             | 55         | 1,118              | 38            | 69% | 17                | 31% | 0                      | 0%  |
| Gutter Leaf Guards  | 14,175    | 1,161             | 55         | 1,118              | 43            | 78% | 9                 | 16% | 3                      | 5%  |
| House & Building Movers   | 22,370    | 881               | 55         | 1,118              | 30            | 55% | 23                | 42% | 2                      | 4%  |
| Ignition Interlock Devices  | 7,220     | 1,611             | 55         | 1,118              | 50            | 91% | 5                 | 9%  | 0                      | 0%  |
| Office Supplies - Sale by Telemarketing                                       | 10,199    | 1,357             | 55         | 1,118              | 40            | 73% | 15                | 27% | 0                      | 0%  |
| Packaging Service   | 11,633    | 1,268             | 55         | 1,118              | 34            | 62% | 19                | 35% | 2                      | 4%  |
| Party Planning  | 16,484    | 1,060             | 55         | 1,118              | 29            | 53% | 22                | 40% | 4                      | 7%  |
| Pharmacies - Specialty  | 8,131     | 1,514             | 55         | 1,118              | 54            | 98% | 1                 | 2%  | 0                      | 0%  |
| Photographic Equipment & Supplies - Wholesale & Manufacturing                 | 3,434     | 2,185             | 55         | 1,118              | 46            | 84% | 9                 | 16% | 0                      | 0%  |
| Trailers - Automotive Utility   | 24,263    | 829               | 55         | 1,118              | 41            | 75% | 14                | 25% | 0                      | 0%  |
| Western Apparel   | 10,432    | 1,337             | 55         | 1,118              | 49            | 89% | 6                 | 11% | 0                      | 0%  |
| X-Ray Labs - Medical & Dental   | 8,124     | 1,516             | 55         | 1,118              | 40            | 73% | 15                | 27% | 0                      | 0%  |
| Building Inspection   | 27,350    | 773               | 54         | 1,135              | 38            | 70% | 15                | 28% | 1                      | 2%  |
| Carpet & Rug Dealers - Used   | 13,502    | 1,186             | 54         | 1,135              | 46            | 85% | 8                 | 15% | 0                      | 0%  |
| Charity - Health  | 14,186    | 1,160             | 54         | 1,135              | 43            | 80% | 10                | 19% | 1                      | 2%  |
| Cigars and Cigar Accessories  | 4,558     | 1,963             | 54         | 1,135              | 22            | 41% | 32                | 59% | 0                      | 0%  |
| Comic Books   | 6,953     | 1,639             | 54         | 1,135              | 30            | 56% | 20                | 37% | 4                      | 7%  |
| Importers   | 18,342    | 1,003             | 54         | 1,135              | 28            | 52% | 24                | 44% | 2                      | 4%  |
| Moving Assistance - Packing, Unpacking, Organizing                            | 5,267     | 1,841             | 54         | 1,135              | 23            | 41% | 12                | 22% | 20                     | 37% |
| Sewer Contractors   | 27,283    | 776               | 54         | 1,135              | 39            | 72% | 14                | 26% | 1                      | 2%  |
| Ski Equipment - Retail  | 8,958     | 1,447             | 54         | 1,135              | 39            | 72% | 15                | 28% | 0                      | 0%  |
| Trailer Hitches   | 9,793     | 1,387             | 54         | 1,135              | 41            | 76% | 13                | 24% | 0                      | 0%  |
| Art Metal Work  | 5,627     | 1,789             | 53         | 1,145              | 22            | 42% | 31                | 58% | 0                      | 0%  |
| Beverages   | 18,151    | 1,009             | 53         | 1,145              | 43            | 81% | 9                 | 17% | 1                      | 2%  |
| Body Care Products  | 6,795     | 1,655             | 53         | 1,145              | 31            | 58% | 11                | 21% | 11                     | 21% |
| Employment Training   | 35,743    | 637               | 53         | 1,145              | 26            | 49% | 24                | 45% | 3                      | 6%  |
| Garden Centers  | 15,196    | 1,115             | 53         | 1,145              | 37            | 70% | 16                | 30% | 0                      | 0%  |
| Guitars & Amplifiers  | 4,796     | 1,921             | 53         | 1,145              | 32            | 47% | 30                | 57% | 1                      | 2%  |
| Laundry Equipment   | 5,548     | 1,803             | 53         | 1,145              | 20            | 57% | 20                | 38% | 3                      | 6%  |
| Office Equipment  | 4,755     | 1,926             | 53         | 1,145              | 28            | 53% | 23                | 43% | 2                      | 4%  |
| Pet Training  | 26,636    | 791               | 53         | 1,145              | 33            | 62% | 18                | 34% | 2                      | 4%  |
| Photography Sales on the Internet   | 4,528     | 1,966             | 53         | 1,145              | 23            | 43% | 27                | 51% | 3                      | 6%  |
| Venetian Blinds - Dealers   | 17,089    | 1,044             | 53         | 1,145              | 41            | 77% | 12                | 23% | 0                      | 0%  |
| Animal Rescue Relocation  | 19,083    | 976               | 52         | 1,156              | 27            | 52% | 24                | 46% | 1                      | 2%  |
| Bed Bug Removal   | 11,497    | 1,275             | 52         | 1,156              | 24            | 46% | 25                | 48% | 3                      | 6%  |
| Books - Used & Rare   | 13,218    | 1,197             | 52         | 1,156              | 43            | 83% | 8                 | 15% | 1                      | 2%  |
| Closet Systems & Accessories  | 24,158    | 832               | 52         | 1,156              | 46            | 88% | 5                 | 10% | 1                      | 2%  |
| Fishing Tackle Dealers  | 8,960     | 1,446             | 52         | 1,156              | 33            | 63% | 17                | 33% | 2                      | 4%  |
| Furniture - Used  | 13,857    | 1,177             | 52         | 1,156              | 29            | 56% | 19                | 37% | 4                      | 8%  |
| Lighting Systems & Equipment  | 13,439    | 1,188             | 52         | 1,156              | 37            | 71% | 15                | 29% | 0                      | 0%  |
| Machine Tools   | 17,487    | 1,028             | 52         | 1,156              | 37            | 71% | 15                | 29% | 0                      | 0%  |
| Metal Fabricators   | 23,386    | 853               | 52         | 1,156              | 17            | 33% | 35                | 67% | 0                      | 0%  |
| Oil & Gas Exploration & Development   | 55,209    | 464               | 52         | 1,156              | 34            | 65% | 18                | 35% | 0                      | 0%  |
| Process Servers   | 17,683    | 1,025             | 52         | 1,156              | 25            | 48% | 26                | 50% | 1                      | 2%  |
| Sales & Order Books   | 7,394     | 1,588             | 52         | 1,156              | 42            | 81% | 10                | 19% | 0                      | 0%  |
| Wedding Chapels & Ceremonies  | 14,939    | 1,130             | 52         | 1,156              | 28            | 54% | 23                | 44% | 1                      | 2%  |
| Charity - Human Services (i.e. assistance to individuals & families)          | 19,193    | 972               | 51         | 1,169              | 44            | 86% | 7                 | 14% | 0                      | 0%  |
| Consultants - Automobile Purchase   | 9,936     | 1,375             | 51         | 1,169              | 44            | 86% | 7                 | 14% | 0                      | 0%  |
| Corsets & Girdles   | 3,683     | 2,117             | 51         | 1,169              | 18            | 35% | 33                | 65% | 0                      | 0%  |
| Energy Audits   | 37,947    | 612               | 51         | 1,169              | 43            | 84% | 6                 | 12% | 2                      | 4%  |
| Freight Traffic Service   | 7,296     | 1,600             | 51         | 1,169              | 44            | 86% | 7                 | 14% | 0                      | 0%  |
| Geothermal Heating & Cooling  | 15,488    | 1,099             | 51         | 1,169              | 19            | 37% | 32                | 63% | 0                      | 0%  |
| Heating Equipment & Systems Cleaning & Repair                                 | 16,230    | 1,072             | 51         | 1,169              | 30            | 59% | 21                | 41% | 0                      | 0%  |
| Insurance - Employee Benefits   | 80,016    | 342               | 51         | 1,169              | 39            | 76% | 11                | 22% | 1                      | 2%  |
| Landscape Clean-Up - Spring & Fall  | 3,777     | 2,090             | 51         | 1,169              | 24            | 47% | 23                | 45% | 4                      | 8%  |
| Party Facilities  | 9,272     | 1,418             | 51         | 1,169              | 25            | 47% | 24                | 47% | 2                      | 4%  |
| Physicians & Surgeons - Weight Reduction                                      | 21,835    | 901               | 51         | 1,169              | 35            | 69% | 15                | 29% | 1                      | 2%  |
| Solar Energy Equipment & Systems Manufacturing & Distribution                 | 19,253    | 969               | 51         | 1,169              | 41            | 80% | 10                | 20% | 0                      | 0%  |
| Survival Products & Supplies  | 5,940     | 1,749             | 51         | 1,169              | 43            | 84% | 6                 | 12% | 2                      | 4%  |
| Bullion Coin Dealers  | 31,634    | 694               | 50         | 1,182              | 49            | 98% | 1                 | 2%  | 0                      | 0%  |
| Camping Equipment   | 12,512    | 1,229             | 50         | 1,182              | 36            | 72% | 14                | 28% | 0                      | 0%  |
| Clinics - Sleep Centers   | 9,819     | 1,383             | 50         | 1,182              | 34            | 68% | 15                | 30% | 1                      | 2%  |
| Email Service Provider  | 1,777     | 2,705             | 50         | 1,182              | 45            | 90% | 5                 | 10% | 0                      | 0%  |
| Frog Dealers  | 1,356     | 2,924             | 50         | 1,182              | 0             | 0%  | 39                | 78% | 11                     | 22% |

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|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Mental Health Services                                    | 42,967    | 562               | 50         | 1,182              | 32            | 64%  | 17                | 34% | 1                      | 2%  |
| Safety Consultants  | 33,488    | 662               | 50         | 1,182              | 29            | 58%  | 21                | 42% | 0                      | 0%  |
| Stock & Bond Transfer Agents                              | 13,226    | 1,194             | 50         | 1,182              | 4             | 88%  | 6                 | 12% | 0                      | 0%  |
| Baby Accessories - Wholesale & Manufacturers              | 3,405     | 2,194             | 49         | 1,190              | 34            | 69%  | 13                | 24% | 3                      | 6%  |
| Boat Renting & Leasing                                    | 8,371     | 1,494             | 49         | 1,190              | 25            | 51%  | 22                | 45% | 2                      | 4%  |
| Compact Discs, Tapes, Records - Wholesale & Manufacturing | 2,438     | 2,442             | 49         | 1,190              | 41            | 84%  | 8                 | 16% | 0                      | 0%  |
| Construction Equipment Sales / Services                   | 15,218    | 1,112             | 49         | 1,190              | 28            | 57%  | 20                | 41% | 1                      | 2%  |
| Fish & Seafood - Retail                                   | 13,681    | 1,180             | 49         | 1,190              | 33            | 67%  | 15                | 31% | 1                      | 2%  |
| Fruits & Vegetables - Retail                              | 9,165     | 1,428             | 49         | 1,190              | 31            | 63%  | 16                | 33% | 2                      | 4%  |
| Leather Clothing - Retail                                 | 6,512     | 1,695             | 49         | 1,190              | 22            | 45%  | 22                | 45% | 5                      | 10% |
| Manufactured Homes - Transporting                         | 19,876    | 957               | 49         | 1,190              | 22            | 45%  | 26                | 53% | 1                      | 2%  |
| Pet Boarding - Dogs                                       | 21,437    | 916               | 49         | 1,190              | 32            | 65%  | 17                | 35% | 0                      | 0%  |
| Printer & Printer Supplies- Manufacturer                  | 2,988     | 2,288             | 49         | 1,190              | 40            | 82%  | 8                 | 16% | 1                      | 2%  |
| Auto Smog Inspection                                      | 6,687     | 1,670             | 48         | 1,200              | 33            | 69%  | 15                | 31% | 0                      | 0%  |
| Environmental & Ecological Services                       | 50,680    | 498               | 48         | 1,200              | 33            | 69%  | 12                | 25% | 3                      | 6%  |
| Glassware - Wholesale & Manufacturers                     | 8,354     | 1,496             | 48         | 1,200              | 21            | 44%  | 23                | 48% | 4                      | 8%  |
| Jet Ski/Personal Watercraft                               | 4,901     | 1,905             | 48         | 1,200              | 22            | 46%  | 25                | 52% | 1                      | 2%  |
| Party Plans - In-Home                                     | 16,171    | 1,075             | 48         | 1,200              | 41            | 85%  | 3                 | 6%  | 4                      | 8%  |
| Schools - Private   | 27,133    | 779               | 48         | 1,200              | 26            | 54%  | 20                | 42% | 2                      | 4%  |
| Solar Energy Products Service & Repair                    | 20,861    | 926               | 48         | 1,200              | 38            | 79%  | 9                 | 19% | 1                      | 2%  |
| Advertising - Newspaper                                   | 9,448     | 1,405             | 47         | 1,207              | 34            | 72%  | 10                | 21% | 3                      | 6%  |
| Animal Shelters   | 17,114    | 1,042             | 47         | 1,207              | 25            | 53%  | 21                | 45% | 1                      | 2%  |
| Career & Outplacement Counseling                          | 35,570    | 641               | 47         | 1,207              | 28            | 60%  | 27                | 36% | 2                      | 4%  |
| Computers - Used  | 22,978    | 864               | 47         | 1,207              | 31            | 66%  | 13                | 28% | 3                      | 6%  |
| CPR Training & Certification                              | 25,155    | 815               | 47         | 1,207              | 38            | 81%  | 7                 | 15% | 2                      | 4%  |
| Cremation Services  | 51,765    | 489               | 47         | 1,207              | 44            | 94%  | 3                 | 6%  | 0                      | 0%  |
| Fax Transmission Service                                  | 5,808     | 1,768             | 47         | 1,207              | 11            | 23%  | 17                | 36% | 19                     | 40% |
| Financing Consultants                                     | 49,336    | 507               | 47         | 1,207              | 27            | 57%  | 17                | 36% | 3                      | 6%  |
| Heating Equipment   | 17,439    | 1,029             | 47         | 1,207              | 38            | 81%  | 7                 | 15% | 2                      | 4%  |
| Maternity Clothes   | 2,513     | 2,422             | 47         | 1,207              | 17            | 36%  | 16                | 34% | 14                     | 30% |
| Records Management  | 7,627     | 1,554             | 47         | 1,207              | 41            | 83%  | 6                 | 13% | 0                      | 0%  |
| Roofing Service Consultants                               | 27,704    | 765               | 47         | 1,207              | 32            | 68%  | 11                | 29% | 1                      | 2%  |
| Roommate Referral Service                                 | 3,513     | 2,166             | 47         | 1,207              | 37            | 79%  | 3                 | 6%  | 7                      | 15% |
| Appliances - Installation                                 | 9,269     | 1,420             | 46         | 1,220              | 17            | 37%  | 29                | 63% | 0                      | 0%  |
| E-Mail Marketing  | 7,614     | 1,556             | 46         | 1,220              | 10            | 22%  | 25                | 54% | 11                     | 24% |
| Electronic Power Supplies                                 | 3,438     | 2,183             | 46         | 1,220              | 34            | 74%  | 12                | 26% | 0                      | 0%  |
| Health Savings Administrators                             | 3,330     | 2,211             | 46         | 1,220              | 18            | 39%  | 28                | 61% | 0                      | 0%  |
| Refrigerators & Freezers - Dealers                        | 3,212     | 2,239             | 46         | 1,220              | 10            | 22%  | 33                | 72% | 3                      | 7%  |
| Restaurant Equipment - Repair & Service                   | 14,208    | 1,158             | 46         | 1,220              | 20            | 43%  | 24                | 52% | 2                      | 4%  |
| Retirement Planning Service                               | 84,637    | 325               | 46         | 1,220              | 37            | 80%  | 9                 | 20% | 0                      | 0%  |
| Swimming Instruction                                      | 6,700     | 1,667             | 46         | 1,220              | 26            | 57%  | 18                | 39% | 2                      | 4%  |
| Swimming Pools & Hot Tubs                                 | 7,173     | 1,620             | 46         | 1,220              | 28            | 61%  | 17                | 37% | 1                      | 2%  |
| Tile & Marble   | 10,140    | 1,362             | 46         | 1,220              | 23            | 50%  | 20                | 43% | 3                      | 7%  |
| Balloons - Manned   | 6,546     | 1,688             | 45         | 1,230              | 14            | 31%  | 28                | 62% | 3                      | 7%  |
| Beds - Electric & Adjustable                              | 4,860     | 1,914             | 45         | 1,230              | 42            | 93%  | 3                 | 7%  | 0                      | 0%  |
| Franchising   | 22,192    | 887               | 45         | 1,230              | 39            | 87%  | 4                 | 9%  | 2                      | 4%  |
| Industrial Manufacturers                                  | 22,483    | 879               | 45         | 1,230              | 32            | 71%  | 13                | 29% | 0                      | 0%  |
| Nanny Service   | 21,867    | 899               | 45         | 1,230              | 35            | 78%  | 6                 | 13% | 4                      | 9%  |
| Outdoor Kitchens  | 9,814     | 1,385             | 45         | 1,230              | 37            | 69%  | 15                | 33% | 3                      | 7%  |
| Pet Sitting Services                                      | 36,682    | 624               | 45         | 1,230              | 22            | 49%  | 13                | 29% | 10                     | 22% |
| Photo Booth Rentals                                       | 6,546     | 1,688             | 45         | 1,230              | 14            | 31%  | 26                | 58% | 5                      | 11% |
| Plumbing - Renovation & Repair                            | 9,914     | 1,376             | 45         | 1,230              | 20            | 44%  | 23                | 51% | 2                      | 4%  |
| Vending Machines - Supplies & Parts                       | 6,256     | 1,720             | 45         | 1,230              | 25            | 56%  | 20                | 44% | 0                      | 0%  |
| Videoconferencing Services                                | 11,409    | 1,279             | 45         | 1,230              | 44            | 98%  | 1                 | 2%  | 0                      | 0%  |
| Driving Proficiency Test Service                          | 17,976    | 1,013             | 44         | 1,241              | 28            | 64%  | 15                | 34% | 1                      | 2%  |
| Monograms   | 3,001     | 2,284             | 44         | 1,241              | 34            | 77%  | 10                | 23% | 0                      | 0%  |
| Plants - Retail   | 7,917     | 1,534             | 44         | 1,241              | 36            | 82%  | 8                 | 18% | 0                      | 0%  |
| Safety Equipment & Clothing                               | 16,915    | 1,048             | 44         | 1,241              | 28            | 64%  | 15                | 34% | 1                      | 2%  |
| Security Cameras  | 8,191     | 1,508             | 44         | 1,241              | 25            | 57%  | 19                | 43% | 0                      | 0%  |
| Storm Shelters  | 49,992    | 502               | 44         | 1,241              | 22            | 50%  | 21                | 48% | 1                      | 2%  |
| Trailers - Rent & Lease                                   | 20,078    | 950               | 44         | 1,241              | 33            | 75%  | 10                | 23% | 1                      | 2%  |
| Alternative Medicine                                      | 13,822    | 1,178             | 43         | 1,248              | 32            | 74%  | 10                | 23% | 1                      | 2%  |
| Call Centers  | 71,232    | 379               | 43         | 1,248              | 27            | 63%  | 15                | 35% | 1                      | 2%  |
| Commercial Roofing  | 31,990    | 688               | 43         | 1,248              | 24            | 56%  | 19                | 44% | 0                      | 0%  |
| Electronic Mail Service                                   | 5,338     | 1,828             | 43         | 1,248              | 14            | 33%  | 28                | 65% | 1                      | 2%  |
| Farms - Organic   | 2,669     | 2,381             | 43         | 1,248              | 41            | 95%  | 2                 | 5%  | 0                      | 0%  |
| Government Offices  | 28,178    | 752               | 43         | 1,248              | 28            | 65%  | 14                | 33% | 1                      | 2%  |
| Health Care Referral                                      | 4,351     | 1,991             | 43         | 1,248              | 31            | 72%  | 6                 | 14% | 0                      | 0%  |
| Interior Decorators & Designers Supplies                  | 7,261     | 1,605             | 43         | 1,248              | 22            | 51%  | 6                 | 14% | 15                     | 35% |
| Jewels - Imitation  | 3,652     | 1,127             | 43         | 1,248              | 43            | 100% | 0                 | 0%  | 0                      | 0%  |
| Nutrition   | 17,230    | 1,037             | 43         | 1,248              | 29            | 67%  | 13                | 30% | 1                      | 2%  |
| Paint - Retail  | 18,280    | 1,006             | 43         | 1,248              | 23            | 53%  | 16                | 37% | 4                      | 9%  |
| Police Equipment  | 11,061    | 1,297             | 43         | 1,248              | 39            | 91%  | 4                 | 9%  | 0                      | 0%  |
| Weed Control Service                                      | 10,692    | 1,317             | 43         | 1,248              | 41            | 95%  | 2                 | 5%  | 0                      | 0%  |
| Advertising - Radio                                       | 6,304     | 1,715             | 42         | 1,261              | 38            | 90%  | 4                 | 10% | 0                      | 0%  |
| Advertising - Shoppers Guides                             | 5,190     | 1,860             | 42         | 1,261              | 21            | 50%  | 14                | 33% | 7                      | 17% |
| Computer Printers Sales & Service                         | 9,245     | 1,722             | 42         | 1,261              | 23            | 45%  | 23                | 45% | 0                      | 0%  |
| Football Clubs  | 3,688     | 2,116             | 42         | 1,261              | 32            | 76%  | 9                 | 21% | 1                      | 2%  |
| Golf Courses - Public                                     | 5,884     | 1,759             | 42         | 1,261              | 28            | 67%  | 13                | 31% | 1                      | 2%  |
| Hospital Consultants                                      | 5,282     | 1,835             | 42         | 1,261              | 22            | 52%  | 19                | 45% | 1                      | 2%  |
| Motel & Hotel Management                                  | 2,674     | 2,378             | 42         | 1,261              | 22            | 52%  | 19                | 45% | 1                      | 2%  |
| Online Shipping Broker                                    | 8,205     | 1,507             | 42         | 1,261              | 16            | 38%  | 26                | 62% | 0                      | 0%  |
| Patio Equipment & Supplies                                | 10,926    | 1,303             | 42         | 1,261              | 31            | 74%  | 10                | 24% | 1                      | 2%  |
| Psychologists   | 22,545    | 877               | 42         | 1,261              | 38            | 90%  | 4                 | 10% | 0                      | 0%  |
| Sports Memorabilia  | 6,316     | 1,713             | 42         | 1,261              | 18            | 43%  | 17                | 40% | 7                      | 17% |

US BBB  
2014 Statistics  
Sorted by Complaints

| Industry Classification                               | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %   | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|-----|-------------------|-----|------------------------|-----|
| Vaporizers  | 3,668     | 2,121             | 42         | 1,261              | 27            | 64% | 15                | 36% | 0                      | 0%  |
| Archery Equipment & Supplies                          | 17,708    | 1,023             | 41         | 1,273              | 17            | 41% | 22                | 54% | 2                      | 5%  |
| Auto Diagnostic Service                               | 10,370    | 1,344             | 41         | 1,273              | 29            | 71% | 11                | 27% | 1                      | 2%  |
| Batteries - Storage-Retail                            | 7,502     | 1,572             | 41         | 1,273              | 25            | 61% | 15                | 37% | 1                      | 2%  |
| Boat Builders   | 18,887    | 984               | 41         | 1,273              | 32            | 78% | 5                 | 12% | 4                      | 10% |
| Factoring Service                                     | 28,273    | 750               | 41         | 1,273              | 26            | 63% | 15                | 37% | 0                      | 0%  |
| Jewelers - Wholesale                                  | 18,988    | 980               | 41         | 1,273              | 28            | 68% | 12                | 29% | 1                      | 2%  |
| Motor Homes   | 10,410    | 1,340             | 41         | 1,273              | 33            | 80% | 7                 | 17% | 1                      | 2%  |
| Saltwater Pools - Equipment & Supplies                | 1,526     | 2,815             | 41         | 1,273              | 37            | 90% | 4                 | 10% | 0                      | 0%  |
| Sandwiches  | 3,200     | 2,245             | 41         | 1,273              | 19            | 46% | 21                | 51% | 1                      | 2%  |
| Sky Diving  | 3,144     | 2,256             | 41         | 1,273              | 18            | 44% | 13                | 32% | 10                     | 24% |
| Uniform Supply Service                                | 7,935     | 1,532             | 41         | 1,273              | 22            | 54% | 17                | 41% | 2                      | 5%  |
| Video Tapes & Discs - Dealers                         | 15,699    | 1,094             | 41         | 1,273              | 24            | 59% | 14                | 34% | 3                      | 7%  |
| Animal & Wildlife Removal                             | 12,847    | 1,218             | 40         | 1,285              | 28            | 70% | 11                | 28% | 1                      | 3%  |
| Audio-Visual Equipment - Service & Repair             | 6,661     | 1,672             | 40         | 1,285              | 23            | 58% | 16                | 40% | 1                      | 3%  |
| Brick - Concrete, Pumice                              | 11,362    | 1,280             | 40         | 1,285              | 11            | 28% | 28                | 70% | 1                      | 3%  |
| Charity - Animal Protection                           | 7,936     | 1,531             | 40         | 1,285              | 35            | 88% | 5                 | 13% | 0                      | 0%  |
| Consignment Service - Furniture                       | 3,062     | 2,271             | 40         | 1,285              | 17            | 43% | 19                | 48% | 4                      | 10% |
| Craft Galleries & Dealers                             | 4,346     | 1,993             | 40         | 1,285              | 11            | 28% | 25                | 63% | 4                      | 10% |
| Dry Cleaners - Mobile                                 | 709       | 3,411             | 40         | 1,285              | 22            | 55% | 18                | 45% | 0                      | 0%  |
| Flags & Banners                                       | 16,014    | 1,082             | 40         | 1,285              | 30            | 75% | 10                | 25% | 0                      | 0%  |
| Guns - Air, BB and Pellet                             | 4,722     | 1,934             | 40         | 1,285              | 26            | 65% | 10                | 25% | 4                      | 10% |
| Home Design & Planning                                | 27,867    | 762               | 40         | 1,285              | 18            | 45% | 18                | 53% | 1                      | 3%  |
| Marine Contractors                                    | 22,399    | 880               | 40         | 1,285              | 17            | 43% | 22                | 55% | 1                      | 3%  |
| Medical Diagnostic Testing Facilities                 | 7,128     | 1,623             | 40         | 1,285              | 31            | 78% | 9                 | 23% | 0                      | 0%  |
| News Service  | 10,986    | 1,300             | 40         | 1,285              | 24            | 60% | 13                | 33% | 3                      | 8%  |
| Pet Fencing & Containment Systems                     | 8,904     | 1,450             | 40         | 1,285              | 11            | 28% | 16                | 40% | 13                     | 33% |
| Petroleum Products                                    | 10,640    | 1,320             | 40         | 1,285              | 28            | 70% | 11                | 28% | 1                      | 3%  |
| Stone - Natural                                       | 27,039    | 781               | 40         | 1,285              | 24            | 60% | 16                | 40% | 0                      | 0%  |
| Truck accessories                                     | 15,072    | 1,125             | 40         | 1,285              | 29            | 73% | 11                | 28% | 0                      | 0%  |
| Water Heaters - Dealers                               | 8,667     | 1,471             | 40         | 1,285              | 34            | 85% | 5                 | 13% | 1                      | 3%  |
| Webbing   | 1,558     | 2,798             | 40         | 1,285              | 33            | 83% | 6                 | 15% | 1                      | 3%  |
| Animal Health Products                                | 14,121    | 1,163             | 39         | 1,304              | 26            | 67% | 13                | 33% | 0                      | 0%  |
| Audio-Visual Production Services                      | 15,875    | 1,087             | 39         | 1,304              | 14            | 36% | 15                | 38% | 10                     | 26% |
| Auto Machine Shops                                    | 18,763    | 985               | 39         | 1,304              | 24            | 62% | 14                | 36% | 1                      | 3%  |
| Bankruptcy Assistance & Services                      | 9,237     | 1,423             | 39         | 1,304              | 12            | 31% | 26                | 67% | 1                      | 3%  |
| College Admission Counseling                          | 29,843    | 722               | 39         | 1,304              | 38            | 97% | 0                 | 0%  | 1                      | 3%  |
| Contractors Equipment & Supplies - Dealers & Services | 16,935    | 1,047             | 39         | 1,304              | 34            | 87% | 4                 | 10% | 1                      | 3%  |
| Cooking Instruction                                   | 3,085     | 2,265             | 39         | 1,304              | 27            | 69% | 6                 | 15% | 6                      | 15% |
| Hardware - Wholesale & Manufacturers                  | 10,245    | 1,353             | 39         | 1,304              | 37            | 95% | 2                 | 5%  | 0                      | 0%  |
| Lasers  | 7,054     | 1,631             | 39         | 1,304              | 16            | 41% | 21                | 54% | 2                      | 5%  |
| Marble - Natural                                      | 19,903    | 956               | 39         | 1,304              | 21            | 54% | 18                | 46% | 0                      | 0%  |
| Media Consultant                                      | 19,128    | 974               | 39         | 1,304              | 8             | 21% | 26                | 67% | 5                      | 13% |
| Mediation Services                                    | 8,827     | 1,461             | 39         | 1,304              | 17            | 44% | 19                | 49% | 3                      | 8%  |
| Medical Record Service                                | 14,240    | 1,157             | 39         | 1,304              | 28            | 72% | 11                | 28% | 0                      | 0%  |
| Printers - Business Forms                             | 10,912    | 1,305             | 39         | 1,304              | 26            | 67% | 8                 | 21% | 5                      | 13% |
| Surgical Appliances & Supplies                        | 5,674     | 1,781             | 39         | 1,304              | 29            | 74% | 9                 | 23% | 1                      | 3%  |
| Alternators & Generators - Auto Repair                | 7,223     | 1,610             | 38         | 1,319              | 22            | 58% | 13                | 34% | 3                      | 8%  |
| Attorneys & Lawyers - Divorce                         | 24,904    | 821               | 38         | 1,319              | 15            | 39% | 16                | 42% | 7                      | 18% |
| Barbecue Equipment & Supplies                         | 11,760    | 1,259             | 38         | 1,319              | 20            | 53% | 16                | 42% | 2                      | 5%  |
| Deck Builder  | 18,384    | 1,000             | 38         | 1,319              | 16            | 42% | 19                | 50% | 3                      | 8%  |
| Drainage Contractors                                  | 17,879    | 1,017             | 38         | 1,319              | 20            | 53% | 17                | 45% | 1                      | 3%  |
| Firewood  | 14,072    | 1,166             | 38         | 1,319              | 17            | 45% | 19                | 50% | 2                      | 5%  |
| Language Training Aids                                | 5,050     | 1,879             | 38         | 1,319              | 28            | 74% | 6                 | 16% | 4                      | 11% |
| Machinery - New                                       | 13,051    | 1,203             | 38         | 1,319              | 24            | 63% | 14                | 37% | 0                      | 0%  |
| MRI (Magnetic Resonance Imaging)                      | 9,846     | 1,381             | 38         | 1,319              | 32            | 84% | 5                 | 13% | 1                      | 3%  |
| Physicians & Surgeons - Ear, Nose & Throat            | 3,691     | 2,114             | 38         | 1,319              | 29            | 76% | 9                 | 24% | 0                      | 0%  |
| Private Health Services Plans                         | 1,325     | 2,936             | 38         | 1,319              | 4             | 11% | 1                 | 3%  | 33                     | 87% |
| Towers  | 10,829    | 1,309             | 38         | 1,319              | 16            | 42% | 21                | 55% | 1                      | 3%  |
| Adjusters - Public                                    | 16,839    | 1,051             | 37         | 1,331              | 29            | 78% | 7                 | 19% | 1                      | 3%  |
| Bounce Houses   | 5,922     | 1,754             | 37         | 1,331              | 19            | 46% | 19                | 51% | 1                      | 3%  |
| Cabinet Equipment & Supplies                          | 13,192    | 1,199             | 37         | 1,331              | 20            | 54% | 17                | 46% | 0                      | 0%  |
| Concrete Products                                     | 18,895    | 983               | 37         | 1,331              | 25            | 68% | 12                | 32% | 0                      | 0%  |
| Costume Fabrics, Trim & Accessories                   | 4,970     | 1,889             | 37         | 1,331              | 27            | 73% | 10                | 27% | 0                      | 0%  |
| Decals  | 3,405     | 2,194             | 37         | 1,331              | 19            | 51% | 10                | 27% | 8                      | 22% |
| Elevators - Sales & Service                           | 21,602    | 910               | 37         | 1,331              | 24            | 65% | 13                | 35% | 0                      | 0%  |
| Engines - Diesel                                      | 12,218    | 1,244             | 37         | 1,331              | 25            | 68% | 12                | 32% | 0                      | 0%  |
| Glass Coating & Tinting                               | 21,625    | 909               | 37         | 1,331              | 26            | 70% | 11                | 30% | 0                      | 0%  |
| Gutter Cleaning                                       | 21,704    | 904               | 37         | 1,331              | 27            | 73% | 9                 | 24% | 1                      | 3%  |
| Physicians & Surgeons - Gastroenterology              | 7,330     | 1,597             | 37         | 1,331              | 29            | 78% | 8                 | 22% | 0                      | 0%  |
| Professional Fundraiser                               | 10,173    | 1,358             | 37         | 1,331              | 25            | 68% | 12                | 32% | 0                      | 0%  |
| Reverse Mortgage                                      | 29,437    | 729               | 37         | 1,331              | 35            | 95% | 2                 | 5%  | 0                      | 0%  |
| Roof Cleaning & Stain Removal                         | 23,738    | 845               | 37         | 1,331              | 24            | 65% | 13                | 35% | 0                      | 0%  |
| Self Defense  | 7,651     | 1,552             | 37         | 1,331              | 25            | 68% | 12                | 32% | 0                      | 0%  |
| Spas & Hot Tubs - Rental - Wholesale, Manufacturing   | 17,221    | 1,038             | 37         | 1,331              | 24            | 65% | 4                 | 11% | 9                      | 24% |
| Trampolines   | 5,205     | 1,856             | 37         | 1,331              | 18            | 49% | 18                | 49% | 1                      | 3%  |
| Watches - Wholesale & Manufacturers                   | 7,679     | 1,548             | 37         | 1,331              | 27            | 73% | 9                 | 24% | 1                      | 3%  |
| Airport Parking Reservations                          | 8,302     | 1,499             | 36         | 1,349              | 20            | 56% | 16                | 44% | 0                      | 0%  |
| Bicycle Racks & Security Systems                      | 1,489     | 2,845             | 36         | 1,349              | 8             | 22% | 27                | 75% | 1                      | 3%  |
| Bicycles - Repair                                     | 3,332     | 2,210             | 36         | 1,349              | 12            | 33% | 22                | 61% | 2                      | 6%  |
| Breastfeeding Supplies & Information                  | 4,409     | 1,983             | 36         | 1,349              | 34            | 94% | 2                 | 6%  | 0                      | 0%  |
| Bulletin & Directory Boards                           | 3,336     | 2,208             | 36         | 1,349              | 34            | 94% | 0                 | 0%  | 2                      | 6%  |
| Cabinet Maker   | 8,435     | 1,490             | 36         | 1,349              | 11            | 31% | 24                | 67% | 1                      | 3%  |
| Concert Halls   | 2,197     | 2,525             | 36         | 1,349              | 24            | 67% | 12                | 33% | 0                      | 0%  |
| Educational Materials - Home Schooling                | 10,683    | 1,318             | 36         | 1,349              | 20            | 56% | 15                | 42% | 1                      | 3%  |



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| Industry Classification                             | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Filing Equipment, Systems & Supplies                | 1,832     | 2,676             | 36         | 1,349              | 36            | 100% | 0                 | 0%  | 0                      | 0%  |
| Home Improvements - Additions                       | 20,902    | 923               | 36         | 1,349              | 21            | 58%  | 15                | 42% | 0                      | 0%  |
| Invitations & Announcements                         | 6,700     | 1,667             | 36         | 1,349              | 17            | 47%  | 17                | 47% | 2                      | 6%  |
| Knife Sharpening Devices                            | 2,375     | 2,459             | 36         | 1,349              | 19            | 39%  | 19                | 53% | 3                      | 8%  |
| Lecture & Seminar Bureaus                           | 24,563    | 824               | 36         | 1,349              | 30            | 83%  | 5                 | 14% | 1                      | 3%  |
| Massage Equipment & Supplies                        | 8,515     | 1,485             | 36         | 1,349              | 26            | 72%  | 10                | 28% | 0                      | 0%  |
| Physicians & Surgeons - Cardiology Services         | 6,130     | 1,730             | 36         | 1,349              | 25            | 69%  | 10                | 28% | 1                      | 3%  |
| Public Relations Counselors                         | 14,199    | 1,159             | 36         | 1,349              | 23            | 64%  | 12                | 33% | 1                      | 3%  |
| Stock & Bond Brokers                                | 29,667    | 725               | 36         | 1,349              | 25            | 69%  | 6                 | 17% | 5                      | 14% |
| Tarps   | 3,642     | 2,132             | 36         | 1,349              | 33            | 92%  | 3                 | 8%  | 0                      | 0%  |
| Tire Repair   | 2,193     | 2,526             | 36         | 1,349              | 11            | 31%  | 23                | 64% | 2                      | 6%  |
| Womens Apparel - Wholesale & Manufacturers          | 7,723     | 1,546             | 36         | 1,349              | 9             | 25%  | 27                | 75% | 0                      | 0%  |
| Adjusters   | 25,239    | 813               | 35         | 1,369              | 27            | 77%  | 6                 | 17% | 2                      | 6%  |
| Construction Estimates                              | 4,179     | 2,031             | 35         | 1,369              | 8             | 23%  | 23                | 66% | 4                      | 11% |
| Dental Hygienists                                   | 5,116     | 1,871             | 35         | 1,369              | 21            | 60%  | 9                 | 26% | 5                      | 14% |
| Diaper Service                                      | 5,601     | 1,797             | 35         | 1,369              | 11            | 31%  | 22                | 63% | 2                      | 6%  |
| Filtering Materials & Supplies                      | 3,948     | 2,065             | 35         | 1,369              | 11            | 31%  | 24                | 69% | 0                      | 0%  |
| Ice Cream & Frozen Desserts - Dealers               | 8,548     | 1,480             | 35         | 1,369              | 20            | 57%  | 12                | 34% | 3                      | 9%  |
| Industrial Products Wholesalers & Distributors      | 25,101    | 819               | 35         | 1,369              | 27            | 77%  | 6                 | 17% | 2                      | 6%  |
| Machine Tools - Repair & Rebuild                    | 6,943     | 1,641             | 35         | 1,369              | 31            | 89%  | 4                 | 11% | 0                      | 0%  |
| Photographers - Aerial                              | 8,867     | 1,456             | 35         | 1,369              | 24            | 69%  | 8                 | 23% | 3                      | 9%  |
| Restaurant Management                               | 7,654     | 1,550             | 35         | 1,369              | 31            | 89%  | 4                 | 11% | 0                      | 0%  |
| Roofing Materials                                   | 20,535    | 935               | 35         | 1,369              | 24            | 69%  | 7                 | 20% | 4                      | 11% |
| Saddlery & Harness                                  | 7,920     | 1,533             | 35         | 1,369              | 16            | 46%  | 19                | 54% | 0                      | 0%  |
| Seals - Notary & Corporation                        | 14,710    | 1,141             | 35         | 1,369              | 18            | 51%  | 15                | 43% | 2                      | 6%  |
| Social Service Organizations                        | 16,102    | 1,079             | 35         | 1,369              | 24            | 69%  | 10                | 29% | 1                      | 3%  |
| Tile - Non-Ceramic - Contractors & Dealers          | 11,332    | 1,281             | 35         | 1,369              | 16            | 46%  | 17                | 49% | 2                      | 6%  |
| Tractor Equipment & Parts                           | 11,686    | 1,265             | 35         | 1,369              | 26            | 74%  | 9                 | 26% | 0                      | 0%  |
| Vacuum Cleaners - Supplies & Parts                  | 10,599    | 1,323             | 35         | 1,369              | 28            | 80%  | 7                 | 20% | 0                      | 0%  |
| Churches  | 14,745    | 1,140             | 34         | 1,386              | 17            | 50%  | 14                | 41% | 3                      | 9%  |
| Coffee Break Service & Supplies                     | 8,237     | 1,504             | 34         | 1,386              | 27            | 75%  | 5                 | 15% | 2                      | 6%  |
| Electric Heating Elements                           | 2,722     | 2,362             | 34         | 1,386              | 33            | 97%  | 0                 | 0%  | 1                      | 3%  |
| Engineering Contractors - General                   | 44,295    | 551               | 34         | 1,386              | 19            | 56%  | 14                | 41% | 1                      | 3%  |
| Fingerprinting                                      | 7,441     | 1,580             | 34         | 1,386              | 22            | 65%  | 12                | 35% | 0                      | 0%  |
| Gates   | 9,808     | 1,386             | 34         | 1,386              | 19            | 56%  | 15                | 44% | 0                      | 0%  |
| Insurance - Dental                                  | 7,191     | 1,617             | 34         | 1,386              | 28            | 82%  | 5                 | 15% | 1                      | 3%  |
| Manufactured Homes - Rent & Lease                   | 6,528     | 1,693             | 34         | 1,386              | 18            | 53%  | 13                | 38% | 3                      | 9%  |
| Perfume - Wholesale & Manufacturers                 | 8,992     | 1,442             | 34         | 1,386              | 17            | 50%  | 15                | 44% | 2                      | 6%  |
| Schools - Academic - Elementary & Secondary         | 19,506    | 964               | 34         | 1,386              | 15            | 44%  | 18                | 53% | 1                      | 3%  |
| Screen Repair                                       | 12,229    | 1,243             | 34         | 1,386              | 21            | 62%  | 21                | 62% | 1                      | 3%  |
| Sewage Disposal Systems                             | 2,088     | 2,088             | 34         | 1,386              | 29            | 85%  | 5                 | 15% | 0                      | 0%  |
| Stadiums, Arenas & Athletic Fields                  | 3,461     | 2,176             | 34         | 1,386              | 23            | 68%  | 11                | 32% | 0                      | 0%  |
| Tools - Electric                                    | 11,557    | 1,272             | 34         | 1,386              | 24            | 71%  | 10                | 29% | 0                      | 0%  |
| Vacuum Equipment & Systems                          | 7,990     | 1,525             | 34         | 1,386              | 23            | 68%  | 11                | 32% | 0                      | 0%  |
| Watch Bands   | 3,340     | 2,206             | 34         | 1,386              | 31            | 91%  | 3                 | 9%  | 0                      | 0%  |
| Air Cargo & Package Express Service                 | 7,724     | 1,545             | 33         | 1,402              | 9             | 27%  | 20                | 61% | 4                      | 12% |
| Amplifiers  | 2,167     | 2,533             | 33         | 1,402              | 4             | 12%  | 27                | 82% | 2                      | 6%  |
| Army & Navy Goods                                   | 5,131     | 1,868             | 33         | 1,402              | 17            | 52%  | 15                | 45% | 1                      | 3%  |
| Auto Service - Rust proofing Shops                  | 5,778     | 1,772             | 33         | 1,402              | 30            | 91%  | 3                 | 9%  | 0                      | 0%  |
| Basement - Remodeling                               | 23,867    | 842               | 33         | 1,402              | 22            | 67%  | 9                 | 27% | 2                      | 6%  |
| Bicycles - Renting                                  | 814       | 3,319             | 33         | 1,402              | 27            | 82%  | 6                 | 18% | 0                      | 0%  |
| Braids  | 8,225     | 1,506             | 33         | 1,402              | 17            | 52%  | 14                | 42% | 2                      | 6%  |
| Clocks - Dealers                                    | 5,609     | 1,796             | 33         | 1,402              | 17            | 52%  | 16                | 48% | 0                      | 0%  |
| Cocktail Lounges                                    | 4,793     | 1,922             | 33         | 1,402              | 17            | 52%  | 14                | 42% | 2                      | 6%  |
| Concert Promoters & Consultants                     | 6,207     | 1,724             | 33         | 1,402              | 15            | 45%  | 17                | 52% | 1                      | 3%  |
| DNA Testing   | 13,916    | 1,173             | 33         | 1,402              | 27            | 82%  | 5                 | 15% | 1                      | 3%  |
| Eviction Service                                    | 6,720     | 1,663             | 33         | 1,402              | 27            | 82%  | 3                 | 9%  | 3                      | 9%  |
| Gun Safety & Marksmanship Instruction               | 24,014    | 837               | 33         | 1,402              | 18            | 55%  | 15                | 45% | 0                      | 0%  |
| In-Home Care  | 67,801    | 393               | 33         | 1,402              | 24            | 73%  | 9                 | 27% | 0                      | 0%  |
| Motorcycles - Customizing                           | 8,893     | 1,451             | 33         | 1,402              | 18            | 55%  | 13                | 39% | 2                      | 6%  |
| Nutritionists                                       | 10,598    | 1,324             | 33         | 1,402              | 23            | 70%  | 9                 | 27% | 1                      | 3%  |
| Physicians & Surgeons - Hormone Replacement Therapy | 13,398    | 1,190             | 33         | 1,402              | 19            | 58%  | 5                 | 15% | 9                      | 27% |
| Surgical Centers                                    | 8,502     | 1,486             | 33         | 1,402              | 27            | 82%  | 6                 | 18% | 0                      | 0%  |
| Swords  | 4,427     | 1,977             | 33         | 1,402              | 11            | 33%  | 22                | 67% | 0                      | 0%  |
| Tanning Salons Equipment & Supplies                 | 5,585     | 1,800             | 33         | 1,402              | 21            | 64%  | 11                | 33% | 1                      | 3%  |
| Tents - Rental                                      | 5,887     | 1,758             | 33         | 1,402              | 13            | 39%  | 9                 | 27% | 11                     | 33% |
| Uniforms - Medical                                  | 4,207     | 2,025             | 33         | 1,402              | 20            | 61%  | 12                | 36% | 1                      | 3%  |
| Alcoholism Info & Treatment Centers                 | 19,284    | 968               | 32         | 1,424              | 11            | 34%  | 21                | 66% | 0                      | 0%  |
| Antiques - Repair & Restore                         | 5,941     | 1,748             | 32         | 1,424              | 15            | 47%  | 14                | 44% | 3                      | 9%  |
| Attorneys & Lawyers - Real Estate                   | 28,628    | 741               | 32         | 1,424              | 23            | 72%  | 8                 | 25% | 1                      | 3%  |
| Fashion Designers                                   | 1,706     | 2,731             | 32         | 1,424              | 17            | 53%  | 15                | 47% | 0                      | 0%  |
| Laser Eye Surgery                                   | 13,595    | 1,184             | 32         | 1,424              | 26            | 81%  | 4                 | 13% | 2                      | 6%  |
| Legal Clinics                                       | 13,527    | 1,185             | 32         | 1,424              | 15            | 47%  | 13                | 41% | 4                      | 13% |
| Pet Transporting                                    | 15,101    | 1,123             | 32         | 1,424              | 1             | 3%   | 9                 | 28% | 22                     | 69% |
| Picture Frames - Dealers                            | 8,237     | 1,504             | 32         | 1,424              | 27            | 84%  | 4                 | 13% | 1                      | 3%  |
| Scooters - Medical                                  | 7,059     | 1,630             | 32         | 1,424              | 27            | 84%  | 5                 | 16% | 0                      | 0%  |
| Shopping Centers & Malls                            | 7,553     | 1,553             | 32         | 1,424              | 12            | 38%  | 12                | 36% | 2                      | 6%  |
| Skating Rinks                                       | 4,948     | 1,893             | 32         | 1,424              | 24            | 75%  | 8                 | 25% | 0                      | 0%  |
| Technical Manual Preparation                        | 2,382     | 2,456             | 32         | 1,424              | 17            | 53%  | 14                | 44% | 1                      | 3%  |
| Termite Control                                     | 16,975    | 1,046             | 32         | 1,424              | 22            | 69%  | 10                | 31% | 0                      | 0%  |
| Videographers - Wedding                             | 1,232     | 3,001             | 32         | 1,424              | 11            | 34%  | 19                | 59% | 2                      | 6%  |
| Attorneys & Lawyers - Tax                           | 26,341    | 796               | 31         | 1,438              | 22            | 71%  | 9                 | 29% | 0                      | 0%  |
| Auto Race Cars                                      | 6,579     | 1,680             | 31         | 1,438              | 17            | 51%  | 12                | 39% | 2                      | 6%  |
| Bicycles - Wholesale & Manufacturers                | 5,379     | 1,826             | 31         | 1,438              | 20            | 65%  | 9                 | 29% | 2                      | 6%  |
| Charity - National                                  | 4,731     | 1,933             | 31         | 1,438              | 15            | 48%  | 16                | 52% | 0                      | 0%  |

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| Industry Classification                          | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Check Verification & Recovery Service            | 8,519     | 1,484             | 31         | 1,438              | 29            | 94%  | 1                 | 3%  | 1                      | 3%  |
| Demolition Contractors                           | 42,926    | 563               | 31         | 1,438              | 14            | 45%  | 15                | 48% | 2                      | 6%  |
| Flea Markets                                     | 8,071     | 1,520             | 31         | 1,438              | 15            | 48%  | 12                | 39% | 4                      | 13% |
| Gold Buyers                                      | 23,898    | 840               | 31         | 1,438              | 14            | 45%  | 16                | 52% | 1                      | 3%  |
| Government - City, Village & Township            | 3,946     | 2,066             | 31         | 1,438              | 28            | 90%  | 3                 | 10% | 0                      | 0%  |
| Home Automation                                  | 8,651     | 1,472             | 31         | 1,438              | 26            | 84%  | 5                 | 16% | 0                      | 0%  |
| Housing Authorities                              | 4,332     | 1,995             | 31         | 1,438              | 28            | 90%  | 3                 | 10% | 0                      | 0%  |
| Investment Seminars                              | 13,633    | 1,182             | 31         | 1,438              | 29            | 94%  | 2                 | 6%  | 0                      | 0%  |
| Liquidators                                      | 18,702    | 989               | 31         | 1,438              | 17            | 55%  | 10                | 32% | 4                      | 13% |
| Parking Stations & Garages - Construction        | 1,559     | 2,797             | 31         | 1,438              | 7             | 23%  | 24                | 77% | 0                      | 0%  |
| Prosthetic Devices                               | 13,281    | 1,193             | 31         | 1,438              | 25            | 81%  | 6                 | 19% | 0                      | 0%  |
| Publishers Representatives                       | 5,528     | 1,808             | 31         | 1,438              | 26            | 84%  | 3                 | 10% | 2                      | 6%  |
| Safes & Vaults                                   | 12,735    | 1,224             | 31         | 1,438              | 23            | 74%  | 7                 | 23% | 1                      | 3%  |
| Social Security Services                         | 48,513    | 512               | 31         | 1,438              | 30            | 97%  | 1                 | 3%  | 0                      | 0%  |
| Soliciting Organizations                         | 11,252    | 1,286             | 31         | 1,438              | 12            | 39%  | 11                | 35% | 8                      | 26% |
| Wineries   | 6,478     | 1,697             | 31         | 1,438              | 16            | 52%  | 14                | 45% | 1                      | 3%  |
| Asset Evaluators                                 | 2,093     | 2,563             | 30         | 1,458              | 16            | 53%  | 14                | 47% | 0                      | 0%  |
| Assisted Living & Adult Family Homes             | 12,007    | 1,248             | 30         | 1,458              | 22            | 73%  | 7                 | 23% | 1                      | 3%  |
| Baths  | 16,235    | 1,071             | 30         | 1,458              | 22            | 73%  | 8                 | 27% | 0                      | 0%  |
| Boat Covers, Tops & Upholstery                   | 7,654     | 1,550             | 30         | 1,458              | 13            | 43%  | 15                | 50% | 2                      | 7%  |
| Concrete - Ready Mixed                           | 20,397    | 940               | 30         | 1,458              | 21            | 70%  | 9                 | 30% | 0                      | 0%  |
| E-Books  | 4,484     | 1,968             | 30         | 1,458              | 29            | 97%  | 1                 | 3%  | 0                      | 0%  |
| Employment Contractors - Temporary Help          | 41,358    | 581               | 30         | 1,458              | 9             | 60%  | 18                | 30% | 3                      | 10% |
| Horse Equipment & Supplies                       | 4,624     | 1,950             | 30         | 1,458              | 13            | 43%  | 16                | 53% | 1                      | 3%  |
| Linens - Wholesale & Manufacturers               | 3,776     | 2,092             | 30         | 1,458              | 5             | 17%  | 25                | 83% | 0                      | 0%  |
| Pumps - Service & Repair                         | 16,357    | 1,063             | 30         | 1,458              | 24            | 80%  | 6                 | 20% | 0                      | 0%  |
| Real Estate Schools                              | 21,867    | 899               | 30         | 1,458              | 20            | 67%  | 10                | 33% | 0                      | 0%  |
| Recruitment Services                             | 21,691    | 905               | 30         | 1,458              | 18            | 60%  | 10                | 33% | 2                      | 7%  |
| Ski Centers & Resorts                            | 1,276     | 2,963             | 30         | 1,458              | 26            | 87%  | 4                 | 13% | 0                      | 0%  |
| Telephone Answering Equipment & Systems          | 8,774     | 1,466             | 30         | 1,458              | 22            | 73%  | 7                 | 23% | 1                      | 3%  |
| Upholstery Fabrics - Retail                      | 10,515    | 1,330             | 30         | 1,458              | 13            | 43%  | 16                | 53% | 1                      | 3%  |
| Welding Equipment & Supplies                     | 9,404     | 1,408             | 30         | 1,458              | 14            | 47%  | 14                | 23% | 9                      | 30% |
| Youth Organizations & Centers                    | 9,516     | 1,400             | 30         | 1,458              | 20            | 67%  | 7                 | 23% | 3                      | 10% |
| Aluminum Fabricators                             | 17,791    | 1,019             | 29         | 1,475              | 20            | 69%  | 8                 | 28% | 1                      | 3%  |
| Batteries - Dry Cell - Wholesale & Manufacturers | 5,186     | 1,861             | 29         | 1,475              | 27            | 93%  | 2                 | 7%  | 0                      | 0%  |
| Cleaning Supplies by Internet                    | 3,297     | 2,216             | 29         | 1,475              | 21            | 72%  | 8                 | 28% | 0                      | 0%  |
| Data Systems - Consultants & Designers           | 11,074    | 1,296             | 29         | 1,475              | 21            | 72%  | 7                 | 24% | 1                      | 3%  |
| Dog Daycare                                      | 7,603     | 1,558             | 29         | 1,475              | 15            | 52%  | 14                | 48% | 0                      | 0%  |
| Dressmakers                                      | 5,121     | 1,869             | 29         | 1,475              | 7             | 24%  | 17                | 59% | 5                      | 17% |
| Glass - Stained & Leaded                         | 6,788     | 1,656             | 29         | 1,475              | 13            | 45%  | 16                | 55% | 0                      | 0%  |
| Government - County                              | 6,019     | 1,737             | 29         | 1,475              | 27            | 93%  | 2                 | 7%  | 0                      | 0%  |
| Irrigation Consultants                           | 9,969     | 1,373             | 29         | 1,475              | 17            | 59%  | 9                 | 31% | 3                      | 10% |
| Metal Salvage Yards                              | 15,299    | 1,106             | 29         | 1,475              | 12            | 59%  | 12                | 41% | 0                      | 0%  |
| Religious Organizations                          | 11,053    | 1,298             | 29         | 1,475              | 21            | 72%  | 8                 | 28% | 0                      | 0%  |
| Saws   | 7,957     | 1,529             | 29         | 1,475              | 15            | 52%  | 13                | 45% | 1                      | 3%  |
| Sleep Disorders - Snoring                        | 1,950     | 2,627             | 29         | 1,475              | 28            | 97%  | 1                 | 3%  | 0                      | 0%  |
| Tax Reporting Service                            | 10,007    | 1,369             | 29         | 1,475              | 3             | 10%  | 21                | 72% | 5                      | 17% |
| Tile & Grout Cleaning                            | 18,580    | 996               | 29         | 1,475              | 13            | 45%  | 8                 | 28% | 8                      | 28% |
| Wheel Chair Lifts & Ramps                        | 15,218    | 1,112             | 29         | 1,475              | 24            | 83%  | 1                 | 3%  | 0                      | 0%  |
| Windows - Repairing                              | 19,586    | 960               | 29         | 1,475              | 18            | 62%  | 9                 | 31% | 2                      | 7%  |
| Yacht Brokers                                    | 10,170    | 1,359             | 29         | 1,475              | 16            | 55%  | 13                | 45% | 0                      | 0%  |
| Auto Air Conditioning                            | 9,221     | 1,424             | 28         | 1,493              | 14            | 50%  | 12                | 43% | 2                      | 7%  |
| Auto Electric Equipment                          | 6,126     | 1,731             | 28         | 1,493              | 18            | 64%  | 10                | 36% | 0                      | 0%  |
| Compliance Consulting                            | 8,886     | 1,452             | 28         | 1,493              | 5             | 18%  | 22                | 79% | 1                      | 4%  |
| Dance Apparel                                    | 2,906     | 2,307             | 28         | 1,493              | 11            | 39%  | 16                | 57% | 1                      | 4%  |
| Dolls - Retail                                   | 4,336     | 1,994             | 28         | 1,493              | 21            | 75%  | 7                 | 25% | 0                      | 0%  |
| Electric Scooters                                | 3,913     | 2,070             | 28         | 1,493              | 14            | 50%  | 12                | 43% | 2                      | 7%  |
| Foundations - Education, Philanthropy, Research  | 26,704    | 789               | 28         | 1,493              | 18            | 64%  | 10                | 36% | 0                      | 0%  |
| Furnace Sales & Service                          | 6,930     | 1,644             | 28         | 1,493              | 8             | 29%  | 17                | 61% | 3                      | 11% |
| Human Resources                                  | 30,477    | 714               | 28         | 1,493              | 17            | 61%  | 11                | 39% | 0                      | 0%  |
| Jewelry Buyers                                   | 31,682    | 693               | 28         | 1,493              | 16            | 57%  | 11                | 39% | 1                      | 4%  |
| Locksmiths Equipment & Supplies                  | 7,477     | 1,575             | 28         | 1,493              | 16            | 57%  | 9                 | 32% | 3                      | 11% |
| Mud Jacking Contractors                          | 27,349    | 774               | 28         | 1,493              | 21            | 75%  | 3                 | 11% | 4                      | 14% |
| Optical Goods - Wholesale & Manufacturers        | 3,579     | 2,149             | 28         | 1,493              | 26            | 93%  | 2                 | 7%  | 0                      | 0%  |
| Physicians & Surgeons - Allergy                  | 3,365     | 2,200             | 28         | 1,493              | 23            | 82%  | 5                 | 18% | 0                      | 0%  |
| Ranches  | 7,107     | 1,625             | 28         | 1,493              | 9             | 32%  | 19                | 68% | 0                      | 0%  |
| Sewing Machines - Service & Repair               | 5,219     | 1,852             | 28         | 1,493              | 21            | 75%  | 7                 | 25% | 0                      | 0%  |
| Signs - Neon                                     | 1,853     | 2,662             | 28         | 1,493              | 7             | 25%  | 21                | 75% | 0                      | 0%  |
| Snow Removal Equipment                           | 3,147     | 2,255             | 28         | 1,493              | 26            | 93%  | 2                 | 7%  | 0                      | 0%  |
| Stair Lifts                                      | 13,940    | 1,172             | 28         | 1,493              | 28            | 100% | 0                 | 0%  | 0                      | 0%  |
| Swimming Pool Enclosures                         | 14,884    | 1,135             | 28         | 1,493              | 19            | 68%  | 8                 | 29% | 1                      | 4%  |
| Trucking - Light Hauling                         | 15,838    | 1,089             | 28         | 1,493              | 19            | 68%  | 9                 | 32% | 0                      | 0%  |
| Audio-Visual Equipment - Supplies & Parts        | 6,124     | 1,732             | 27         | 1,514              | 16            | 59%  | 11                | 41% | 0                      | 0%  |
| Auto Dealers - Buying Co-Op                      | 3,201     | 2,244             | 27         | 1,514              | 17            | 63%  | 10                | 37% | 0                      | 0%  |
| Auto Paintless Dent Repair                       | 28,235    | 751               | 27         | 1,514              | 16            | 59%  | 11                | 41% | 0                      | 0%  |
| Basement - Contractors                           | 12,268    | 1,240             | 27         | 1,514              | 20            | 74%  | 6                 | 22% | 1                      | 4%  |
| Cable Networking                                 | 3,696     | 2,111             | 27         | 1,514              | 16            | 59%  | 9                 | 33% | 2                      | 7%  |
| Chairs - Rent                                    | 3,437     | 2,184             | 27         | 1,514              | 18            | 67%  | 7                 | 26% | 2                      | 7%  |
| Cheerleading Instruction                         | 4,407     | 1,984             | 27         | 1,514              | 19            | 70%  | 8                 | 30% | 0                      | 0%  |
| Contractor - Decorative & Specialty Concrete     | 9,890     | 1,379             | 27         | 1,514              | 14            | 52%  | 12                | 44% | 1                      | 4%  |
| Door & Gate Operating Devices                    | 12,349    | 1,237             | 27         | 1,514              | 17            | 63%  | 8                 | 30% | 2                      | 7%  |
| Fiber Optics                                     | 6,615     | 1,677             | 27         | 1,514              | 20            | 74%  | 5                 | 19% | 2                      | 7%  |
| Food Plans                                       | 8,707     | 1,469             | 27         | 1,514              | 15            | 56%  | 12                | 44% | 0                      | 0%  |
| Furniture - Rustic                               | 3,460     | 2,178             | 27         | 1,514              | 11            | 41%  | 11                | 41% | 5                      | 19% |
| Garbage Disposals - Household                    | 2,885     | 2,314             | 27         | 1,514              | 20            | 74%  | 7                 | 26% | 0                      | 0%  |

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| Industry Classification                                 | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Golf Courses - Private                                  | 6,249     | 1,721             | 27         | 1,514              | 19            | 70%  | 8                 | 30%  | 0                      | 0%  |
| Grant Writers   | 6,420     | 1,703             | 27         | 1,514              | 10            | 37%  | 17                | 63%  | 0                      | 0%  |
| Key Duplication and Cutting                             | 1,633     | 2,768             | 27         | 1,514              | 11            | 41%  | 16                | 59%  | 0                      | 0%  |
| Laundry Consultants                                     | 3,051     | 2,275             | 27         | 1,514              | 15            | 55%  | 13                | 44%  | 0                      | 0%  |
| Merchandising Service                                   | 10,058    | 1,366             | 27         | 1,514              | 13            | 48%  | 13                | 48%  | 1                      | 4%  |
| Ornamental Metal Work                                   | 16,155    | 1,076             | 27         | 1,514              | 10            | 37%  | 16                | 59%  | 1                      | 4%  |
| Soccer Clubs  | 3,081     | 2,267             | 27         | 1,514              | 12            | 44%  | 15                | 56%  | 0                      | 0%  |
| Surveillance Equipment, Sales & Service                 | 7,402     | 1,585             | 27         | 1,514              | 16            | 59%  | 7                 | 26%  | 4                      | 15% |
| Training - Video Instruction Tapes                      | 6,847     | 1,649             | 27         | 1,514              | 7             | 26%  | 15                | 56%  | 5                      | 19% |
| Videotape, CD, & DVD Duplication & Transfer Services    | 10,853    | 1,308             | 27         | 1,514              | 15            | 56%  | 12                | 44%  | 0                      | 0%  |
| Wallpapers & Wallcoverings - Retail                     | 7,324     | 1,598             | 27         | 1,514              | 11            | 41%  | 16                | 59%  | 0                      | 0%  |
| Water Supply Systems                                    | 7,333     | 1,596             | 27         | 1,514              | 15            | 56%  | 10                | 37%  | 2                      | 7%  |
| Aircraft Charter, Rental & Lease                        | 11,590    | 1,271             | 26         | 1,539              | 16            | 62%  | 10                | 38%  | 0                      | 0%  |
| Bartending Service                                      | 6,834     | 1,652             | 26         | 1,539              | 9             | 35%  | 13                | 50%  | 4                      | 15% |
| Candy & Confectionery - Wholesale & Manufacturers       | 9,431     | 1,406             | 26         | 1,539              | 18            | 69%  | 8                 | 31%  | 0                      | 0%  |
| Cat Breeders  | 3,656     | 2,125             | 26         | 1,539              | 11            | 42%  | 15                | 58%  | 0                      | 0%  |
| Chimney Sweeper   | 8,546     | 1,481             | 26         | 1,539              | 10            | 38%  | 13                | 50%  | 3                      | 12% |
| Couriers  | 9,208     | 1,426             | 26         | 1,539              | 16            | 62%  | 10                | 38%  | 0                      | 0%  |
| Doors - Installation                                    | 11,194    | 1,290             | 26         | 1,539              | 21            | 81%  | 5                 | 19%  | 0                      | 0%  |
| Endodontics   | 4,712     | 1,937             | 26         | 1,539              | 22            | 85%  | 3                 | 12%  | 1                      | 4%  |
| Food Service/Management                                 | 8,876     | 1,454             | 26         | 1,539              | 21            | 81%  | 4                 | 15%  | 1                      | 4%  |
| Forensic Loan Audits                                    | 5,143     | 1,866             | 26         | 1,539              | 5             | 19%  | 17                | 65%  | 4                      | 15% |
| Knives - Custom   | 2,633     | 2,391             | 26         | 1,539              | 13            | 50%  | 13                | 50%  | 0                      | 0%  |
| Language Schools  | 9,040     | 1,438             | 26         | 1,539              | 16            | 62%  | 6                 | 23%  | 4                      | 15% |
| Logging Companies                                       | 21,910    | 896               | 26         | 1,539              | 11            | 42%  | 15                | 58%  | 0                      | 0%  |
| Mailing Services - International                        | 7,259     | 1,606             | 26         | 1,539              | 19            | 73%  | 7                 | 27%  | 0                      | 0%  |
| Mulches   | 11,112    | 1,294             | 26         | 1,539              | 17            | 65%  | 8                 | 31%  | 1                      | 4%  |
| Oil Burners   | 7,419     | 1,582             | 26         | 1,539              | 17            | 65%  | 9                 | 35%  | 0                      | 0%  |
| Reptiles  | 5,228     | 1,846             | 26         | 1,539              | 13            | 50%  | 12                | 46%  | 1                      | 4%  |
| Vertical Blinds   | 9,273     | 1,417             | 26         | 1,539              | 17            | 65%  | 8                 | 31%  | 1                      | 4%  |
| Attorneys & Lawyers - Personal Injury & Property Damage | 55,957    | 456               | 25         | 1,557              | 20            | 80%  | 5                 | 20%  | 0                      | 0%  |
| Auto Repair - Tunes-Up                                  | 1,377     | 2,910             | 25         | 1,557              | 20            | 80%  | 20                | 20%  | 0                      | 0%  |
| Autograph Dealers                                       | 6,893     | 1,647             | 25         | 1,557              | 10            | 40%  | 13                | 52%  | 2                      | 8%  |
| China & Glassware - Retail                              | 21,648    | 908               | 25         | 1,557              | 18            | 72%  | 3                 | 12%  | 4                      | 16% |
| Convention Services & Facilities                        | 6,644     | 1,674             | 25         | 1,557              | 18            | 72%  | 6                 | 24%  | 1                      | 4%  |
| Divers Equipment & Supplies                             | 5,405     | 1,823             | 25         | 1,557              | 18            | 72%  | 7                 | 28%  | 0                      | 0%  |
| Divorce Assistance                                      | 6,303     | 1,716             | 25         | 1,557              | 1             | 4%   | 23                | 92%  | 1                      | 4%  |
| Electric Equipment & Supplies - Wholesale               | 11,192    | 1,291             | 25         | 1,557              | 9             | 36%  | 10                | 40%  | 6                      | 24% |
| Embroidery Supplies                                     | 2,261     | 2,497             | 25         | 1,557              | 15            | 60%  | 10                | 40%  | 0                      | 0%  |
| Fuel Economizers  | 7,568     | 1,565             | 25         | 1,557              | 24            | 96%  | 0                 | 0%   | 1                      | 4%  |
| Go-Karts  | 4,393     | 1,986             | 25         | 1,557              | 17            | 68%  | 6                 | 24%  | 2                      | 8%  |
| Housing Consultants & Referral Service                  | 3,411     | 2,192             | 25         | 1,557              | 10            | 40%  | 15                | 60%  | 0                      | 0%  |
| Insurance - Medicare Services                           | 11,089    | 1,295             | 25         | 1,557              | 16            | 64%  | 8                 | 32%  | 1                      | 4%  |
| Insurance - Viatical                                    | 9,268     | 1,421             | 25         | 1,557              | 16            | 64%  | 8                 | 32%  | 1                      | 4%  |
| Insurance - Workers Compensation                        | 34,220    | 653               | 25         | 1,557              | 25            | 100% | 0                 | 0%   | 0                      | 0%  |
| Log Cabins, Homes & Buildings                           | 42,229    | 573               | 25         | 1,557              | 21            | 84%  | 4                 | 16%  | 0                      | 0%  |
| Marble - Cultured                                       | 10,882    | 1,306             | 25         | 1,557              | 14            | 56%  | 9                 | 36%  | 2                      | 8%  |
| Marine Electronic Equipment & Supplies                  | 9,484     | 1,402             | 25         | 1,557              | 19            | 76%  | 5                 | 20%  | 1                      | 4%  |
| Millwork  | 15,791    | 1,091             | 25         | 1,557              | 17            | 68%  | 7                 | 28%  | 1                      | 4%  |
| Moving Equipment Rental                                 | 4,319     | 1,996             | 25         | 1,557              | 19            | 76%  | 6                 | 24%  | 0                      | 0%  |
| Orthopedic Appliances                                   | 6,962     | 1,638             | 25         | 1,557              | 24            | 96%  | 0                 | 0%   | 1                      | 4%  |
| Pet Clothing Designer                                   | 1,476     | 2,852             | 25         | 1,557              | 11            | 44%  | 13                | 52%  | 1                      | 4%  |
| Race Tracks   | 4,573     | 1,960             | 25         | 1,557              | 15            | 60%  | 10                | 40%  | 0                      | 0%  |
| Storage Units - Portable                                | 3,517     | 2,165             | 25         | 1,557              | 16            | 64%  | 8                 | 32%  | 1                      | 4%  |
| Tile Sales  | 6,784     | 1,657             | 25         | 1,557              | 8             | 32%  | 14                | 56%  | 3                      | 12% |
| Airports  | 2,522     | 2,420             | 24         | 1,582              | 17            | 71%  | 6                 | 25%  | 1                      | 4%  |
| Barter & Trade Exchanges                                | 6,724     | 1,662             | 24         | 1,582              | 11            | 46%  | 12                | 50%  | 1                      | 4%  |
| Baseball Clubs  | 6,201     | 1,725             | 24         | 1,582              | 10            | 42%  | 14                | 58%  | 0                      | 0%  |
| Electric Motors - Dealers & Repairing                   | 15,393    | 1,104             | 24         | 1,582              | 17            | 71%  | 7                 | 29%  | 0                      | 0%  |
| Emergency Disaster Preparedness Equipment & Supplies    | 7,553     | 1,566             | 24         | 1,582              | 20            | 83%  | 4                 | 17%  | 0                      | 0%  |
| Engineers - Professional                                | 64,943    | 410               | 24         | 1,582              | 10            | 42%  | 12                | 50%  | 2                      | 8%  |
| Jewelry Findings  | 4,868     | 1,912             | 24         | 1,582              | 13            | 54%  | 6                 | 25%  | 5                      | 21% |
| Job Listing & Advisory Services - Advanced Fee          | 9,894     | 1,378             | 24         | 1,582              | 12            | 50%  | 10                | 42%  | 2                      | 8%  |
| Loan Acceleration                                       | 1,187     | 3,032             | 24         | 1,582              | 4             | 17%  | 18                | 75%  | 2                      | 8%  |
| Mats & Matting  | 5,407     | 1,822             | 24         | 1,582              | 22            | 92%  | 2                 | 8%   | 0                      | 0%  |
| Meat Packers  | 17,913    | 1,016             | 24         | 1,582              | 13            | 54%  | 9                 | 38%  | 2                      | 8%  |
| Military Goods  | 23,106    | 858               | 24         | 1,582              | 16            | 63%  | 8                 | 33%  | 0                      | 0%  |
| Motorcycles - Renting & Leasing                         | 2,022     | 2,924             | 24         | 1,582              | 7             | 29%  | 17                | 71%  | 0                      | 0%  |
| Patent Agents   | 16,222    | 1,073             | 24         | 1,582              | 15            | 63%  | 7                 | 29%  | 2                      | 8%  |
| Plaques   | 3,604     | 2,143             | 24         | 1,582              | 6             | 25%  | 2                 | 8%   | 16                     | 67% |
| Posters   | 4,446     | 1,976             | 24         | 1,582              | 17            | 71%  | 6                 | 25%  | 1                      | 4%  |
| Sealing - Pavement                                      | 5,247     | 1,844             | 24         | 1,582              | 8             | 33%  | 12                | 50%  | 4                      | 17% |
| Septic Tanks - Treatment Supplies                       | 8,831     | 1,460             | 24         | 1,582              | 18            | 75%  | 6                 | 25%  | 0                      | 0%  |
| Stamps - Collectors                                     | 8,827     | 1,461             | 24         | 1,582              | 22            | 92%  | 2                 | 8%   | 0                      | 0%  |
| Theater Stage Play Houses                               | 2,324     | 2,477             | 24         | 1,582              | 17            | 71%  | 7                 | 29%  | 0                      | 0%  |
| Uniforms - Accessories                                  | 2,691     | 2,371             | 24         | 1,582              | 14            | 58%  | 9                 | 38%  | 1                      | 4%  |
| Art Instruction & Schools                               | 6,824     | 1,653             | 23         | 1,603              | 15            | 65%  | 6                 | 26%  | 2                      | 9%  |
| Audiologists  | 14,803    | 1,137             | 23         | 1,603              | 21            | 91%  | 2                 | 9%   | 0                      | 0%  |
| Auto Bumpers, Guards & Grilles                          | 8,454     | 1,489             | 23         | 1,603              | 20            | 87%  | 1                 | 4%   | 2                      | 9%  |
| Auto Dealers - Custom Design & Replica                  | 7,087     | 1,628             | 23         | 1,603              | 11            | 48%  | 11                | 48%  | 1                      | 4%  |
| Barber Schools  | 9,562     | 1,398             | 23         | 1,603              | 14            | 61%  | 9                 | 39%  | 0                      | 0%  |
| Baths - Equipment & Supplies                            | 4,874     | 1,911             | 23         | 1,603              | 7             | 30%  | 15                | 65%  | 1                      | 4%  |
| Billiard Equipment & Supplies                           | 10,610    | 1,322             | 23         | 1,603              | 13            | 57%  | 9                 | 39%  | 1                      | 4%  |
| Bookbinders Equipment & Supplies                        | 858       | 3,282             | 23         | 1,603              | 0             | 0%   | 23                | 100% | 0                      | 0%  |
| Bus Lines Ticket Agencies                               | 1,827     | 2,679             | 23         | 1,603              | 19            | 83%  | 4                 | 17%  | 0                      | 0%  |

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| Industry Classification                                | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Car Buying Service                                     | 13,438    | 1,189             | 23         | 1,603              | 14            | 61%  | 9                 | 39% | 0                      | 0%  |
| Coaching - Life  | 15,141    | 1,117             | 23         | 1,603              | 10            | 43%  | 13                | 57% | 0                      | 0%  |
| Computers - Cable & Installation                       | 10,810    | 1,310             | 23         | 1,603              | 17            | 74%  | 6                 | 26% | 0                      | 0%  |
| Disability Access Equipment                            | 8,394     | 1,491             | 23         | 1,603              | 19            | 83%  | 4                 | 17% | 0                      | 0%  |
| Electronics Research & Development                     | 4,474     | 1,970             | 23         | 1,603              | 14            | 61%  | 9                 | 39% | 0                      | 0%  |
| Fishermens Supplies                                    | 2,633     | 2,391             | 23         | 1,603              | 9             | 39%  | 14                | 61% | 0                      | 0%  |
| Fishing Charters                                       | 7,228     | 1,608             | 23         | 1,603              | 17            | 74%  | 6                 | 26% | 0                      | 0%  |
| Golf Instruction                                       | 5,138     | 1,867             | 23         | 1,603              | 19            | 83%  | 4                 | 17% | 0                      | 0%  |
| Kitchen Cabinets - Refinishing, Refacing & Resurfacing | 4,705     | 1,938             | 23         | 1,603              | 8             | 35%  | 12                | 52% | 3                      | 13% |
| Labels - Paper   | 3,743     | 2,098             | 23         | 1,603              | 13            | 57%  | 10                | 43% | 0                      | 0%  |
| Music & Messaging Services                             | 4,273     | 2,008             | 23         | 1,603              | 22            | 96%  | 1                 | 4%  | 0                      | 0%  |
| Pension & Profit Sharing Plans                         | 14,817    | 1,136             | 23         | 1,603              | 21            | 91%  | 2                 | 9%  | 0                      | 0%  |
| Pianos   | 11,143    | 1,292             | 23         | 1,603              | 16            | 70%  | 6                 | 26% | 1                      | 4%  |
| Quilts   | 7,716     | 2,726             | 23         | 1,603              | 10            | 43%  | 13                | 57% | 0                      | 0%  |
| Seminar Marketing                                      | 3,557     | 2,153             | 23         | 1,603              | 6             | 26%  | 16                | 70% | 1                      | 4%  |
| Sheet Metal Work                                       | 26,191    | 802               | 23         | 1,603              | 15            | 65%  | 6                 | 26% | 2                      | 9%  |
| Steam Cleaning Equipment                               | 2,599     | 2,399             | 23         | 1,603              | 22            | 96%  | 1                 | 4%  | 0                      | 0%  |
| Toilets - Portable                                     | 9,815     | 1,384             | 23         | 1,603              | 14            | 61%  | 9                 | 39% | 0                      | 0%  |
| Trailers - Horse                                       | 5,744     | 1,775             | 23         | 1,603              | 15            | 35%  | 15                | 65% | 0                      | 0%  |
| Water Gardens Fountains & Ponds                        | 5,930     | 1,751             | 23         | 1,603              | 12            | 52%  | 10                | 43% | 1                      | 4%  |
| Wheelchair & Disability Transportation                 | 17,755    | 1,021             | 23         | 1,603              | 19            | 83%  | 4                 | 17% | 0                      | 0%  |
| Yacht Charter Broker                                   | 12,358    | 1,236             | 23         | 1,603              | 12            | 52%  | 11                | 48% | 0                      | 0%  |
| Consultant - Planning                                  | 11,451    | 1,278             | 22         | 1,634              | 8             | 36%  | 10                | 45% | 4                      | 18% |
| Contractors Equipment & Supplies - Rent & Lease        | 14,407    | 1,150             | 22         | 1,634              | 16            | 73%  | 6                 | 27% | 0                      | 0%  |
| Electronics - Educational Kits                         | 887       | 3,259             | 22         | 1,634              | 5             | 23%  | 16                | 73% | 1                      | 5%  |
| Firearm Manufacturer                                   | 2,260     | 2,501             | 22         | 1,634              | 14            | 64%  | 8                 | 36% | 0                      | 0%  |
| Garbage Disposal Equipment - Industrial & Commercial   | 4,263     | 2,013             | 22         | 1,634              | 14            | 64%  | 7                 | 32% | 1                      | 5%  |
| Hardscapes   | 9,900     | 1,377             | 22         | 1,634              | 12            | 55%  | 10                | 45% | 0                      | 0%  |
| Landscape Lighting                                     | 10,263    | 1,352             | 22         | 1,634              | 12            | 55%  | 10                | 45% | 0                      | 0%  |
| Motor Homes - Rent & Lease                             | 4,935     | 1,897             | 22         | 1,634              | 17            | 77%  | 5                 | 23% | 0                      | 0%  |
| Music Publishers                                       | 17,248    | 1,036             | 22         | 1,634              | 13            | 59%  | 8                 | 36% | 1                      | 5%  |
| Paper & Document Shredding                             | 28,488    | 743               | 22         | 1,634              | 17            | 77%  | 5                 | 23% | 0                      | 0%  |
| Plastering Contractors                                 | 32,654    | 678               | 22         | 1,634              | 11            | 50%  | 11                | 50% | 0                      | 0%  |
| Pyramid Companies                                      | 33,342    | 665               | 22         | 1,634              | 9             | 41%  | 8                 | 36% | 5                      | 23% |
| Rent to Own  | 2,211     | 2,518             | 22         | 1,634              | 13            | 59%  | 7                 | 32% | 2                      | 9%  |
| Restaurants - Breakfast                                | 1,180     | 3,037             | 22         | 1,634              | 14            | 64%  | 6                 | 27% | 2                      | 9%  |
| Road Building Contractors                              | 21,452    | 914               | 22         | 1,634              | 12            | 55%  | 9                 | 41% | 1                      | 5%  |
| Roofing Equipment & Supplies                           | 6,634     | 1,675             | 22         | 1,634              | 7             | 32%  | 14                | 64% | 1                      | 5%  |
| School Information                                     | 12,255    | 1,242             | 22         | 1,634              | 18            | 82%  | 3                 | 14% | 1                      | 5%  |
| Seminars & Training - Wealth Building & Real Estate    | 5,974     | 1,742             | 22         | 1,634              | 20            | 91%  | 2                 | 9%  | 0                      | 0%  |
| Shirts - Wholesale & Manufacturers                     | 1,721     | 2,723             | 22         | 1,634              | 18            | 82%  | 4                 | 18% | 0                      | 0%  |
| Telephone Solicitation Companies                       | 5,279     | 1,837             | 22         | 1,634              | 12            | 55%  | 1                 | 5%  | 9                      | 41% |
| Tourist Information                                    | 7,581     | 1,564             | 22         | 1,634              | 13            | 59%  | 8                 | 36% | 1                      | 5%  |
| Transmissions - Truck, Tractor                         | 2,699     | 2,369             | 22         | 1,634              | 12            | 55%  | 9                 | 41% | 1                      | 5%  |
| Trucks - Industrial                                    | 4,422     | 1,980             | 22         | 1,634              | 8             | 36%  | 13                | 59% | 1                      | 5%  |
| Veterinarians Equipment & Supplies                     | 4,900     | 1,906             | 22         | 1,634              | 22            | 100% | 0                 | 0%  | 0                      | 0%  |
| Wheel Alignment, Frame & Axle Service - Auto           | 12,685    | 1,225             | 22         | 1,634              | 11            | 50%  | 11                | 50% | 0                      | 0%  |
| Work Clothes - Retail                                  | 3,815     | 2,083             | 22         | 1,634              | 18            | 82%  | 4                 | 18% | 0                      | 0%  |
| Administrators - Class Action Settlement               | 3,518     | 2,164             | 21         | 1,660              | 15            | 71%  | 6                 | 29% | 0                      | 0%  |
| Artist - Makeup  | 1,392     | 2,899             | 21         | 1,660              | 16            | 76%  | 3                 | 14% | 2                      | 10% |
| Asbestos Removal Service                               | 46,335    | 537               | 21         | 1,660              | 13            | 62%  | 7                 | 33% | 1                      | 5%  |
| Auto Appraisers  | 10,312    | 1,347             | 21         | 1,660              | 18            | 86%  | 1                 | 5%  | 2                      | 10% |
| Benches - Seating                                      | 980       | 3,176             | 21         | 1,660              | 20            | 95%  | 1                 | 5%  | 0                      | 0%  |
| Bird & Wildlife Supply Shops                           | 4,930     | 1,900             | 21         | 1,660              | 20            | 95%  | 1                 | 5%  | 0                      | 0%  |
| Butchering   | 5,535     | 1,805             | 21         | 1,660              | 13            | 62%  | 7                 | 33% | 1                      | 5%  |
| Charity - Community Development & Civic Organizations  | 3,025     | 2,281             | 21         | 1,660              | 18            | 86%  | 3                 | 14% | 0                      | 0%  |
| Computers - Programming                                | 2,834     | 2,330             | 21         | 1,660              | 7             | 33%  | 12                | 57% | 2                      | 10% |
| Contractor - Spray Foam Insulation                     | 16,902    | 1,049             | 21         | 1,660              | 16            | 76%  | 5                 | 24% | 0                      | 0%  |
| Contractors - Ceiling                                  | 8,631     | 1,473             | 21         | 1,660              | 13            | 62%  | 8                 | 38% | 0                      | 0%  |
| Employment Service - Employee Leasing                  | 27,290    | 775               | 21         | 1,660              | 16            | 76%  | 3                 | 14% | 2                      | 10% |
| Express & Transfer Service                             | 1,091     | 3,105             | 21         | 1,660              | 3             | 14%  | 3                 | 14% | 15                     | 71% |
| Farm Supplies  | 5,256     | 1,842             | 21         | 1,660              | 18            | 86%  | 3                 | 14% | 0                      | 0%  |
| Fire Damage Restoration                                | 10,949    | 1,301             | 21         | 1,660              | 18            | 86%  | 3                 | 14% | 0                      | 0%  |
| Fur Business - Wholesale & Manufacturers               | 3,709     | 2,104             | 21         | 1,660              | 8             | 38%  | 4                 | 19% | 9                      | 43% |
| Government - US  | 3,247     | 2,227             | 21         | 1,660              | 8             | 38%  | 9                 | 43% | 4                      | 19% |
| Guide Service  | 5,454     | 1,815             | 21         | 1,660              | 17            | 81%  | 4                 | 19% | 0                      | 0%  |
| Hotel Product Sales                                    | 1,325     | 2,936             | 21         | 1,660              | 14            | 67%  | 7                 | 33% | 0                      | 0%  |
| Lighting Fixtures - Supplies & Parts                   | 4,736     | 1,932             | 21         | 1,660              | 8             | 38%  | 13                | 62% | 0                      | 0%  |
| Mattress Makers Supplies                               | 3,601     | 2,145             | 21         | 1,660              | 19            | 90%  | 2                 | 10% | 0                      | 0%  |
| Medicines - Patent & Proprietary                       | 1,188     | 3,030             | 21         | 1,660              | 7             | 33%  | 14                | 67% | 0                      | 0%  |
| Modular/Mobile Home - Foundation Services              | 2,146     | 2,543             | 21         | 1,660              | 8             | 38%  | 13                | 62% | 0                      | 0%  |
| Musical Instruments - Repair                           | 6,513     | 1,694             | 21         | 1,660              | 8             | 38%  | 11                | 52% | 2                      | 10% |
| Oil Producers  | 7,467     | 1,577             | 21         | 1,660              | 8             | 38%  | 12                | 57% | 1                      | 5%  |
| Pain Management Services                               | 5,465     | 1,813             | 21         | 1,660              | 17            | 81%  | 3                 | 14% | 1                      | 5%  |
| Physicians - Surgeons & Neurosurgeons                  | 5,616     | 1,795             | 21         | 1,660              | 15            | 71%  | 6                 | 29% | 0                      | 0%  |
| Publicity Service                                      | 6,330     | 1,710             | 21         | 1,660              | 16            | 76%  | 5                 | 24% | 0                      | 0%  |
| Real Estate Brokers                                    | 3,624     | 2,140             | 21         | 1,660              | 19            | 90%  | 2                 | 10% | 0                      | 0%  |
| Riding Apparel & Equipment                             | 1,504     | 2,829             | 21         | 1,660              | 13            | 62%  | 8                 | 38% | 0                      | 0%  |
| Sand & Gravel  | 26,238    | 800               | 21         | 1,660              | 15            | 71%  | 6                 | 29% | 0                      | 0%  |
| Savings & Loan Associations                            | 11,666    | 1,266             | 21         | 1,660              | 18            | 86%  | 3                 | 14% | 0                      | 0%  |
| Scrapbooking   | 3,759     | 2,093             | 21         | 1,660              | 15            | 71%  | 6                 | 29% | 0                      | 0%  |
| Sharpening Service                                     | 4,886     | 1,910             | 21         | 1,660              | 7             | 33%  | 14                | 67% | 0                      | 0%  |
| Souvenirs - Retail                                     | 2,922     | 2,302             | 21         | 1,660              | 16            | 76%  | 5                 | 24% | 0                      | 0%  |
| Stair Builders   | 9,059     | 1,434             | 21         | 1,660              | 15            | 71%  | 6                 | 29% | 0                      | 0%  |
| Steel Fabricators                                      | 38,639    | 606               | 21         | 1,660              | 16            | 76%  | 4                 | 19% | 1                      | 5%  |

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| Industry Classification   | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Tattoos - Removed   | 3,542     | 2,156             | 21         | 1,660              | 11            | 52%  | 7                 | 33% | 3                      | 14% |
| Taxes - Property Tax Consultants                                | 16,861    | 1,050             | 21         | 1,660              | 13            | 62%  | 8                 | 38% | 0                      | 0%  |
| Tools - Rent  | 10,444    | 1,335             | 21         | 1,660              | 17            | 81%  | 4                 | 19% | 0                      | 0%  |
| Trailers - Repair & Service                                     | 14,455    | 1,149             | 21         | 1,660              | 11            | 52%  | 4                 | 43% | 1                      | 5%  |
| Transit Lines   | 1,803     | 2,690             | 21         | 1,660              | 18            | 86%  | 3                 | 14% | 0                      | 0%  |
| Translators & Interpreters                                      | 28,339    | 745               | 21         | 1,660              | 15            | 71%  | 6                 | 29% | 0                      | 0%  |
| Abstracters   | 2,082     | 2,567             | 20         | 1,703              | 1             | 5%   | 0                 | 0%  | 19                     | 95% |
| Air Conditioning Equipment - Room Units                         | 5,984     | 1,740             | 20         | 1,703              | 19            | 95%  | 1                 | 5%  | 0                      | 0%  |
| Amusement Devices   | 4,448     | 1,975             | 20         | 1,703              | 11            | 55%  | 9                 | 45% | 0                      | 0%  |
| Attorney Advertising  | 15,011    | 1,127             | 20         | 1,703              | 10            | 50%  | 9                 | 45% | 1                      | 5%  |
| Attorneys & Lawyers - Criminal                                  | 34,873    | 647               | 20         | 1,703              | 15            | 75%  | 4                 | 20% | 1                      | 5%  |
| Audio-Visual Consultants  | 13,377    | 1,192             | 20         | 1,703              | 9             | 45%  | 11                | 55% | 0                      | 0%  |
| Balloons - Novelty & Toy  | 4,663     | 1,943             | 20         | 1,703              | 11            | 55%  | 8                 | 40% | 1                      | 5%  |
| Barricades  | 2,276     | 2,492             | 20         | 1,703              | 15            | 75%  | 2                 | 10% | 3                      | 15% |
| Beekeepers  | 3,284     | 2,219             | 20         | 1,703              | 16            | 80%  | 4                 | 20% | 0                      | 0%  |
| Carpet Installation   | 4,587     | 1,956             | 20         | 1,703              | 7             | 35%  | 13                | 65% | 0                      | 0%  |
| Chain Letters   | 977       | 3,181             | 20         | 1,703              | 6             | 30%  | 11                | 55% | 3                      | 15% |
| Chairs - Wholesale & Manufacturers                              | 2,864     | 2,316             | 20         | 1,703              | 17            | 85%  | 3                 | 15% | 0                      | 0%  |
| Computers - Cleaning Services                                   | 1,651     | 2,762             | 20         | 1,703              | 11            | 55%  | 8                 | 40% | 1                      | 5%  |
| Concrete Block & Product Molding Machine                        | 1,441     | 2,872             | 20         | 1,703              | 7             | 35%  | 13                | 65% | 0                      | 0%  |
| Consultants - Medical   | 10,315    | 1,346             | 20         | 1,703              | 14            | 70%  | 4                 | 20% | 2                      | 10% |
| Cosmetic Sales by Mail  | 749       | 3,368             | 20         | 1,703              | 20            | 100% | 0                 | 0%  | 0                      | 0%  |
| Engines - Gas   | 3,487     | 2,172             | 20         | 1,703              | 6             | 30%  | 0                 | 0%  | 0                      | 0%  |
| Estate Planning & Management                                    | 75,302    | 361               | 20         | 1,703              | 15            | 75%  | 5                 | 25% | 0                      | 0%  |
| Exercise Equipment & Machines - Service & Repair                | 2,149     | 2,541             | 20         | 1,703              | 18            | 90%  | 2                 | 10% | 0                      | 0%  |
| Fertility Specialists   | 6,469     | 1,699             | 20         | 1,703              | 12            | 60%  | 7                 | 35% | 1                      | 5%  |
| Floor Refinishing   | 1,825     | 2,682             | 20         | 1,703              | 4             | 20%  | 16                | 80% | 0                      | 0%  |
| Glass - Beveled, Carved, Ornamental                             | 9,429     | 1,407             | 20         | 1,703              | 16            | 80%  | 3                 | 15% | 1                      | 5%  |
| Glassware Decorators  | 1,847     | 2,667             | 20         | 1,703              | 10            | 50%  | 10                | 50% | 0                      | 0%  |
| Gymnasiums - Equipment & Supplies                               | 6,700     | 1,667             | 20         | 1,703              | 11            | 55%  | 5                 | 25% | 4                      | 20% |
| Hand Painting & Decorating                                      | 4,024     | 2,052             | 20         | 1,703              | 12            | 60%  | 7                 | 35% | 1                      | 5%  |
| Kitchen Cabinet Refacing  | 8,112     | 1,518             | 20         | 1,703              | 12            | 60%  | 7                 | 35% | 1                      | 5%  |
| Knobs   | 5,927     | 1,753             | 20         | 1,703              | 20            | 100% | 0                 | 0%  | 0                      | 0%  |
| Paving, Painting, Home Improvement - Itinerant Workers          | 3,387     | 2,198             | 20         | 1,703              | 4             | 20%  | 10                | 50% | 6                      | 30% |
| Plastics - Products - Finished Wholesale & Manufacturers        | 16,777    | 1,052             | 20         | 1,703              | 13            | 65%  | 6                 | 30% | 1                      | 5%  |
| Porcelain Enamel Repair & Refinish                              | 11,725    | 1,262             | 20         | 1,703              | 11            | 55%  | 7                 | 35% | 2                      | 10% |
| Product Sales via Telephone                                     | 5,973     | 1,744             | 20         | 1,703              | 14            | 70%  | 5                 | 25% | 1                      | 5%  |
| Radio Communication Equipment & Systems                         | 14,532    | 1,146             | 20         | 1,703              | 14            | 70%  | 4                 | 20% | 2                      | 10% |
| Sauna Equipment & Supplies                                      | 10,916    | 1,304             | 20         | 1,703              | 7             | 35%  | 11                | 55% | 2                      | 10% |
| Senior Home Care  | 17,093    | 1,043             | 20         | 1,703              | 11            | 55%  | 8                 | 40% | 1                      | 5%  |
| Shears & Scissors   | 1,930     | 2,632             | 20         | 1,703              | 9             | 45%  | 11                | 55% | 0                      | 0%  |
| Stone Setting   | 7,760     | 1,541             | 20         | 1,703              | 3             | 15%  | 15                | 75% | 2                      | 10% |
| Towels - Cloths-Wholesale & Manufacturers                       | 2,331     | 2,474             | 20         | 1,703              | 10            | 50%  | 2                 | 10% | 8                      | 40% |
| Video Equipment - Sales & Rentals                               | 5,919     | 1,755             | 20         | 1,703              | 11            | 55%  | 8                 | 40% | 1                      | 5%  |
| Water - Bottled & Bulk  | 5,677     | 1,780             | 20         | 1,703              | 14            | 70%  | 6                 | 30% | 0                      | 0%  |
| Weather Instruments   | 2,692     | 2,370             | 20         | 1,703              | 6             | 30%  | 14                | 70% | 0                      | 0%  |
| Accumulators  | 2,116     | 2,554             | 19         | 1,743              | 12            | 63%  | 7                 | 37% | 0                      | 0%  |
| Air Conditioning Systems - Cleaning                             | 6,835     | 1,651             | 19         | 1,743              | 8             | 42%  | 11                | 58% | 0                      | 0%  |
| Artists - Fine Art  | 6,020     | 1,736             | 19         | 1,743              | 12            | 63%  | 4                 | 21% | 3                      | 16% |
| Attorneys & Lawyers - Insurance Law                             | 4,376     | 1,989             | 19         | 1,743              | 6             | 32%  | 6                 | 32% | 1                      | 5%  |
| Brake Service Equipment   | 1,818     | 2,685             | 19         | 1,743              | 11            | 58%  | 8                 | 42% | 0                      | 0%  |
| Carpet & Rug Cleaning Equipment & Supplies                      | 10,032    | 1,367             | 19         | 1,743              | 10            | 53%  | 4                 | 21% | 5                      | 26% |
| Casinos - Online  | 3,272     | 2,224             | 19         | 1,743              | 2             | 11%  | 0                 | 0%  | 17                     | 89% |
| Clinics - Pain Management                                       | 11,887    | 1,252             | 19         | 1,743              | 12            | 63%  | 5                 | 26% | 2                      | 11% |
| Concierge Services  | 10,148    | 1,360             | 19         | 1,743              | 6             | 32%  | 12                | 63% | 1                      | 5%  |
| Containerized Freight Service                                   | 3,440     | 2,182             | 19         | 1,743              | 7             | 37%  | 12                | 63% | 0                      | 0%  |
| Desktop Publishing  | 9,701     | 1,393             | 19         | 1,743              | 15            | 79%  | 4                 | 21% | 0                      | 0%  |
| Diving Instruction  | 3,447     | 2,179             | 19         | 1,743              | 12            | 63%  | 7                 | 37% | 0                      | 0%  |
| Door-to-Door Sales - Cleaning Supplies                          | 16,351    | 1,064             | 19         | 1,743              | 10            | 53%  | 9                 | 47% | 0                      | 0%  |
| Drivers Education   | 8,102     | 1,519             | 19         | 1,743              | 11            | 58%  | 7                 | 37% | 1                      | 5%  |
| Fire & Smoke & Water Clean Up                                   | 4,074     | 2,046             | 19         | 1,743              | 15            | 79%  | 3                 | 16% | 1                      | 5%  |
| Fire Protection Equipment & Supplies                            | 23,584    | 850               | 19         | 1,743              | 11            | 58%  | 6                 | 32% | 2                      | 11% |
| Glass, Mirror & Screen Companies                                | 7,205     | 1,614             | 19         | 1,743              | 13            | 68%  | 6                 | 32% | 0                      | 0%  |
| Hobby & Model Construction Supplies - Wholesale & Manufacturing | 2,988     | 2,288             | 19         | 1,743              | 15            | 79%  | 4                 | 21% | 0                      | 0%  |
| Horticultural Consultants                                       | 1,341     | 2,928             | 19         | 1,743              | 6             | 32%  | 13                | 68% | 0                      | 0%  |
| Junk Removal  | 14,078    | 1,165             | 19         | 1,743              | 11            | 58%  | 8                 | 42% | 0                      | 0%  |
| Machinery Rebuild & Repair                                      | 5,307     | 1,831             | 19         | 1,743              | 7             | 37%  | 9                 | 47% | 3                      | 16% |
| Manufactured Homes - Equipment & Parts                          | 6,712     | 1,664             | 19         | 1,743              | 17            | 89%  | 1                 | 5%  | 1                      | 5%  |
| Metal Finishers   | 7,517     | 1,570             | 19         | 1,743              | 4             | 21%  | 15                | 79% | 0                      | 0%  |
| Oxygen  | 10,413    | 1,339             | 19         | 1,743              | 14            | 74%  | 5                 | 26% | 0                      | 0%  |
| Pet Day Care  | 7,939     | 1,530             | 19         | 1,743              | 14            | 74%  | 5                 | 26% | 0                      | 0%  |
| Physicians & Surgeons - Maxillofacial                           | 3,278     | 2,223             | 19         | 1,743              | 17            | 89%  | 2                 | 11% | 0                      | 0%  |
| Plating   | 8,943     | 1,448             | 19         | 1,743              | 9             | 47%  | 10                | 53% | 0                      | 0%  |
| Recycling - Metal   | 7,959     | 1,528             | 19         | 1,743              | 8             | 42%  | 10                | 53% | 1                      | 5%  |
| Scales  | 8,909     | 1,449             | 19         | 1,743              | 8             | 42%  | 11                | 58% | 0                      | 0%  |
| Speech & Language Pathologists                                  | 7,783     | 1,540             | 19         | 1,743              | 14            | 74%  | 5                 | 26% | 0                      | 0%  |
| Vinyl Flooring  | 9,028     | 1,440             | 19         | 1,743              | 13            | 68%  | 6                 | 32% | 0                      | 0%  |
| Water Works Contractors   | 8,586     | 1,476             | 19         | 1,743              | 11            | 58%  | 8                 | 42% | 0                      | 0%  |
| Adoption Services   | 28,385    | 744               | 18         | 1,775              | 16            | 89%  | 1                 | 6%  | 1                      | 6%  |
| Aircraft Parts & Supplies                                       | 10,541    | 1,328             | 18         | 1,775              | 13            | 72%  | 5                 | 28% | 0                      | 0%  |
| Audio-Visual Equipment - Wholesale & Manufacturers              | 2,481     | 2,430             | 18         | 1,775              | 14            | 78%  | 3                 | 17% | 1                      | 6%  |
| Auto Headlight Restoration                                      | 1,290     | 2,956             | 18         | 1,775              | 9             | 50%  | 8                 | 44% | 1                      | 6%  |
| Automated Teller Machines                                       | 7,708     | 1,547             | 18         | 1,775              | 11            | 61%  | 7                 | 39% | 0                      | 0%  |
| Carpet & Rug Cleaning Equipment - Rental                        | 2,261     | 2,497             | 18         | 1,775              | 15            | 83%  | 2                 | 11% | 1                      | 6%  |
| Cellophane, Cell Materials & Products                           | 661       | 3,469             | 18         | 1,775              | 9             | 50%  | 8                 | 44% | 1                      | 6%  |

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|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Cleaning Compounds                                 | 5,391     | 1,825             | 18         | 1,775              | 7             | 39%  | 10                | 56%  | 1                      | 6%  |
| Computers - Furniture                              | 2,228     | 2,228             | 18         | 1,775              | 15            | 83%  | 3                 | 17%  | 0                      | 0%  |
| Concrete Repair/Leveling                           | 14,709    | 1,142             | 18         | 1,775              | 15            | 83%  | 3                 | 17%  | 0                      | 0%  |
| Diamonds   | 26,770    | 787               | 18         | 1,775              | 9             | 50%  | 8                 | 44%  | 1                      | 6%  |
| Dietitians   | 2,639     | 2,388             | 18         | 1,775              | 4             | 22%  | 5                 | 28%  | 9                      | 50% |
| Distributing Service - Circular, Sample            | 11,919    | 1,250             | 18         | 1,775              | 9             | 50%  | 9                 | 50%  | 0                      | 0%  |
| Equestrian Services                                | 4,960     | 1,892             | 18         | 1,775              | 9             | 50%  | 9                 | 50%  | 0                      | 0%  |
| Farm Equipment - Repair & Parts                    | 7,292     | 1,601             | 18         | 1,775              | 12            | 67%  | 6                 | 33%  | 0                      | 0%  |
| Fertilizers  | 13,124    | 1,201             | 18         | 1,775              | 17            | 94%  | 1                 | 6%   | 0                      | 0%  |
| Floor Coatings - Epoxy/Polyurethane                | 7,586     | 1,561             | 18         | 1,775              | 13            | 72%  | 5                 | 28%  | 0                      | 0%  |
| Flowers - Preserved                                | 2,973     | 2,294             | 18         | 1,775              | 13            | 72%  | 5                 | 28%  | 0                      | 0%  |
| Irrigation Systems - Install/Design                | 7,848     | 1,537             | 18         | 1,775              | 13            | 72%  | 5                 | 28%  | 0                      | 0%  |
| Judgment Recovery                                  | 6,705     | 1,666             | 18         | 1,775              | 7             | 39%  | 9                 | 50%  | 2                      | 11% |
| Lawn & Garden Equipment & Supplies - Rental        | 1,990     | 2,613             | 18         | 1,775              | 14            | 78%  | 4                 | 22%  | 0                      | 0%  |
| Mason Contractors Equipment & Supplies             | 3,967     | 2,060             | 18         | 1,775              | 13            | 72%  | 4                 | 22%  | 1                      | 6%  |
| Oils - Essential                                   | 17,525    | 1,027             | 18         | 1,775              | 11            | 61%  | 7                 | 39%  | 0                      | 0%  |
| Packing & Crating Service                          | 5,659     | 1,784             | 18         | 1,775              | 15            | 83%  | 3                 | 17%  | 0                      | 0%  |
| Parking Area Maintenance & Marking                 | 12,191    | 1,245             | 18         | 1,775              | 9             | 50%  | 8                 | 44%  | 1                      | 6%  |
| Parks  | 1,834     | 2,672             | 18         | 1,775              | 8             | 50%  | 8                 | 44%  | 1                      | 6%  |
| Plastics - Vacuum, Pressure, Thermoform            | 703       | 3,421             | 18         | 1,775              | 18            | 100% | 0                 | 0%   | 0                      | 0%  |
| Radon Mitigation                                   | 26,762    | 788               | 18         | 1,775              | 10            | 56%  | 8                 | 44%  | 0                      | 0%  |
| Range Hoods & Canopies                             | 5,933     | 1,750             | 18         | 1,775              | 13            | 72%  | 5                 | 28%  | 0                      | 0%  |
| Referral - Debt Relief Services                    | 9,888     | 1,380             | 18         | 1,775              | 2             | 11%  | 13                | 72%  | 3                      | 17% |
| Sailmakers   | 1,771     | 2,706             | 18         | 1,775              | 4             | 22%  | 14                | 78%  | 0                      | 0%  |
| Screening - Tenant                                 | 14,398    | 1,152             | 18         | 1,775              | 13            | 72%  | 5                 | 28%  | 0                      | 0%  |
| Smoke Detectors & Alarms                           | 1,246     | 2,988             | 18         | 1,775              | 3             | 17%  | 12                | 67%  | 3                      | 17% |
| Soaps & Detergents                                 | 4,246     | 2,015             | 18         | 1,775              | 9             | 50%  | 9                 | 50%  | 0                      | 0%  |
| Sporting Goods - Repair                            | 2,799     | 2,341             | 18         | 1,775              | 9             | 50%  | 9                 | 50%  | 0                      | 0%  |
| Stock Certificates                                 | 1,059     | 3,127             | 18         | 1,775              | 0             | 0%   | 18                | 100% | 0                      | 0%  |
| Tools - Power Actuated                             | 3,173     | 2,248             | 18         | 1,775              | 17            | 94%  | 1                 | 6%   | 0                      | 0%  |
| Trailers - Equipment & Parts                       | 9,463     | 1,404             | 18         | 1,775              | 15            | 83%  | 3                 | 17%  | 0                      | 0%  |
| Tree Service - Pruning                             | 8,843     | 1,458             | 18         | 1,775              | 5             | 28%  | 13                | 72%  | 0                      | 0%  |
| Vehicle Sales - Manufacturing Companies            | 3,625     | 2,138             | 18         | 1,775              | 12            | 67%  | 4                 | 22%  | 2                      | 11% |
| Acupuncturists                                     | 12,991    | 1,208             | 17         | 1,815              | 9             | 53%  | 8                 | 47%  | 0                      | 0%  |
| Attorneys & Lawyers - Traffic Law                  | 5,588     | 1,799             | 17         | 1,815              | 9             | 53%  | 7                 | 41%  | 1                      | 6%  |
| Bar Supplies                                       | 1,648     | 2,764             | 17         | 1,815              | 7             | 41%  | 5                 | 29%  | 5                      | 29% |
| Bartending Instruction                             | 5,757     | 1,773             | 17         | 1,815              | 6             | 35%  | 7                 | 41%  | 4                      | 24% |
| Battery Charging Equipment                         | 3,508     | 2,168             | 17         | 1,815              | 13            | 76%  | 4                 | 24%  | 0                      | 0%  |
| Beads  | 7,675     | 1,549             | 17         | 1,815              | 7             | 41%  | 10                | 59%  | 0                      | 0%  |
| Bird Feeders & Houses                              | 2,700     | 2,700             | 17         | 1,815              | 7             | 41%  | 10                | 59%  | 0                      | 0%  |
| Bottles - Wholesale & Manufacturers                | 4,199     | 2,027             | 17         | 1,815              | 17            | 94%  | 13                | 76%  | 0                      | 0%  |
| Cemetery Equipment & Supplies                      | 2,701     | 2,367             | 17         | 1,815              | 11            | 65%  | 6                 | 35%  | 0                      | 0%  |
| Contest Arranging & Judging                        | 2,200     | 2,522             | 17         | 1,815              | 9             | 53%  | 5                 | 29%  | 3                      | 18% |
| Contractor - Metal Roofing                         | 10,020    | 1,368             | 17         | 1,815              | 14            | 82%  | 3                 | 18%  | 0                      | 0%  |
| Debt Relief Education                              | 1,219     | 3,007             | 17         | 1,815              | 1             | 6%   | 16                | 94%  | 0                      | 0%  |
| Deck Cleaning and Waterproofing                    | 8,584     | 1,477             | 17         | 1,815              | 13            | 76%  | 3                 | 18%  | 1                      | 6%  |
| Decoration Contractors - Party, Convention         | 3,236     | 2,229             | 17         | 1,815              | 7             | 41%  | 10                | 59%  | 0                      | 0%  |
| Delicatessens                                      | 4,859     | 1,915             | 17         | 1,815              | 10            | 59%  | 6                 | 35%  | 1                      | 6%  |
| Design & Build Contractor                          | 9,286     | 1,415             | 17         | 1,815              | 8             | 47%  | 8                 | 47%  | 0                      | 0%  |
| Food Products - Organic                            | 5,321     | 1,830             | 17         | 1,815              | 10            | 59%  | 6                 | 35%  | 1                      | 6%  |
| Food Products Manufacturing Equipment              | 2,068     | 2,575             | 17         | 1,815              | 7             | 41%  | 10                | 59%  | 0                      | 0%  |
| Fur Business - Retail                              | 7,492     | 1,573             | 17         | 1,815              | 15            | 88%  | 2                 | 12%  | 0                      | 0%  |
| Insulation Materials                               | 12,494    | 1,231             | 17         | 1,815              | 14            | 82%  | 3                 | 18%  | 0                      | 0%  |
| Laboratory Equipment & Supplies                    | 8,599     | 1,475             | 17         | 1,815              | 13            | 76%  | 3                 | 18%  | 1                      | 6%  |
| Maps - Publishers & Distributors                   | 2,660     | 2,383             | 17         | 1,815              | 9             | 53%  | 8                 | 47%  | 0                      | 0%  |
| Meat - Processing                                  | 12,381    | 1,234             | 17         | 1,815              | 8             | 47%  | 9                 | 53%  | 0                      | 0%  |
| Mopeds   | 3,213     | 2,240             | 17         | 1,815              | 7             | 41%  | 9                 | 53%  | 1                      | 6%  |
| Musicians  | 3,689     | 2,115             | 17         | 1,815              | 8             | 47%  | 8                 | 47%  | 1                      | 6%  |
| Office & Desk Space Rental Service                 | 10,771    | 1,312             | 17         | 1,815              | 13            | 76%  | 4                 | 24%  | 0                      | 0%  |
| Oils - Lubricating                                 | 3,465     | 2,175             | 17         | 1,815              | 8             | 47%  | 8                 | 47%  | 1                      | 6%  |
| Paper Products                                     | 10,368    | 1,345             | 17         | 1,815              | 5             | 29%  | 12                | 71%  | 0                      | 0%  |
| Pavement & Floor Marking Services                  | 5,779     | 1,771             | 17         | 1,815              | 8             | 47%  | 8                 | 47%  | 1                      | 6%  |
| Pet Cemeteries, Crematories & Supplies             | 12,759    | 1,222             | 17         | 1,815              | 12            | 71%  | 4                 | 24%  | 1                      | 6%  |
| Pressure Washers                                   | 3,541     | 2,157             | 17         | 1,815              | 4             | 24%  | 12                | 71%  | 1                      | 6%  |
| Scrap Metals                                       | 21,929    | 895               | 17         | 1,815              | 6             | 35%  | 8                 | 47%  | 3                      | 18% |
| Shipping Room Supplies                             | 6,376     | 1,708             | 17         | 1,815              | 9             | 53%  | 8                 | 47%  | 0                      | 0%  |
| Shipping Service - Protective, Comparative         | 43,552    | 559               | 17         | 1,815              | 13            | 76%  | 2                 | 12%  | 2                      | 12% |
| Telephone Equipment & Systems Supplies & Parts     | 3,051     | 2,275             | 17         | 1,815              | 5             | 29%  | 10                | 59%  | 2                      | 12% |
| Tents  | 2,909     | 2,306             | 17         | 1,815              | 8             | 47%  | 3                 | 18%  | 6                      | 35% |
| Venetian Blinds - Wholesale & Manufacturers        | 2,018     | 2,603             | 17         | 1,815              | 0             | 0%   | 17                | 100% | 0                      | 0%  |
| Animal Insemination - Artificial                   | 9,958     | 1,374             | 16         | 1,852              | 2             | 13%  | 14                | 88%  | 0                      | 0%  |
| Appraisers - Antiques                              | 5,450     | 1,816             | 16         | 1,852              | 12            | 75%  | 4                 | 25%  | 0                      | 0%  |
| Attorneys & Lawyers - Immigration & Naturalization | 20,053    | 952               | 16         | 1,852              | 10            | 63%  | 6                 | 38%  | 0                      | 0%  |
| Bedsprings - Retail                                | 1,853     | 2,662             | 16         | 1,852              | 5             | 31%  | 11                | 69%  | 0                      | 0%  |
| Bridal Registries                                  | 2,236     | 2,512             | 16         | 1,852              | 2             | 13%  | 8                 | 50%  | 6                      | 38% |
| Bridge Operators                                   | 459       | 3,713             | 16         | 1,852              | 16            | 100% | 0                 | 0%   | 0                      | 0%  |
| Cabinet Refinishers                                | 14,948    | 1,129             | 16         | 1,852              | 10            | 63%  | 4                 | 25%  | 2                      | 13% |
| Carpet & Rug Dealers - Persian/Oriental Rugs       | 4,866     | 1,913             | 16         | 1,852              | 10            | 63%  | 6                 | 38%  | 0                      | 0%  |
| Cleaning Services - Commercial Office              | 22,187    | 888               | 16         | 1,852              | 10            | 63%  | 6                 | 38%  | 0                      | 0%  |
| Consignment Service - Online                       | 3,641     | 2,134             | 16         | 1,852              | 14            | 88%  | 1                 | 6%   | 1                      | 6%  |
| Copyright Service                                  | 1,983     | 2,617             | 16         | 1,852              | 1             | 6%   | 6                 | 38%  | 9                      | 56% |
| Countertop - Fabrication                           | 5,698     | 1,779             | 16         | 1,852              | 9             | 56%  | 7                 | 44%  | 0                      | 0%  |
| Denturist  | 7,860     | 1,536             | 16         | 1,852              | 14            | 88%  | 2                 | 13%  | 0                      | 0%  |
| Drawing Materials                                  | 2,748     | 2,356             | 16         | 1,852              | 12            | 75%  | 4                 | 25%  | 0                      | 0%  |
| Drilling & Boring Contractors                      | 21,940    | 894               | 16         | 1,852              | 10            | 63%  | 5                 | 31%  | 1                      | 6%  |

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| Industry Classification                                    | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |    |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|----|
| Elderly/Senior Specialty Services                          | 20,226    | 945               | 16         | 1,852              | 11            | 69%  | 5                 | 31% | 0                      | 0%  |    |
| Electric Motors - Supplies & Parts                         | 9,508     | 1,401             | 16         | 1,852              | 12            | 75%  | 3                 | 19% | 1                      | 6%  |    |
| Engines - Fuel Injection Service & Parts                   | 4,423     | 1,978             | 16         | 1,852              | 12            | 75%  | 4                 | 25% | 0                      | 0%  |    |
| Executive Search Consultants                               | 16,018    | 1,081             | 16         | 1,852              | 7             | 44%  | 8                 | 50% | 1                      | 6%  |    |
| Fishing Tackle - Wholesale & Manufacturers                 | 2,423     | 2,444             | 16         | 1,852              | 10            | 63%  | 6                 | 38% | 0                      | 0%  |    |
| Floors - Industrial  | 5,915     | 1,756             | 16         | 1,852              | 7             | 44%  | 9                 | 56% | 0                      | 0%  |    |
| Greeting Cards - Wholesale & Manufacturers                 | 2,853     | 2,324             | 16         | 1,852              | 16            | 100% | 0                 | 0%  | 0                      | 0%  |    |
| Horse Riding/Horse Trail Rides                             | 5,064     | 1,876             | 16         | 1,852              | 7             | 44%  | 9                 | 56% | 0                      | 0%  |    |
| Horse Training   | 6,552     | 1,686             | 16         | 1,852              | 10            | 63%  | 5                 | 31% | 1                      | 6%  |    |
| Insurance - Liability                                      | 9,025     | 1,441             | 16         | 1,852              | 12            | 75%  | 4                 | 25% | 0                      | 0%  |    |
| Lice Removal/Protection Services                           | 6,212     | 1,723             | 16         | 1,852              | 13            | 81%  | 3                 | 19% | 0                      | 0%  |    |
| Linen Supply Service                                       | 7,228     | 1,608             | 16         | 1,852              | 11            | 69%  | 5                 | 31% | 0                      | 0%  |    |
| Loan Modification - Auto                                   | 1,540     | 2,806             | 16         | 1,852              | 11            | 6%   | 15                | 94% | 0                      | 0%  |    |
| Mirrors  | 6,767     | 1,659             | 16         | 1,852              | 9             | 56%  | 7                 | 44% | 0                      | 0%  |    |
| Model Makers   | 2,245     | 2,508             | 16         | 1,852              | 10            | 63%  | 6                 | 38% | 0                      | 0%  |    |
| Motel & Hotel Consultants                                  | 1,615     | 2,780             | 16         | 1,852              | 13            | 81%  | 3                 | 19% | 0                      | 0%  |    |
| Musical Instruments - Wholesale & Manufacturers            | 2,647     | 2,386             | 16         | 1,852              | 14            | 88%  | 2                 | 13% | 0                      | 0%  |    |
| Notaries Public  | 11,625    | 1,269             | 16         | 1,852              | 6             | 38%  | 9                 | 56% | 1                      | 6%  |    |
| Office Buildings   | 4,308     | 2,002             | 16         | 1,852              | 14            | 88%  | 2                 | 13% | 0                      | 0%  |    |
| Packaging Materials  | 15,886    | 1,086             | 16         | 1,852              | 13            | 81%  | 1                 | 6%  | 2                      | 13% |    |
| Pottery  | 5,307     | 1,831             | 16         | 1,852              | 6             | 38%  | 10                | 63% | 0                      | 0%  |    |
| Psychotherapist  | 4,788     | 1,923             | 16         | 1,852              | 12            | 75%  | 3                 | 19% | 1                      | 6%  |    |
| Publishers - Internet Guides                               | 3,519     | 2,163             | 16         | 1,852              | 11            | 88%  | 1                 | 6%  | 1                      | 6%  |    |
| Rifle & Pistol Ranges                                      | 3,704     | 2,107             | 16         | 1,852              | 12            | 75%  | 3                 | 19% | 1                      | 6%  |    |
| Second Hand Stores   | 2,277     | 2,491             | 16         | 1,852              | 7             | 44%  | 7                 | 44% | 2                      | 13% |    |
| Senior Care Information and Resources                      | 15,271    | 1,108             | 16         | 1,852              | 15            | 94%  | 1                 | 6%  | 0                      | 0%  |    |
| Sewing Machines - Wholesale & Manufacturers                | 2,860     | 2,319             | 16         | 1,852              | 15            | 94%  | 1                 | 6%  | 0                      | 0%  |    |
| Stables  | 9,473     | 1,403             | 16         | 1,852              | 8             | 50%  | 7                 | 44% | 1                      | 6%  |    |
| Suits - Custom Made  | 2,344     | 2,466             | 16         | 1,852              | 4             | 25%  | 11                | 69% | 1                      | 6%  |    |
| Tags   | 2,679     | 2,375             | 16         | 1,852              | 9             | 56%  | 7                 | 44% | 0                      | 0%  |    |
| Topsoil  | 7,042     | 1,632             | 16         | 1,852              | 11            | 69%  | 5                 | 31% | 0                      | 0%  |    |
| Vehicle Graphics   | 4,904     | 1,904             | 16         | 1,852              | 7             | 44%  | 8                 | 50% | 1                      | 6%  |    |
| Agricultural Services                                      | 11,880    | 1,253             | 15         | 1,899              | 12            | 80%  | 3                 | 20% | 0                      | 0%  |    |
| Air Fragrances   | 3,279     | 2,222             | 15         | 1,899              | 8             | 53%  | 6                 | 40% | 1                      | 7%  |    |
| Air Quality Service  | 13,225    | 1,195             | 15         | 1,899              | 13            | 87%  | 2                 | 13% | 0                      | 0%  |    |
| Animal Registration & Identification                       | 9,844     | 1,382             | 15         | 1,899              | 11            | 73%  | 4                 | 27% | 0                      | 0%  |    |
| Aquariums - Wholesale & Manufacturers                      | 1,388     | 2,901             | 15         | 1,899              | 5             | 33%  | 10                | 67% | 0                      | 0%  |    |
| Arborist   | 6,882     | 1,648             | 15         | 1,899              | 6             | 40%  | 7                 | 47% | 2                      | 13% |    |
| Architectural & Construction Specs                         | 4,946     | 1,894             | 15         | 1,899              | 8             | 53%  | 7                 | 47% | 0                      | 0%  |    |
| Attorneys & Lawyers - Business Law/Corporation/Partnership | 11,794    | 1,256             | 15         | 1,899              | 10            | 69%  | 5                 | 33% | 0                      | 0%  |    |
| Auto Paint - Mobile  | 2,618     | 2,395             | 15         | 1,899              | 5             | 33%  | 9                 | 60% | 5                      | 11  | 7% |
| Auto Parts - Antique                                       | 1,343     | 2,927             | 15         | 1,899              | 11            | 73%  | 4                 | 27% | 0                      | 0%  |    |
| Baby Carriages & Strollers                                 | 4,641     | 1,947             | 15         | 1,899              | 7             | 47%  | 8                 | 53% | 0                      | 0%  |    |
| Bamboo & Bamboo Products                                   | 1,900     | 2,652             | 15         | 1,899              | 15            | 100% | 0                 | 0%  | 0                      | 0%  |    |
| Beauty Pageants  | 20,139    | 947               | 15         | 1,899              | 10            | 67%  | 2                 | 13% | 3                      | 20% |    |
| Beer Dispensing & Cooling Equipment                        | 1,132     | 3,076             | 15         | 1,899              | 14            | 93%  | 1                 | 7%  | 0                      | 0%  |    |
| Bid Report Service   | 1,236     | 2,995             | 15         | 1,899              | 5             | 33%  | 10                | 67% | 0                      | 0%  |    |
| Boilers - Repair & Cleaning                                | 6,377     | 1,707             | 15         | 1,899              | 8             | 53%  | 7                 | 47% | 0                      | 0%  |    |
| Bridal & Millinery Supplies                                | 1,616     | 2,779             | 15         | 1,899              | 11            | 7%   | 14                | 93% | 0                      | 0%  |    |
| Charity - Education & Literacy                             | 4,139     | 2,038             | 15         | 1,899              | 13            | 87%  | 2                 | 13% | 0                      | 0%  |    |
| Child Care - In Home                                       | 8,521     | 1,483             | 15         | 1,899              | 12            | 80%  | 2                 | 13% | 1                      | 7%  |    |
| Chiropractors Equipment & Supplies                         | 3,361     | 2,203             | 15         | 1,899              | 13            | 87%  | 2                 | 13% | 0                      | 0%  |    |
| Concrete Construction Forms & Accessories                  | 6,420     | 1,703             | 15         | 1,899              | 5             | 33%  | 9                 | 60% | 1                      | 7%  |    |
| e-cigarette flavoring                                      | 1,405     | 2,893             | 15         | 1,899              | 7             | 47%  | 4                 | 27% | 4                      | 27% |    |
| Engineering Consultants                                    | 19,461    | 966               | 15         | 1,899              | 8             | 53%  | 7                 | 47% | 0                      | 0%  |    |
| Engravers - Stationery                                     | 2,119     | 2,552             | 15         | 1,899              | 15            | 100% | 0                 | 0%  | 0                      | 0%  |    |
| Exterior Designers   | 2,001     | 2,608             | 15         | 1,899              | 6             | 40%  | 9                 | 60% | 0                      | 0%  |    |
| Facility Maintenance                                       | 10,543    | 1,327             | 15         | 1,899              | 5             | 33%  | 10                | 67% | 0                      | 0%  |    |
| Farmers Market   | 2,617     | 2,396             | 15         | 1,899              | 14            | 93%  | 1                 | 7%  | 0                      | 0%  |    |
| Fire Protection Consultants                                | 8,975     | 1,443             | 15         | 1,899              | 3             | 20%  | 12                | 80% | 0                      | 0%  |    |
| Fire Protection Contractor                                 | 9,741     | 1,391             | 15         | 1,899              | 8             | 53%  | 7                 | 47% | 0                      | 0%  |    |
| Fireplace Equipment - Wholesale & Manufacturers            | 3,674     | 2,119             | 15         | 1,899              | 12            | 80%  | 3                 | 20% | 0                      | 0%  |    |
| Flight Instructor  | 937       | 3,220             | 15         | 1,899              | 1             | 7%   | 6                 | 40% | 8                      | 53% |    |
| Floors - Raised  | 5,273     | 1,839             | 15         | 1,899              | 6             | 40%  | 9                 | 60% | 0                      | 0%  |    |
| Generators   | 5,421     | 1,820             | 15         | 1,899              | 9             | 60%  | 6                 | 40% | 0                      | 0%  |    |
| Government - Auctions & Job Listing Services               | 2,844     | 2,326             | 15         | 1,899              | 9             | 60%  | 6                 | 40% | 0                      | 0%  |    |
| Heat Pumps   | 2,166     | 2,535             | 15         | 1,899              | 11            | 73%  | 2                 | 13% | 2                      | 13% |    |
| Housewares - Wholesale & Manufacturers                     | 1,093     | 3,102             | 15         | 1,899              | 6             | 40%  | 4                 | 27% | 2                      | 13% |    |
| Hydroponics - Equipment & Supplies                         | 6,591     | 1,679             | 15         | 1,899              | 9             | 60%  | 6                 | 40% | 0                      | 0%  |    |
| Medical Staffing   | 15,633    | 1,095             | 15         | 1,899              | 6             | 40%  | 9                 | 60% | 0                      | 0%  |    |
| Nuts - Edible  | 6,936     | 1,643             | 15         | 1,899              | 10            | 67%  | 3                 | 20% | 2                      | 13% |    |
| Oil Land Leases  | 15,970    | 1,085             | 15         | 1,899              | 11            | 73%  | 3                 | 20% | 1                      | 7%  |    |
| Outboard Motors  | 4,241     | 2,018             | 15         | 1,899              | 8             | 53%  | 7                 | 47% | 0                      | 0%  |    |
| Parachute Jumping Instruction                              | 1,499     | 2,834             | 15         | 1,899              | 9             | 60%  | 3                 | 20% | 3                      | 20% |    |
| Pest Control Supplies & Equipment                          | 7,520     | 1,569             | 15         | 1,899              | 12            | 80%  | 2                 | 13% | 1                      | 7%  |    |
| Physicians & Surgeons - Osteopathic-D.O.                   | 7,980     | 1,527             | 15         | 1,899              | 12            | 80%  | 3                 | 20% | 0                      | 0%  |    |
| Piano & Organ Moving                                       | 11,774    | 1,258             | 15         | 1,899              | 5             | 33%  | 10                | 67% | 0                      | 0%  |    |
| Playgrounds  | 1,970     | 2,622             | 15         | 1,899              | 10            | 67%  | 4                 | 27% | 1                      | 7%  |    |
| Post Cards - Manufacturers & Distributors                  | 3,288     | 2,217             | 15         | 1,899              | 11            | 73%  | 2                 | 13% | 2                      | 13% |    |
| Premium Goods  | 561       | 3,577             | 15         | 1,899              | 14            | 93%  | 0                 | 0%  | 1                      | 7%  |    |
| Printing Equipment   | 6,122     | 1,733             | 15         | 1,899              | 11            | 73%  | 3                 | 20% | 1                      | 7%  |    |
| Property Tax Lenders                                       | 5,458     | 1,814             | 15         | 1,899              | 15            | 100% | 0                 | 0%  | 0                      | 0%  |    |
| Radar Equipment  | 1,781     | 2,703             | 15         | 1,899              | 15            | 100% | 0                 | 0%  | 0                      | 0%  |    |
| Shavers - Electric   | 1,236     | 2,995             | 15         | 1,899              | 12            | 80%  | 3                 | 20% | 0                      | 0%  |    |
| Smelters & Refiners - Precious Metals                      | 7,398     | 1,587             | 15         | 1,899              | 13            | 87%  | 2                 | 13% | 0                      | 0%  |    |

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| Industry Classification                   | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Swap Shops                                | 1,329     | 2,934             | 15         | 1,899              | 13            | 87%  | 2                 | 13% | 0                      | 0%  |
| Trademark Agents & Consultants            | 7,411     | 1,584             | 15         | 1,899              | 12            | 80%  | 2                 | 13% | 1                      | 7%  |
| Video Equipment - Service & Repair        | 3,005     | 2,283             | 15         | 1,899              | 8             | 53%  | 7                 | 47% | 0                      | 0%  |
| Washing Machines & Dryers - Dealers       | 985       | 2,171             | 15         | 1,899              | 10            | 67%  | 5                 | 33% | 0                      | 0%  |
| Water Heater - Tankless                   | 2,047     | 2,584             | 15         | 1,899              | 14            | 93%  | 0                 | 0%  | 1                      | 7%  |
| Wood Finishing                            | 4,649     | 1,945             | 15         | 1,899              | 8             | 53%  | 7                 | 47% | 0                      | 0%  |
| Air Ambulance Service                     | 10,561    | 1,326             | 14         | 1,958              | 11            | 79%  | 3                 | 21% | 0                      | 0%  |
| Artists - Commercial                      | 2,781     | 2,345             | 14         | 1,958              | 5             | 36%  | 7                 | 50% | 2                      | 14% |
| Auto Dealers - Hybrid Vehicles            | 1,183     | 3,036             | 14         | 1,958              | 13            | 93%  | 1                 | 7%  | 0                      | 0%  |
| Canvas - Wholesale & Manufacturers        | 1,745     | 2,716             | 14         | 1,958              | 9             | 64%  | 5                 | 36% | 0                      | 0%  |
| Child Support Enforcement                 | 6,310     | 1,714             | 14         | 1,958              | 11            | 79%  | 3                 | 21% | 0                      | 0%  |
| Copper Products                           | 1,172     | 3,038             | 14         | 1,958              | 0             | 0%   | 2                 | 14% | 12                     | 86% |
| Environmental Consulting & Contracting    | 15,481    | 1,100             | 14         | 1,958              | 8             | 57%  | 5                 | 36% | 1                      | 7%  |
| Exporters                                 | 9,049     | 1,435             | 14         | 1,958              | 8             | 57%  | 6                 | 43% | 0                      | 0%  |
| Foreclosure Rescue                        | 10,727    | 1,314             | 14         | 1,958              | 6             | 43%  | 6                 | 43% | 2                      | 14% |
| Gasoline - Wholesale                      | 3,710     | 2,103             | 14         | 1,958              | 3             | 21%  | 11                | 79% | 0                      | 0%  |
| Glass - Block                             | 10,075    | 1,364             | 14         | 1,958              | 12            | 86%  | 2                 | 14% | 0                      | 0%  |
| Hostels                                   | 527       | 3,618             | 14         | 1,958              | 5             | 36%  | 9                 | 64% | 0                      | 0%  |
| Insurance - Marine                        | 2,673     | 2,379             | 14         | 1,958              | 13            | 93%  | 1                 | 7%  | 0                      | 0%  |
| Lamps & Lamp Shades - Retail              | 4,085     | 2,045             | 14         | 1,958              | 9             | 64%  | 4                 | 29% | 1                      | 7%  |
| Land Clearing & Leveling                  | 22,315    | 883               | 14         | 1,958              | 5             | 36%  | 9                 | 64% | 0                      | 0%  |
| Lawn & Garden Pond Dealers & Supplies     | 5,631     | 1,788             | 14         | 1,958              | 10            | 71%  | 4                 | 29% | 0                      | 0%  |
| Leather                                   | 4,923     | 1,902             | 14         | 1,958              | 5             | 36%  | 8                 | 57% | 1                      | 7%  |
| Lifts                                     | 10,497    | 1,331             | 14         | 1,958              | 10            | 71%  | 4                 | 29% | 0                      | 0%  |
| Lighting Fixtures - Repair & Maintenance  | 2,090     | 2,564             | 14         | 1,958              | 7             | 50%  | 7                 | 50% | 0                      | 0%  |
| Lumber - Wholesale                        | 8,016     | 1,523             | 14         | 1,958              | 8             | 57%  | 6                 | 43% | 0                      | 0%  |
| Mail Boxes - Manufacturers & Distributors | 2,766     | 2,349             | 14         | 1,958              | 10            | 71%  | 4                 | 29% | 0                      | 0%  |
| Merchandise Brokers                       | 3,234     | 2,230             | 14         | 1,958              | 10            | 71%  | 4                 | 29% | 0                      | 0%  |
| Paint - Wholesale & Manufacturers         | 3,962     | 2,061             | 14         | 1,958              | 6             | 43%  | 7                 | 50% | 1                      | 7%  |
| Photographic Mounts                       | 5,838     | 1,763             | 14         | 1,958              | 14            | 100% | 0                 | 0%  | 0                      | 0%  |
| Pictures                                  | 1,927     | 2,679             | 14         | 1,958              | 10            | 71%  | 2                 | 14% | 2                      | 14% |
| Pipe Line Contractors                     | 16,830    | 1,057             | 14         | 1,958              | 10            | 71%  | 0                 | 0%  | 0                      | 0%  |
| Plumbers - Commercial                     | 7,399     | 1,586             | 14         | 1,958              | 9             | 64%  | 4                 | 29% | 1                      | 7%  |
| Real Estate - Short Sale                  | 4,291     | 2,005             | 14         | 1,958              | 9             | 64%  | 5                 | 36% | 0                      | 0%  |
| Recreational Vehicles - Transportation    | 4,151     | 2,035             | 14         | 1,958              | 7             | 50%  | 7                 | 50% | 0                      | 0%  |
| Rubber Stamps                             | 5,039     | 1,881             | 14         | 1,958              | 3             | 21%  | 11                | 79% | 0                      | 0%  |
| Sewing Machines - Supplies & Parts        | 2,448     | 2,440             | 14         | 1,958              | 8             | 57%  | 6                 | 43% | 0                      | 0%  |
| Shelving                                  | 6,135     | 1,728             | 14         | 1,958              | 6             | 43%  | 5                 | 36% | 3                      | 21% |
| Shoppers News Publications                | 4,388     | 1,987             | 14         | 1,958              | 10            | 71%  | 3                 | 21% | 1                      | 7%  |
| Skating Equipment & Supplies              | 1,817     | 2,686             | 14         | 1,958              | 5             | 36%  | 8                 | 57% | 1                      | 7%  |
| Skylights                                 | 11,458    | 1,277             | 14         | 1,958              | 7             | 50%  | 7                 | 50% | 0                      | 0%  |
| Slip Covers                               | 2,034     | 2,590             | 14         | 1,958              | 5             | 36%  | 9                 | 64% | 0                      | 0%  |
| Spiritualists                             | 3,602     | 2,144             | 14         | 1,958              | 5             | 36%  | 4                 | 29% | 5                      | 36% |
| Swimming Pool Cover Sales & Service       | 3,718     | 2,101             | 14         | 1,958              | 11            | 79%  | 3                 | 21% | 0                      | 0%  |
| Telescopes                                | 1,984     | 2,616             | 14         | 1,958              | 10            | 71%  | 3                 | 21% | 1                      | 7%  |
| Timber & Timberland Companies             | 12,977    | 1,210             | 14         | 1,958              | 10            | 71%  | 2                 | 14% | 2                      | 14% |
| Travel Agent Mills                        | 4,525     | 1,967             | 14         | 1,958              | 11            | 79%  | 1                 | 7%  | 2                      | 14% |
| Trophies                                  | 15,130    | 1,118             | 14         | 1,958              | 6             | 43%  | 7                 | 50% | 1                      | 7%  |
| Truck Driver Training                     | 20,528    | 936               | 14         | 1,958              | 11            | 79%  | 3                 | 21% | 0                      | 0%  |
| Veterinary Emergency                      | 2,079     | 2,569             | 14         | 1,958              | 10            | 71%  | 4                 | 29% | 0                      | 0%  |
| Water Coolers                             | 3,228     | 2,234             | 14         | 1,958              | 3             | 21%  | 11                | 79% | 0                      | 0%  |
| Window Tinting & Coating - Commercial     | 5,750     | 1,774             | 14         | 1,958              | 7             | 50%  | 7                 | 50% | 0                      | 0%  |
| Aluminum                                  | 5,198     | 1,857             | 13         | 2,004              | 7             | 54%  | 5                 | 38% | 1                      | 8%  |
| Appointment Setting Service               | 3,079     | 2,268             | 13         | 2,004              | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Armatures - Service & Sales               | 498       | 3,661             | 13         | 2,004              | 2             | 15%  | 11                | 85% | 0                      | 0%  |
| Art Restoration & Conservation            | 2,473     | 2,433             | 13         | 2,004              | 7             | 54%  | 6                 | 46% | 0                      | 0%  |
| Auto Air Conditioning Equipment           | 4,099     | 2,041             | 13         | 2,004              | 11            | 85%  | 2                 | 15% | 0                      | 0%  |
| Awards - Production & Engraving           | 7,447     | 1,579             | 13         | 2,004              | 8             | 62%  | 3                 | 23% | 2                      | 15% |
| Basement - Finishing                      | 8,760     | 1,468             | 13         | 2,004              | 8             | 62%  | 5                 | 38% | 0                      | 0%  |
| Battery Repairing & Rebuilding            | 1,578     | 2,793             | 13         | 2,004              | 11            | 85%  | 2                 | 15% | 0                      | 0%  |
| Beer & Ale - Wholesale                    | 5,513     | 1,809             | 13         | 2,004              | 12            | 92%  | 1                 | 8%  | 0                      | 0%  |
| Beer Home Brewing Equipment & Supplies    | 3,057     | 2,272             | 13         | 2,004              | 6             | 46%  | 7                 | 54% | 0                      | 0%  |
| Boat Lifts                                | 2,797     | 2,342             | 13         | 2,004              | 6             | 46%  | 7                 | 54% | 0                      | 0%  |
| Bonds - Surety & Fidelity                 | 12,987    | 1,209             | 13         | 2,004              | 11            | 85%  | 1                 | 8%  | 1                      | 8%  |
| Canvas Goods                              | 3,696     | 2,111             | 13         | 2,004              | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Caskets                                   | 6,903     | 1,645             | 13         | 2,004              | 10            | 77%  | 2                 | 15% | 1                      | 8%  |
| Charity - Arts & Culture                  | 1,364     | 2,916             | 13         | 2,004              | 10            | 77%  | 3                 | 23% | 0                      | 0%  |
| Charity - Children & Youth                | 8,130     | 1,515             | 13         | 2,004              | 12            | 92%  | 1                 | 8%  | 0                      | 0%  |
| Cheese                                    | 1,932     | 2,635             | 13         | 2,004              | 5             | 38%  | 8                 | 62% | 0                      | 0%  |
| Coatings - Powder                         | 4,603     | 1,954             | 13         | 2,004              | 6             | 46%  | 7                 | 54% | 0                      | 0%  |
| Contractor - Water Conditioning           | 4,755     | 1,926             | 13         | 2,004              | 2             | 15%  | 10                | 77% | 1                      | 8%  |
| Cookies & Crackers                        | 2,132     | 2,547             | 13         | 2,004              | 8             | 62%  | 4                 | 31% | 1                      | 8%  |
| Ear & Body Piercing                       | 4,240     | 2,019             | 13         | 2,004              | 6             | 46%  | 7                 | 54% | 0                      | 0%  |
| Engineers - Civil                         | 22,287    | 884               | 13         | 2,004              | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Environmental Testing & Consulting        | 10,661    | 1,319             | 13         | 2,004              | 3             | 23%  | 7                 | 54% | 3                      | 23% |
| Fireworks                                 | 6,571     | 1,684             | 13         | 2,004              | 5             | 38%  | 7                 | 54% | 1                      | 8%  |
| First Aid Instruction                     | 4,185     | 2,029             | 13         | 2,004              | 6             | 54%  | 7                 | 46% | 0                      | 0%  |
| Flight School                             | 7,517     | 1,570             | 13         | 2,004              | 7             | 54%  | 2                 | 15% | 4                      | 31% |
| Florist - Funeral Bouquets & Wreaths      | 1,621     | 2,776             | 13         | 2,004              | 6             | 46%  | 5                 | 38% | 2                      | 15% |
| Food Brokers                              | 8,794     | 1,464             | 13         | 2,004              | 8             | 62%  | 4                 | 31% | 1                      | 8%  |
| Food Processing Equipment & Supplies      | 5,548     | 1,803             | 13         | 2,004              | 4             | 31%  | 9                 | 69% | 0                      | 0%  |
| Foods - Dehydrated & Freeze-Dried         | 6,330     | 1,710             | 13         | 2,004              | 5             | 38%  | 8                 | 62% | 0                      | 0%  |
| Grout Resurfacing & Repair                | 7,600     | 1,559             | 13         | 2,004              | 5             | 38%  | 6                 | 46% | 2                      | 15% |
| Halls & Auditoriums                       | 4,759     | 1,925             | 13         | 2,004              | 4             | 31%  | 7                 | 54% | 2                      | 15% |
| Handmade Art                              | 664       | 3,464             | 13         | 2,004              | 5             | 38%  | 5                 | 38% | 3                      | 23% |



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| Industry Classification                                 | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Health Care - Staffing                                  | 11,903    | 1,251             | 13         | 2,004              | 5             | 38%  | 8                 | 62% | 0                      | 0%  |
| Horse Dealers   | 5,975     | 1,741             | 13         | 2,004              | 8             | 62%  | 5                 | 38% | 0                      | 0%  |
| House Cleaning Equipment & Supplies                     | 3,288     | 2,217             | 13         | 2,004              | 6             | 46%  | 7                 | 54% | 0                      | 0%  |
| Hydraulic Equipment & Supplies                          | 7,358     | 1,590             | 13         | 2,004              | 3             | 62%  | 8                 | 38% | 0                      | 0%  |
| Insurance - Rental                                      | 7,214     | 1,612             | 13         | 2,004              | 9             | 69%  | 1                 | 8%  | 3                      | 23% |
| Irrigation Systems - Maintenance/Repair                 | 4,298     | 2,003             | 13         | 2,004              | 7             | 54%  | 6                 | 46% | 0                      | 0%  |
| Jewelers - Supplies                                     | 6,095     | 1,735             | 13         | 2,004              | 11            | 85%  | 2                 | 15% | 0                      | 0%  |
| Lasik Eye Surgery                                       | 2,085     | 2,565             | 13         | 2,004              | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Leak Detection  | 4,562     | 1,961             | 13         | 2,004              | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Manicuring  | 1,338     | 2,929             | 13         | 2,004              | 6             | 46%  | 7                 | 54% | 0                      | 0%  |
| Manufactured Homes Equipment & Supplies (Manufacturers) | 4,932     | 1,899             | 13         | 2,004              | 12            | 92%  | 1                 | 8%  | 0                      | 0%  |
| Manufacturers Agents & Representatives                  | 13,050    | 1,204             | 13         | 2,004              | 6             | 46%  | 7                 | 54% | 0                      | 0%  |
| Medical Alert Companies                                 | 5,054     | 1,878             | 13         | 2,004              | 6             | 46%  | 5                 | 38% | 2                      | 15% |
| Numismatics   | 2,577     | 2,406             | 13         | 2,004              | 11            | 85%  | 2                 | 15% | 0                      | 0%  |
| Occupational Health - Nursing Services                  | 7,619     | 1,555             | 13         | 2,004              | 6             | 46%  | 6                 | 46% | 1                      | 8%  |
| Oxygen Therapy Equipment                                | 3,410     | 2,193             | 13         | 2,004              | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Paint Manufacturing Equipment & Materials               | 1,091     | 3,105             | 13         | 2,004              | 6             | 46%  | 6                 | 46% | 1                      | 8%  |
| Paintball - Games & Supplies                            | 3,318     | 2,212             | 13         | 2,004              | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Photo Copying   | 2,100     | 2,559             | 13         | 2,004              | 7             | 54%  | 7                 | 54% | 1                      | 8%  |
| Physicians & Surgeons - Sports Medicine                 | 1,760     | 2,710             | 13         | 2,004              | 7             | 54%  | 6                 | 46% | 0                      | 0%  |
| Plasma Centers  | 6,328     | 1,712             | 13         | 2,004              | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Quilting  | 3,202     | 2,243             | 13         | 2,004              | 8             | 62%  | 5                 | 38% | 0                      | 0%  |
| Radiotelephone Communication - Equipment & Systems      | 3,161     | 2,252             | 13         | 2,004              | 7             | 54%  | 6                 | 46% | 0                      | 0%  |
| Schools - Academic - College Preparatory                | 1,927     | 2,636             | 13         | 2,004              | 9             | 69%  | 2                 | 15% | 2                      | 15% |
| Senior Housing/Living                                   | 7,016     | 1,634             | 13         | 2,004              | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Signs - Equipment & Supplies                            | 2,226     | 2,514             | 13         | 2,004              | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Tax Software  | 3,647     | 2,131             | 13         | 2,004              | 11            | 85%  | 2                 | 15% | 0                      | 0%  |
| Tennis Equipment & Supplies                             | 1,806     | 2,689             | 13         | 2,004              | 9             | 69%  | 4                 | 31% | 0                      | 0%  |
| Tile - Ceramic - Manufacturers & Distributors           | 6,551     | 1,687             | 13         | 2,004              | 7             | 54%  | 6                 | 46% | 0                      | 0%  |
| Tile - Non-Ceramic - Manufacturers & Distributors       | 3,787     | 2,086             | 13         | 2,004              | 8             | 62%  | 5                 | 38% | 0                      | 0%  |
| Truck Caps & Shells                                     | 5,871     | 1,745             | 13         | 2,004              | 8             | 62%  | 5                 | 38% | 0                      | 0%  |
| Truck Service & Repair - Mobile                         | 2,597     | 2,401             | 13         | 2,004              | 5             | 38%  | 7                 | 54% | 1                      | 8%  |
| Van Conversions & Accessories                           | 7,357     | 1,591             | 13         | 2,004              | 10            | 77%  | 1                 | 8%  | 2                      | 15% |
| Video Editing   | 2,008     | 2,606             | 13         | 2,004              | 3             | 23%  | 9                 | 69% | 1                      | 8%  |
| Water Analysis  | 6,745     | 1,661             | 13         | 2,004              | 11            | 85%  | 2                 | 15% | 0                      | 0%  |
| Water Wells - Pumps Sales & Service                     | 9,333     | 1,411             | 13         | 2,004              | 5             | 38%  | 7                 | 54% | 1                      | 8%  |
| Wind Energy Systems                                     | 5,621     | 1,792             | 13         | 2,004              | 4             | 31%  | 8                 | 62% | 1                      | 8%  |
| Writer - Freelance                                      | 6,542     | 1,690             | 13         | 2,004              | 10            | 77%  | 3                 | 23% | 0                      | 0%  |
| Advertising - Outdoor                                   | 8,181     | 1,510             | 12         | 2,075              | 6             | 50%  | 6                 | 50% | 0                      | 0%  |
| Astrologers   | 3,565     | 2,152             | 12         | 2,075              | 7             | 58%  | 5                 | 42% | 0                      | 0%  |
| Auto Radios & Stereos - Wholesale & Manufacturers       | 1,475     | 2,853             | 12         | 2,075              | 7             | 58%  | 5                 | 42% | 0                      | 0%  |
| Aviation Services                                       | 3,813     | 2,084             | 12         | 2,075              | 6             | 50%  | 6                 | 50% | 0                      | 0%  |
| Bee Removal   | 2,807     | 2,338             | 12         | 2,075              | 5             | 42%  | 7                 | 58% | 0                      | 0%  |
| Biomedical Products - Research                          | 4,396     | 1,985             | 12         | 2,075              | 7             | 58%  | 3                 | 25% | 2                      | 17% |
| Buildings - Concrete                                    | 6,145     | 1,726             | 12         | 2,075              | 6             | 50%  | 6                 | 50% | 0                      | 0%  |
| Bus - Sales & Rental                                    | 1,119     | 3,087             | 12         | 2,075              | 9             | 75%  | 3                 | 25% | 0                      | 0%  |
| Canning Supplies  | 234       | 4,089             | 12         | 2,075              | 4             | 33%  | 8                 | 67% | 0                      | 0%  |
| Ceramic Products - Decorative                           | 1,840     | 2,668             | 12         | 2,075              | 4             | 33%  | 7                 | 58% | 1                      | 8%  |
| Chain Link Fence Sales, Service & Contractors           | 3,445     | 2,180             | 12         | 2,075              | 3             | 25%  | 9                 | 75% | 0                      | 0%  |
| Computers - Graphics                                    | 4,643     | 1,946             | 12         | 2,075              | 2             | 17%  | 9                 | 75% | 1                      | 8%  |
| Concert Bureaus   | 519       | 3,631             | 12         | 2,075              | 10            | 83%  | 2                 | 17% | 0                      | 0%  |
| Consultants - Social Media                              | 7,350     | 1,594             | 12         | 2,075              | 7             | 58%  | 3                 | 25% | 2                      | 17% |
| Currency Exchange                                       | 25,334    | 810               | 12         | 2,075              | 8             | 67%  | 4                 | 33% | 0                      | 0%  |
| Day Care - Adults                                       | 22,932    | 867               | 12         | 2,075              | 7             | 58%  | 4                 | 33% | 1                      | 8%  |
| Deck - Repair   | 4,161     | 2,034             | 12         | 2,075              | 7             | 58%  | 5                 | 42% | 0                      | 0%  |
| Designers - Industrial                                  | 3,777     | 2,090             | 12         | 2,075              | 7             | 58%  | 5                 | 42% | 0                      | 0%  |
| Docks   | 6,303     | 1,716             | 12         | 2,075              | 7             | 58%  | 5                 | 42% | 0                      | 0%  |
| Document Imaging & Scanning Service                     | 13,852    | 1,170             | 12         | 2,075              | 10            | 83%  | 1                 | 8%  | 1                      | 8%  |
| E-Learning  | 4,854     | 1,916             | 12         | 2,075              | 6             | 50%  | 5                 | 42% | 1                      | 8%  |
| Engines - Fuel Conversion                               | 2,509     | 2,423             | 12         | 2,075              | 6             | 50%  | 6                 | 50% | 0                      | 0%  |
| Fans - Household  | 3,466     | 2,174             | 12         | 2,075              | 6             | 50%  | 6                 | 50% | 2                      | 17% |
| Fiberglass - Fabrication & Repair                       | 2,653     | 2,384             | 12         | 2,075              | 6             | 50%  | 6                 | 50% | 0                      | 0%  |
| Fish & Seafood - Wholesale                              | 7,283     | 1,602             | 12         | 2,075              | 6             | 50%  | 5                 | 42% | 1                      | 8%  |
| Foreign Currency Exchange Broker                        | 11,219    | 1,289             | 12         | 2,075              | 9             | 75%  | 0                 | 0%  | 3                      | 25% |
| Hair Ornaments  | 1,492     | 2,842             | 12         | 2,075              | 7             | 58%  | 5                 | 42% | 0                      | 0%  |
| Hauling & Clean Up Services                             | 6,134     | 1,729             | 12         | 2,075              | 4             | 33%  | 8                 | 67% | 0                      | 0%  |
| Holistic Practitioners                                  | 10,710    | 1,316             | 12         | 2,075              | 10            | 83%  | 0                 | 0%  | 2                      | 17% |
| Hosiery - Retail  | 2,741     | 2,359             | 12         | 2,075              | 8             | 67%  | 4                 | 33% | 0                      | 0%  |
| Hospitality   | 707       | 3,415             | 12         | 2,075              | 9             | 75%  | 3                 | 25% | 0                      | 0%  |
| Insurance Services - Commercial                         | 10,441    | 1,336             | 12         | 2,075              | 12            | 100% | 0                 | 0%  | 0                      | 0%  |
| Juices  | 1,418     | 2,881             | 12         | 2,075              | 9             | 75%  | 3                 | 25% | 0                      | 0%  |
| Lighting Consultants                                    | 7,107     | 1,625             | 12         | 2,075              | 3             | 25%  | 5                 | 42% | 4                      | 33% |
| Lighting Fixtures - Wholesale & Manufacturers           | 6,601     | 1,678             | 12         | 2,075              | 9             | 75%  | 2                 | 17% | 1                      | 8%  |
| Locks - Wholesale & Manufacturers                       | 2,979     | 2,291             | 12         | 2,075              | 9             | 75%  | 3                 | 25% | 0                      | 0%  |
| Mapping Services  | 3,742     | 2,099             | 12         | 2,075              | 9             | 75%  | 3                 | 25% | 0                      | 0%  |
| Modeling & Acting - Training                            | 5,399     | 1,824             | 12         | 2,075              | 10            | 83%  | 2                 | 17% | 0                      | 0%  |
| Mosquito Control  | 7,423     | 1,581             | 12         | 2,075              | 11            | 92%  | 1                 | 8%  | 0                      | 0%  |
| Motels - Reservation Service                            | 936       | 3,222             | 12         | 2,075              | 6             | 50%  | 5                 | 42% | 1                      | 8%  |
| Organic/Green Products                                  | 3,935     | 2,067             | 12         | 2,075              | 5             | 42%  | 7                 | 58% | 0                      | 0%  |
| Organizing Services - Household & Business              | 7,176     | 1,618             | 12         | 2,075              | 10            | 83%  | 2                 | 17% | 0                      | 0%  |
| Parking Meters  | 307       | 3,935             | 12         | 2,075              | 11            | 92%  | 1                 | 8%  | 0                      | 0%  |
| Paving Materials  | 3,755     | 2,094             | 12         | 2,075              | 4             | 33%  | 7                 | 58% | 1                      | 8%  |
| Permanent Make Up                                       | 6,752     | 1,660             | 12         | 2,075              | 8             | 67%  | 3                 | 25% | 1                      | 8%  |
| Razors & Razor Blades                                   | 25,139    | 817               | 12         | 2,075              | 11            | 92%  | 1                 | 8%  | 0                      | 0%  |
| Safety & Rescue Equipment Sales & Services              | 7,176     | 1,618             | 12         | 2,075              | 2             | 17%  | 10                | 83% | 0                      | 0%  |

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| Industry Classification                                | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Scalp Care   | 1,257     | 2,977             | 12         | 2,075              | 10            | 83%  | 2                 | 17% | 0                      | 0%  |
| Skip Tracing   | 3,426     | 2,186             | 12         | 2,075              | 8             | 67%  | 4                 | 33% | 0                      | 0%  |
| Staffing - Technical                                   | 15,126    | 1,120             | 12         | 2,075              | 6             | 50%  | 4                 | 33% | 2                      | 17% |
| Student Exchange Programs                              | 8,544     | 1,482             | 12         | 2,075              | 9             | 75%  | 3                 | 25% | 0                      | 0%  |
| Tire Retread & Repair - Equipment & Supplies           | 1,250     | 2,986             | 12         | 2,075              | 6             | 50%  | 6                 | 50% | 0                      | 0%  |
| Transitional Housing                                   | 2,326     | 2,476             | 12         | 2,075              | 10            | 83%  | 2                 | 17% | 0                      | 0%  |
| Tuck Pointing  | 12,038    | 1,247             | 12         | 2,075              | 6             | 50%  | 5                 | 42% | 1                      | 8%  |
| Tuxedo Sales & Rentals                                 | 906       | 3,246             | 12         | 2,075              | 9             | 75%  | 3                 | 25% | 0                      | 0%  |
| Washing Machines & Dryers - Service & Repair           | 2,243     | 2,510             | 12         | 2,075              | 4             | 33%  | 7                 | 58% | 1                      | 8%  |
| Water Heaters - Repairing                              | 4,290     | 2,006             | 12         | 2,075              | 9             | 75%  | 3                 | 25% | 0                      | 0%  |
| Waterproofing Materials                                | 7,550     | 1,567             | 12         | 2,075              | 9             | 75%  | 2                 | 17% | 1                      | 8%  |
| Wire & Cable - Electric                                | 6,673     | 1,671             | 12         | 2,075              | 5             | 42%  | 7                 | 58% | 0                      | 0%  |
| Advertising - Television                               | 6,341     | 1,709             | 11         | 2,134              | 10            | 91%  | 1                 | 9%  | 0                      | 0%  |
| Aluminum Products                                      | 5,144     | 1,865             | 11         | 2,134              | 7             | 64%  | 4                 | 36% | 0                      | 0%  |
| Animal Brokers & Dealers - Zoo, Circus                 | 4,556     | 1,964             | 11         | 2,134              | 7             | 64%  | 3                 | 27% | 1                      | 9%  |
| Antiques - Reproductions                               | 5,156     | 1,864             | 11         | 2,134              | 7             | 64%  | 3                 | 27% | 1                      | 9%  |
| Art Organizations & Information                        | 1,073     | 3,117             | 11         | 2,134              | 4             | 36%  | 7                 | 64% | 0                      | 0%  |
| Auto Manufacturers & Distributors - Specialty Body     | 768       | 3,360             | 11         | 2,134              | 10            | 91%  | 1                 | 9%  | 0                      | 0%  |
| Auto Registration                                      | 3,877     | 2,076             | 11         | 2,134              | 6             | 55%  | 4                 | 36% | 1                      | 9%  |
| Bank Equipment & Supplies                              | 2,491     | 2,428             | 11         | 2,134              | 11            | 100% | 0                 | 0%  | 0                      | 0%  |
| Beverages - Wholesale & Distribution                   | 7,725     | 1,544             | 11         | 2,134              | 8             | 73%  | 3                 | 27% | 0                      | 0%  |
| Body Waxing Services                                   | 847       | 3,293             | 11         | 2,134              | 10            | 91%  | 1                 | 9%  | 0                      | 0%  |
| Bras   | 2,496     | 2,425             | 11         | 2,134              | 9             | 91%  | 0                 | 0%  | 0                      | 0%  |
| Cabinet Hardware                                       | 3,422     | 2,188             | 11         | 2,134              | 10            | 91%  | 1                 | 9%  | 0                      | 0%  |
| Campers - Service & Repair                             | 2,887     | 2,313             | 11         | 2,134              | 7             | 64%  | 4                 | 36% | 0                      | 0%  |
| Car Wash & Polish Equipment & Supplies                 | 4,273     | 2,008             | 11         | 2,134              | 4             | 36%  | 6                 | 55% | 1                      | 9%  |
| Chairs - Orthopedic & Lift                             | 2,685     | 2,372             | 11         | 2,134              | 9             | 82%  | 2                 | 18% | 0                      | 0%  |
| Church Supplies  | 1,376     | 2,911             | 11         | 2,134              | 5             | 45%  | 6                 | 55% | 0                      | 0%  |
| Columns  | 1,126     | 3,079             | 11         | 2,134              | 9             | 82%  | 2                 | 18% | 0                      | 0%  |
| Contractor - Tile Roofing                              | 770       | 3,358             | 11         | 2,134              | 4             | 36%  | 7                 | 64% | 0                      | 0%  |
| Corporate Housing                                      | 5,590     | 1,798             | 11         | 2,134              | 9             | 82%  | 1                 | 9%  | 1                      | 9%  |
| Custom Framing   | 6,386     | 1,705             | 11         | 2,134              | 7             | 64%  | 4                 | 36% | 0                      | 0%  |
| Dock Builders  | 7,109     | 1,624             | 11         | 2,134              | 5             | 45%  | 5                 | 45% | 1                      | 9%  |
| Drafting Services                                      | 7,988     | 1,526             | 11         | 2,134              | 6             | 55%  | 5                 | 45% | 0                      | 0%  |
| Electric Supplies - Manufacturers                      | 2,372     | 2,461             | 11         | 2,134              | 5             | 45%  | 6                 | 55% | 0                      | 0%  |
| Electricians - Commercial                              | 23,669    | 848               | 11         | 2,134              | 6             | 55%  | 4                 | 36% | 1                      | 9%  |
| Electronic Product Waste Management & E Waste Services | 1,556     | 2,799             | 11         | 2,134              | 7             | 64%  | 1                 | 9%  | 3                      | 27% |
| Exterior Structures - Barn Construction                | 8,825     | 1,463             | 11         | 2,134              | 5             | 45%  | 6                 | 55% | 0                      | 0%  |
| Exterior Structures - Gazebos, Arbors, Pergolas        | 3,335     | 2,209             | 11         | 2,134              | 10            | 91%  | 1                 | 9%  | 0                      | 0%  |
| Filters - Air & Gas                                    | 3,651     | 2,128             | 11         | 2,134              | 10            | 91%  | 1                 | 9%  | 0                      | 0%  |
| Fraternal Organizations                                | 8,457     | 1,488             | 11         | 2,134              | 8             | 73%  | 3                 | 27% | 0                      | 0%  |
| Gourmet Shops  | 5,271     | 1,840             | 11         | 2,134              | 8             | 73%  | 2                 | 18% | 1                      | 9%  |
| Intercoms Systems & Services                           | 1,516     | 2,817             | 11         | 2,134              | 9             | 82%  | 2                 | 18% | 0                      | 0%  |
| Junk Dealers   | 3,091     | 2,264             | 11         | 2,134              | 5             | 45%  | 3                 | 27% | 3                      | 27% |
| Key Control Systems                                    | 2,742     | 2,358             | 11         | 2,134              | 8             | 73%  | 3                 | 27% | 0                      | 0%  |
| Lead   | 2,753     | 2,355             | 11         | 2,134              | 7             | 64%  | 4                 | 36% | 0                      | 0%  |
| Marketing - Dental                                     | 228       | 4,102             | 11         | 2,134              | 1             | 9%   | 9                 | 82% | 1                      | 9%  |
| Material Handling Equipment                            | 10,000    | 1,370             | 11         | 2,134              | 10            | 91%  | 1                 | 9%  | 0                      | 0%  |
| Meal Preparation Service                               | 1,378     | 2,793             | 11         | 2,134              | 9             | 82%  | 2                 | 18% | 0                      | 0%  |
| Motion Picture Film Distributors & Exchange            | 1,478     | 2,850             | 11         | 2,134              | 6             | 55%  | 6                 | 45% | 0                      | 0%  |
| Music - Sheet  | 3,591     | 2,148             | 11         | 2,134              | 11            | 100% | 0                 | 0%  | 0                      | 0%  |
| Oil Royalties  | 9,272     | 1,418             | 11         | 2,134              | 6             | 55%  | 5                 | 45% | 0                      | 0%  |
| Pens & Pencils - Retail                                | 3,307     | 2,215             | 11         | 2,134              | 4             | 36%  | 7                 | 64% | 0                      | 0%  |
| Pet Training - Electronic/ecollar                      | 1,133     | 3,074             | 11         | 2,134              | 8             | 73%  | 3                 | 27% | 0                      | 0%  |
| Pet Waste Removal                                      | 2,409     | 2,450             | 11         | 2,134              | 3             | 27%  | 8                 | 73% | 0                      | 0%  |
| Petroleum  | 9,758     | 1,389             | 11         | 2,134              | 9             | 82%  | 2                 | 18% | 0                      | 0%  |
| Pianos - Tuning & Repair                               | 9,046     | 1,436             | 11         | 2,134              | 9             | 82%  | 1                 | 9%  | 1                      | 9%  |
| Podiatrists Equipment & Supplies                       | 329       | 3,905             | 11         | 2,134              | 0             | 0%   | 4                 | 36% | 7                      | 64% |
| Project Management                                     | 6,422     | 1,702             | 11         | 2,134              | 6             | 55%  | 5                 | 45% | 0                      | 0%  |
| Quilting Materials & Supplies                          | 2,013     | 2,605             | 11         | 2,134              | 6             | 55%  | 5                 | 45% | 0                      | 0%  |
| Recreational Vehicles - Storage                        | 3,000     | 2,285             | 11         | 2,134              | 8             | 73%  | 3                 | 27% | 0                      | 0%  |
| Roof Structures  | 4,846     | 1,917             | 11         | 2,134              | 7             | 64%  | 4                 | 36% | 0                      | 0%  |
| Sausages   | 1,278     | 2,960             | 11         | 2,134              | 6             | 55%  | 5                 | 45% | 0                      | 0%  |
| Sewing Contractors                                     | 4,117     | 2,039             | 11         | 2,134              | 3             | 27%  | 8                 | 73% | 0                      | 0%  |
| Speakers - Wholesale & Manufacturers                   | 943       | 3,215             | 11         | 2,134              | 7             | 64%  | 4                 | 36% | 0                      | 0%  |
| Sprinklers - Automatic - Fire                          | 16,315    | 1,067             | 11         | 2,134              | 9             | 82%  | 2                 | 18% | 0                      | 0%  |
| Stations - Retail                                      | 3,110     | 2,214             | 11         | 2,134              | 4             | 36%  | 7                 | 64% | 0                      | 0%  |
| Stump Removal & Grinding                               | 8,182     | 1,509             | 11         | 2,134              | 7             | 64%  | 4                 | 36% | 0                      | 0%  |
| Theatrical Agencies                                    | 2,876     | 2,292             | 11         | 2,134              | 5             | 45%  | 6                 | 55% | 0                      | 0%  |
| Tickets & Coupons - Printers & Suppliers               | 3,625     | 1,138             | 11         | 2,134              | 6             | 55%  | 4                 | 36% | 1                      | 9%  |
| Tile Restoration                                       | 2,787     | 2,344             | 11         | 2,134              | 6             | 55%  | 2                 | 18% | 3                      | 27% |
| Tools - Cutting  | 4,381     | 1,988             | 11         | 2,134              | 9             | 82%  | 1                 | 9%  | 1                      | 9%  |
| Traffic School   | 6,939     | 1,642             | 11         | 2,134              | 10            | 91%  | 1                 | 9%  | 0                      | 0%  |
| Trailers - Truck                                       | 7,095     | 1,627             | 11         | 2,134              | 7             | 64%  | 4                 | 36% | 0                      | 0%  |
| Truck Stops  | 3,807     | 2,085             | 11         | 2,134              | 9             | 82%  | 2                 | 18% | 0                      | 0%  |
| Veterans & Military Organizations                      | 10,232    | 1,355             | 11         | 2,134              | 9             | 82%  | 2                 | 18% | 0                      | 0%  |
| Washing Machines & Dryers - Rent & Lease               | 4,301     | 4,301             | 11         | 2,134              | 3             | 27%  | 8                 | 73% | 0                      | 0%  |
| Window Shades - Equipment & Supplies                   | 5,780     | 1,770             | 11         | 2,134              | 8             | 73%  | 3                 | 27% | 0                      | 0%  |
| Windows - Vinyl  | 5,533     | 1,807             | 11         | 2,134              | 7             | 64%  | 1                 | 9%  | 3                      | 27% |
| Wood Carving   | 1,997     | 2,610             | 11         | 2,134              | 6             | 55%  | 4                 | 36% | 1                      | 9%  |
| Zoos   | 2,389     | 2,455             | 11         | 2,134              | 10            | 91%  | 1                 | 9%  | 0                      | 0%  |
| Aircraft Servicing & Maintenance                       | 8,962     | 1,445             | 10         | 2,203              | 7             | 70%  | 1                 | 10% | 2                      | 20% |
| Amusement Park Equipment                               | 1,239     | 2,993             | 10         | 2,203              | 3             | 30%  | 6                 | 60% | 1                      | 10% |
| Aromatherapy & Essential Oils                          | 5,361     | 1,827             | 10         | 2,203              | 6             | 60%  | 2                 | 20% | 2                      | 20% |
| Art - Painted Oil Portraits                            | 632       | 3,505             | 10         | 2,203              | 3             | 30%  | 6                 | 60% | 1                      | 10% |

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| Industry Classification                                      | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %   | Cmpls Unable to Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|-----|------------------------|-----|
| Auto Manufacturers Equipment & Supplies                      | 3,398     | 2,197             | 10         | 2,203              | 7             | 70%  | 3                 | 30% | 0                      | 0%  |
| Auto Repair - Steering & Suspension                          | 3,469     | 3,460             | 10         | 2,203              | 9             | 90%  | 1                 | 10% | 0                      | 0%  |
| Ballroom Dance Instruction                                   | 1,030     | 3,143             | 10         | 2,203              | 7             | 70%  | 1                 | 10% | 2                      | 20% |
| Ballrooms  | 3,148     | 2,254             | 10         | 2,203              | 7             | 70%  | 2                 | 20% | 1                      | 10% |
| Basketball Clubs   | 2,524     | 2,418             | 10         | 2,203              | 5             | 50%  | 4                 | 40% | 1                      | 10% |
| Beds - Wholesale & Manufacturers                             | 3,360     | 2,204             | 10         | 2,203              | 10            | 100% | 0                 | 0%  | 0                      | 0%  |
| Beer & Ale - Retail  | 2,190     | 2,528             | 10         | 2,203              | 4             | 40%  | 6                 | 60% | 0                      | 0%  |
| Blacksmiths  | 1,605     | 2,785             | 10         | 2,203              | 1             | 10%  | 9                 | 90% | 0                      | 0%  |
| Boilers - New & Used   | 4,176     | 2,032             | 10         | 2,203              | 8             | 80%  | 2                 | 20% | 0                      | 0%  |
| Bookbinders  | 3,054     | 2,273             | 10         | 2,203              | 6             | 60%  | 4                 | 40% | 0                      | 0%  |
| Bullet-Resistant Equipment                                   | 1,268     | 2,969             | 10         | 2,203              | 3             | 30%  | 7                 | 70% | 0                      | 0%  |
| Business Plan Preparation                                    | 3,901     | 2,073             | 10         | 2,203              | 6             | 60%  | 2                 | 20% | 2                      | 20% |
| Cabinet Refacing   | 5,302     | 1,833             | 10         | 2,203              | 8             | 80%  | 2                 | 20% | 0                      | 0%  |
| Chambers Of Commerce   | 130,894   | 218               | 10         | 2,203              | 9             | 90%  | 0                 | 0%  | 0                      | 0%  |
| Compressors  | 5,967     | 1,746             | 10         | 2,203              | 6             | 60%  | 4                 | 40% | 0                      | 0%  |
| Consultants - Prison & Sentencing                            | 1,319     | 2,942             | 10         | 2,203              | 1             | 10%  | 8                 | 80% | 1                      | 10% |
| Contractors - Retaining Wall                                 | 4,168     | 2,033             | 10         | 2,203              | 2             | 20%  | 5                 | 50% | 3                      | 30% |
| Corporate Travel   | 4,605     | 1,953             | 10         | 2,203              | 4             | 40%  | 4                 | 40% | 2                      | 20% |
| Craft Instruction  | 2,821     | 2,333             | 10         | 2,203              | 5             | 50%  | 5                 | 50% | 0                      | 0%  |
| Dentist - Periodontist                                       | 4,578     | 1,959             | 10         | 2,203              | 7             | 70%  | 3                 | 30% | 0                      | 0%  |
| Dinner Theatres  | 1,483     | 2,848             | 10         | 2,203              | 3             | 30%  | 6                 | 60% | 1                      | 10% |
| Dolls - Collectors   | 463       | 3,707             | 10         | 2,203              | 4             | 40%  | 2                 | 20% | 4                      | 40% |
| Doughnuts  | 2,248     | 2,507             | 10         | 2,203              | 6             | 60%  | 4                 | 40% | 0                      | 0%  |
| Electric Equipment - Manufacturers                           | 5,623     | 1,791             | 10         | 2,203              | 3             | 30%  | 7                 | 70% | 0                      | 0%  |
| Electric Vehicles  | 1,510     | 2,822             | 10         | 2,203              | 5             | 50%  | 5                 | 50% | 0                      | 0%  |
| Embroideries - Uniform                                       | 1,669     | 2,751             | 10         | 2,203              | 6             | 60%  | 4                 | 40% | 0                      | 0%  |
| Employment Service - Virtual Assistant                       | 7,544     | 1,568             | 10         | 2,203              | 9             | 90%  | 1                 | 10% | 0                      | 0%  |
| Fabrics - Wholesale & Manufacturers                          | 4,350     | 1,992             | 10         | 2,203              | 4             | 40%  | 6                 | 60% | 0                      | 0%  |
| Feed Dealers   | 12,769    | 1,219             | 10         | 2,203              | 8             | 80%  | 2                 | 20% | 0                      | 0%  |
| Fences - Vinyl   | 3,893     | 2,075             | 10         | 2,203              | 3             | 30%  | 6                 | 60% | 1                      | 10% |
| First Aid Supplies   | 1,695     | 2,735             | 10         | 2,203              | 5             | 50%  | 5                 | 50% | 0                      | 0%  |
| Floors - Garage  | 5,161     | 1,863             | 10         | 2,203              | 9             | 90%  | 0                 | 0%  | 0                      | 0%  |
| Fraternal Regalia & Supplies                                 | 640       | 3,496             | 10         | 2,203              | 4             | 40%  | 6                 | 60% | 0                      | 0%  |
| Fruit & Vegetable Growers & Shippers                         | 5,000     | 1,887             | 10         | 2,203              | 7             | 70%  | 3                 | 30% | 0                      | 0%  |
| Gambling Machine Supplies and Services                       | 1,412     | 2,888             | 10         | 2,203              | 4             | 40%  | 6                 | 60% | 0                      | 0%  |
| Gas - Industrial & Medical - Cylinder & Bulk                 | 2,574     | 2,407             | 10         | 2,203              | 7             | 70%  | 3                 | 30% | 0                      | 0%  |
| Gauges & Gages   | 2,031     | 2,592             | 10         | 2,203              | 5             | 50%  | 5                 | 50% | 0                      | 0%  |
| Greenhouses  | 5,825     | 1,767             | 10         | 2,203              | 9             | 90%  | 1                 | 10% | 0                      | 0%  |
| Gun Safes  | 1,213     | 3,012             | 10         | 2,203              | 9             | 90%  | 1                 | 10% | 0                      | 0%  |
| Insulation Contractors Equipment & Supplies                  | 4,946     | 1,894             | 10         | 2,203              | 2             | 20%  | 8                 | 80% | 0                      | 0%  |
| Insurance - Fire & Flood Specialists                         | 9,316     | 1,412             | 10         | 2,203              | 8             | 80%  | 1                 | 10% | 1                      | 10% |
| Inventors  | 10,936    | 1,302             | 10         | 2,203              | 4             | 40%  | 6                 | 60% | 0                      | 0%  |
| Landscape Contractors - Commercial                           | 7,452     | 1,578             | 10         | 2,203              | 6             | 60%  | 3                 | 30% | 1                      | 10% |
| Livestock Equipment & Supplies                               | 3,418     | 2,190             | 10         | 2,203              | 2             | 20%  | 8                 | 80% | 0                      | 0%  |
| Meat Brokers   | 5,226     | 1,848             | 10         | 2,203              | 4             | 40%  | 6                 | 60% | 0                      | 0%  |
| Mining Equipment & Supplies                                  | 4,229     | 2,020             | 10         | 2,203              | 2             | 20%  | 8                 | 80% | 0                      | 0%  |
| Moldings   | 2,834     | 2,330             | 10         | 2,203              | 3             | 30%  | 7                 | 70% | 0                      | 0%  |
| Motion Picture Producers & Studios                           | 2,564     | 2,409             | 10         | 2,203              | 6             | 60%  | 4                 | 40% | 0                      | 0%  |
| Oils - Petroleum   | 5,963     | 1,747             | 10         | 2,203              | 9             | 90%  | 0                 | 0%  | 0                      | 0%  |
| Outpatient Surgery Centers                                   | 1,641     | 2,765             | 10         | 2,203              | 7             | 70%  | 3                 | 30% | 0                      | 0%  |
| Oxygen Producing Equipment                                   | 877       | 3,266             | 10         | 2,203              | 1             | 10%  | 8                 | 80% | 1                      | 10% |
| Paging Equipment & Service                                   | 3,703     | 2,108             | 10         | 2,203              | 3             | 30%  | 7                 | 70% | 0                      | 0%  |
| Personal Security Guard Service                              | 6,578     | 1,681             | 10         | 2,203              | 2             | 20%  | 7                 | 70% | 1                      | 10% |
| Pet Grooming - Mobile  | 7,367     | 1,589             | 10         | 2,203              | 4             | 40%  | 6                 | 60% | 0                      | 0%  |
| Photographers - Pet  | 592       | 3,548             | 10         | 2,203              | 1             | 10%  | 7                 | 70% | 2                      | 20% |
| Physicians & Surgeons - Endocrinology, Diabetes & Metabolism | 2,975     | 2,293             | 10         | 2,203              | 5             | 50%  | 3                 | 30% | 2                      | 20% |
| Printing Brokers   | 5,226     | 1,848             | 10         | 2,203              | 6             | 60%  | 4                 | 40% | 0                      | 0%  |
| Railings   | 4,421     | 1,981             | 10         | 2,203              | 8             | 80%  | 2                 | 20% | 0                      | 0%  |
| Reading Instruction  | 11,621    | 1,270             | 10         | 2,203              | 9             | 90%  | 0                 | 0%  | 0                      | 0%  |
| Sandblasting   | 13,032    | 1,206             | 10         | 2,203              | 5             | 50%  | 5                 | 50% | 0                      | 0%  |
| Senior Citizens Service Organization                         | 18,608    | 994               | 10         | 2,203              | 7             | 70%  | 2                 | 20% | 1                      | 10% |
| Sport Fishing  | 595       | 3,544             | 10         | 2,203              | 3             | 30%  | 7                 | 70% | 0                      | 0%  |
| Springs - Automotive - Sales & Service                       | 3,078     | 2,269             | 10         | 2,203              | 8             | 80%  | 2                 | 20% | 0                      | 0%  |
| Sundries Stores  | 1,986     | 2,614             | 10         | 2,203              | 4             | 40%  | 6                 | 60% | 0                      | 0%  |
| Surfboards   | 2,608     | 2,398             | 10         | 2,203              | 6             | 60%  | 3                 | 30% | 1                      | 10% |
| Travel & Tourism Development and Education                   | 5,436     | 1,817             | 10         | 2,203              | 8             | 80%  | 2                 | 20% | 0                      | 0%  |
| Ultrasound - Medical   | 3,504     | 2,169             | 10         | 2,203              | 6             | 60%  | 4                 | 40% | 0                      | 0%  |
| Vinyl Repair   | 3,163     | 3,251             | 10         | 2,203              | 4             | 40%  | 6                 | 60% | 0                      | 0%  |
| Warehousing Services   | 9,313     | 1,413             | 10         | 2,203              | 8             | 80%  | 2                 | 20% | 0                      | 0%  |
| Washers  | 5,27      | 3,618             | 10         | 2,203              | 4             | 40%  | 6                 | 60% | 0                      | 0%  |
| Window Tinting & Coating - Residential                       | 6,652     | 1,673             | 10         | 2,203              | 6             | 60%  | 3                 | 30% | 1                      | 10% |
| Woodworking Equipment & Supplies                             | 4,195     | 2,028             | 10         | 2,203              | 8             | 80%  | 1                 | 10% | 1                      | 10% |
| Writer   | 1,498     | 2,835             | 10         | 2,203              | 3             | 30%  | 7                 | 70% | 0                      | 0%  |
| Aircraft Schools   | 3,973     | 2,059             | 9          | 2,280              | 1             | 11%  | 6                 | 67% | 2                      | 22% |
| Artificial Limbs   | 985       | 3,171             | 9          | 2,280              | 9             | 100% | 0                 | 0%  | 0                      | 0%  |
| Audio-Visual Equipment - Rent & Lease                        | 3,230     | 2,232             | 9          | 2,280              | 6             | 67%  | 3                 | 33% | 0                      | 0%  |
| Auto - Fleet Service   | 801       | 3,329             | 9          | 2,280              | 3             | 33%  | 5                 | 56% | 1                      | 11% |
| Bagels   | 1,038     | 3,139             | 9          | 2,280              | 4             | 44%  | 5                 | 56% | 0                      | 0%  |
| Bags - Burlap, Canvas & Cotton                               | 1,904     | 2,648             | 9          | 2,280              | 3             | 67%  | 3                 | 33% | 0                      | 0%  |
| Bakers - Wholesale   | 5,479     | 1,811             | 9          | 2,280              | 6             | 67%  | 1                 | 11% | 2                      | 22% |
| Bingo & Gaming Halls   | 2,029     | 2,596             | 9          | 2,280              | 4             | 44%  | 5                 | 56% | 0                      | 0%  |
| Bolts & Nuts   | 3,533     | 2,160             | 9          | 2,280              | 2             | 22%  | 7                 | 78% | 0                      | 0%  |
| Bowling Clothes & Accessories                                | 840       | 3,296             | 9          | 2,280              | 5             | 56%  | 4                 | 44% | 0                      | 0%  |
| Brakes - Manufacturers & Distributors                        | 1,132     | 3,076             | 9          | 2,280              | 5             | 56%  | 4                 | 44% | 0                      | 0%  |
| Cake Decorating Equipment & Supplies                         | 3,385     | 2,199             | 9          | 2,280              | 6             | 67%  | 3                 | 33% | 0                      | 0%  |

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|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Carburetors  | 4,279     | 2,007             | 9          | 2,280              | 7             | 78%  | 2                 | 22%  | 0                      | 0%  |
| Cash Registers & Supplies                              | 3,715     | 2,102             | 9          | 2,280              | 7             | 44%  | 5                 | 56%  | 0                      | 0%  |
| Charity - Veterans & Military                          | 3,539     | 2,159             | 9          | 2,280              | 7             | 78%  | 2                 | 22%  | 0                      | 0%  |
| Child Parent Development Centers                       | 1,436     | 2,876             | 9          | 2,280              | 5             | 54%  | 4                 | 44%  | 0                      | 0%  |
| Chocolate & Cocoa                                      | 2,145     | 2,544             | 9          | 2,280              | 6             | 67%  | 3                 | 33%  | 0                      | 0%  |
| Coffee Roasting & Handling Equipment                   | 2,843     | 2,327             | 9          | 2,280              | 3             | 33%  | 6                 | 67%  | 0                      | 0%  |
| Compactors - Waste - Industrial & Commercial           | 909       | 3,241             | 9          | 2,280              | 0             | 0%   | 9                 | 100% | 0                      | 0%  |
| Computer Assisted Design Services                      | 1,417     | 2,884             | 9          | 2,280              | 4             | 44%  | 5                 | 56%  | 0                      | 0%  |
| Computer Gaming Centers                                | 1,192     | 3,026             | 9          | 2,280              | 5             | 33%  | 5                 | 56%  | 1                      | 11% |
| Computers - Forensics                                  | 1,047     | 3,134             | 9          | 2,280              | 5             | 56%  | 4                 | 44%  | 0                      | 0%  |
| Concrete Blocks & Shapes                               | 4,482     | 1,969             | 9          | 2,280              | 3             | 33%  | 4                 | 44%  | 2                      | 22% |
| Conference Centers                                     | 2,800     | 2,340             | 9          | 2,280              | 6             | 67%  | 3                 | 33%  | 0                      | 0%  |
| Construction Supplies                                  | 2,862     | 2,317             | 9          | 2,280              | 2             | 22%  | 6                 | 67%  | 1                      | 11% |
| Cremation Urns   | 4,898     | 1,907             | 9          | 2,280              | 9             | 100% | 0                 | 0%   | 0                      | 0%  |
| Customs Consultant                                     | 1,320     | 2,940             | 9          | 2,280              | 5             | 56%  | 4                 | 44%  | 0                      | 0%  |
| Cylinders - Air & Hydraulic                            | 2,591     | 2,403             | 9          | 2,280              | 6             | 67%  | 3                 | 33%  | 0                      | 0%  |
| Electric Bikes   | 2,295     | 2,483             | 9          | 2,280              | 7             | 78%  | 2                 | 22%  | 0                      | 0%  |
| Electrical Power Systems Maintenance                   | 3,653     | 2,126             | 9          | 2,280              | 3             | 33%  | 5                 | 56%  | 1                      | 11% |
| Event Planners - Corporate                             | 2,284     | 2,486             | 9          | 2,280              | 3             | 33%  | 6                 | 67%  | 0                      | 0%  |
| Feed Concentrates & Supplements                        | 458       | 3,716             | 9          | 2,280              | 4             | 44%  | 4                 | 44%  | 1                      | 11% |
| Fence Staining   | 4,764     | 1,924             | 9          | 2,280              | 6             | 67%  | 2                 | 22%  | 1                      | 11% |
| Foundries  | 7,082     | 1,629             | 9          | 2,280              | 1             | 11%  | 8                 | 89%  | 0                      | 0%  |
| Fountains - Garden, Display                            | 6,531     | 1,692             | 9          | 2,280              | 3             | 67%  | 3                 | 33%  | 0                      | 0%  |
| Furniture Frames                                       | 240       | 4,072             | 9          | 2,280              | 6             | 67%  | 3                 | 33%  | 0                      | 0%  |
| Gazebos  | 2,041     | 2,586             | 9          | 2,280              | 5             | 56%  | 4                 | 44%  | 0                      | 0%  |
| Grocers - Wholesale                                    | 7,609     | 1,557             | 9          | 2,280              | 8             | 89%  | 1                 | 11%  | 0                      | 0%  |
| Guest Ranch  | 825       | 3,310             | 9          | 2,280              | 4             | 44%  | 5                 | 56%  | 0                      | 0%  |
| Heat Supply Companies                                  | 1,303     | 2,948             | 9          | 2,280              | 2             | 22%  | 7                 | 78%  | 0                      | 0%  |
| Heating & Air Conditioning - Filters                   | 3,903     | 2,072             | 9          | 2,280              | 7             | 78%  | 1                 | 11%  | 1                      | 11% |
| Inks - Manufacturers Materials                         | 1,149     | 3,056             | 9          | 2,280              | 6             | 67%  | 3                 | 33%  | 0                      | 0%  |
| Jewelry Engravers                                      | 803       | 3,328             | 9          | 2,280              | 4             | 44%  | 4                 | 44%  | 1                      | 11% |
| Karaoke Machines & Tapes                               | 1,538     | 2,808             | 9          | 2,280              | 4             | 44%  | 5                 | 56%  | 0                      | 0%  |
| Knit Goods - Retail                                    | 1,548     | 2,801             | 9          | 2,280              | 1             | 11%  | 6                 | 67%  | 2                      | 22% |
| Livestock Breeders                                     | 4,266     | 2,011             | 9          | 2,280              | 5             | 56%  | 4                 | 44%  | 0                      | 0%  |
| Loan Originator  | 1,548     | 2,801             | 9          | 2,280              | 3             | 33%  | 3                 | 33%  | 3                      | 33% |
| Lobbyists  | 2,523     | 2,419             | 9          | 2,280              | 5             | 56%  | 2                 | 22%  | 2                      | 22% |
| Machinery - Used                                       | 2,780     | 2,346             | 9          | 2,280              | 5             | 56%  | 4                 | 44%  | 0                      | 0%  |
| Medical Tourism  | 4,010     | 2,054             | 9          | 2,280              | 4             | 44%  | 5                 | 56%  | 0                      | 0%  |
| Minerals   | 4,462     | 1,973             | 9          | 2,280              | 9             | 100% | 0                 | 0%   | 0                      | 0%  |
| Modeling - Advance Fee                                 | 7,485     | 1,574             | 9          | 2,280              | 4             | 44%  | 4                 | 44%  | 1                      | 11% |
| Needlework Supplies - Retail, Wholesale, Manufacturing | 1,263     | 2,975             | 9          | 2,280              | 4             | 44%  | 5                 | 56%  | 0                      | 0%  |
| Not Elsewhere Classified After Investigation           | 377       | 3,823             | 9          | 2,280              | 5             | 56%  | 3                 | 33%  | 1                      | 11% |
| Occupational Therapists                                | 5,104     | 1,872             | 9          | 2,280              | 5             | 56%  | 4                 | 44%  | 0                      | 0%  |
| Oils - Waste   | 3,234     | 2,230             | 9          | 2,280              | 9             | 100% | 0                 | 0%   | 0                      | 0%  |
| Patio Builder  | 2,676     | 2,377             | 9          | 2,280              | 9             | 100% | 0                 | 0%   | 0                      | 0%  |
| Pet Exercising Service                                 | 4,535     | 1,965             | 9          | 2,280              | 6             | 67%  | 3                 | 33%  | 0                      | 0%  |
| Pet Kenneling Services                                 | 1,911     | 2,647             | 9          | 2,280              | 6             | 67%  | 3                 | 33%  | 0                      | 0%  |
| Photography Sales by Mail                              | 851       | 3,288             | 9          | 2,280              | 7             | 78%  | 2                 | 22%  | 0                      | 0%  |
| Photography Schools                                    | 3,106     | 2,260             | 9          | 2,280              | 8             | 89%  | 1                 | 11%  | 0                      | 0%  |
| Physicians & Surgeons - Urology                        | 1,006     | 3,155             | 9          | 2,280              | 7             | 78%  | 2                 | 22%  | 0                      | 0%  |
| Pilates  | 1,538     | 2,808             | 9          | 2,280              | 5             | 56%  | 4                 | 44%  | 0                      | 0%  |
| Pumps - Dealers  | 8,786     | 1,465             | 9          | 2,280              | 3             | 33%  | 6                 | 67%  | 0                      | 0%  |
| Radio Station Equipment                                | 805       | 3,327             | 9          | 2,280              | 4             | 44%  | 5                 | 56%  | 0                      | 0%  |
| Safe & Vault Movers                                    | 923       | 3,234             | 9          | 2,280              | 6             | 67%  | 3                 | 33%  | 0                      | 0%  |
| Shoplifting Prevention Devices                         | 348       | 3,873             | 9          | 2,280              | 3             | 33%  | 5                 | 56%  | 1                      | 11% |
| Solar Energy Equipment & Systems Supplies & Parts      | 2,854     | 2,323             | 9          | 2,280              | 3             | 33%  | 6                 | 67%  | 0                      | 0%  |
| Surgical Instruments                                   | 3,642     | 2,132             | 9          | 2,280              | 7             | 78%  | 2                 | 22%  | 0                      | 0%  |
| Swimming Pools - Leak Detection & Repair               | 2,814     | 2,335             | 9          | 2,280              | 8             | 89%  | 1                 | 11%  | 0                      | 0%  |
| Towing - Heavy Equipment                               | 3,387     | 3,387             | 9          | 2,280              | 6             | 67%  | 2                 | 22%  | 1                      | 11% |
| Trailers - Boat  | 5,020     | 1,884             | 9          | 2,280              | 9             | 100% | 0                 | 0%   | 0                      | 0%  |
| Travel Escorts   | 5,626     | 1,790             | 9          | 2,280              | 8             | 89%  | 0                 | 0%   | 1                      | 11% |
| Turntables   | 504       | 3,650             | 9          | 2,280              | 6             | 67%  | 3                 | 33%  | 0                      | 0%  |
| Ventilating Systems - Cleaning                         | 3,693     | 2,113             | 9          | 2,280              | 5             | 56%  | 4                 | 44%  | 0                      | 0%  |
| Writers - Business                                     | 4,246     | 2,015             | 9          | 2,280              | 4             | 44%  | 4                 | 44%  | 1                      | 11% |
| X-Ray Labs - Industrial                                | 1,623     | 2,774             | 9          | 2,280              | 5             | 56%  | 4                 | 44%  | 0                      | 0%  |
| Advertising - Indoor                                   | 1,917     | 2,644             | 8          | 2,357              | 3             | 38%  | 5                 | 63%  | 0                      | 0%  |
| Artificial Flowers, Plants & Trees                     | 1,803     | 2,690             | 8          | 2,357              | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Attorneys & Lawyers - Home Owners Associations         | 2,048     | 2,582             | 8          | 2,357              | 3             | 38%  | 5                 | 63%  | 0                      | 0%  |
| Auction Supplies                                       | 335       | 3,894             | 8          | 2,357              | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Auto - Emissions Testing                               | 450       | 3,723             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Automobile Reconditioned Detailing                     | 851       | 3,288             | 8          | 2,357              | 5             | 63%  | 3                 | 38%  | 0                      | 0%  |
| Batteries - Storage-Wholesale & Manufacturers          | 1,741     | 2,718             | 8          | 2,357              | 7             | 88%  | 1                 | 13%  | 0                      | 0%  |
| Bibles   | 661       | 3,469             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Boarding - Horses                                      | 4,254     | 2,014             | 8          | 2,357              | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Boat - Excursion                                       | 1,901     | 2,651             | 8          | 2,357              | 6             | 75%  | 1                 | 13%  | 1                      | 13% |
| Brewers  | 2,640     | 2,387             | 8          | 2,357              | 5             | 63%  | 2                 | 25%  | 1                      | 13% |
| Campers - Rent & Lease                                 | 1,269     | 2,968             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Caregivers Resources                                   | 1,608     | 2,784             | 8          | 2,357              | 2             | 25%  | 4                 | 50%  | 2                      | 25% |
| Charity - Other Charitable Organizations               | 2,364     | 2,462             | 8          | 2,357              | 5             | 63%  | 3                 | 38%  | 0                      | 0%  |
| Chemical Cleaning - Industrial                         | 5,879     | 1,760             | 8          | 2,357              | 3             | 38%  | 4                 | 50%  | 1                      | 13% |
| Chimney Cleaning Equipment & Supplies                  | 2,137     | 2,546             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| China & Crystal - Repair                               | 1,164     | 3,046             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Chinese Food Products                                  | 498       | 3,661             | 8          | 2,357              | 3             | 38%  | 5                 | 63%  | 0                      | 0%  |
| Colon Hydrotherapy - Colonic Therapy                   | 4,942     | 1,896             | 8          | 2,357              | 4             | 50%  | 2                 | 25%  | 2                      | 25% |
| Commercial Painting Contractor                         | 9,101     | 1,433             | 8          | 2,357              | 3             | 38%  | 5                 | 63%  | 0                      | 0%  |

US BBB  
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| Industry Classification                          | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Compactors - Waste - Household - Dealers         | 263       | 4,029             | 8          | 2,357              | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Computers - Rooms - Installation & Equipment     | 1,784     | 2,700             | 8          | 2,357              | 5             | 63%  | 2                 | 25%  | 1                      | 13% |
| Construction Reports                             | 2,537     | 2,416             | 8          | 2,357              | 7             | 88%  | 1                 | 13%  | 0                      | 0%  |
| Consultants - Dental Management                  | 2,910     | 2,354             | 8          | 2,357              | 5             | 63%  | 3                 | 38%  | 0                      | 0%  |
| Contractor - Interior Trim                       | 4,035     | 2,050             | 8          | 2,357              | 3             | 38%  | 5                 | 63%  | 0                      | 0%  |
| Cosmetic & Toiletry Preparations - Manufacturers | 2,022     | 2,600             | 8          | 2,357              | 5             | 63%  | 2                 | 25%  | 1                      | 13% |
| Dental Equipment - Repair & Refinish             | 1,838     | 2,670             | 8          | 2,357              | 2             | 25%  | 6                 | 75%  | 0                      | 0%  |
| Display Designers & Producers                    | 14,127    | 1,162             | 8          | 2,357              | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Doors - Patio                                    | 609       | 3,528             | 8          | 2,357              | 5             | 63%  | 3                 | 38%  | 0                      | 0%  |
| Dry Goods - Retail                               | 1,447     | 2,870             | 8          | 2,357              | 2             | 25%  | 6                 | 75%  | 0                      | 0%  |
| Editorial Services                               | 4,091     | 2,042             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Engines - Gasoline                               | 1,817     | 2,686             | 8          | 2,357              | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Fan Clubs  | 659       | 3,475             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Farming Service                                  | 4,747     | 1,929             | 8          | 2,357              | 3             | 38%  | 3                 | 38%  | 2                      | 25% |
| Fashion Consultants                              | 3,214     | 2,237             | 8          | 2,357              | 3             | 38%  | 5                 | 63%  | 0                      | 0%  |
| Florists Supplies                                | 1,210     | 3,017             | 8          | 2,357              | 5             | 63%  | 2                 | 25%  | 1                      | 13% |
| Frozen Foods - Processors                        | 1,084     | 3,108             | 8          | 2,357              | 6             | 75%  | 1                 | 13%  | 1                      | 13% |
| Furniture Cleaning Equipment & Supplies          | 448       | 3,728             | 8          | 2,357              | 8             | 100% | 0                 | 0%   | 0                      | 0%  |
| Furniture Manufacturers Equipment & Supplies     | 900       | 3,252             | 8          | 2,357              | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Garage Organizers                                | 7,349     | 1,595             | 8          | 2,357              | 5             | 63%  | 3                 | 38%  | 0                      | 0%  |
| Giftware - Wholesale & Manufacturers             | 5,048     | 1,880             | 8          | 2,357              | 4             | 50%  | 2                 | 25%  | 2                      | 25% |
| Glass - Broken                                   | 2,910     | 2,304             | 8          | 2,357              | 5             | 63%  | 2                 | 25%  | 1                      | 13% |
| Glass Board - Up Service                         | 1,974     | 2,618             | 8          | 2,357              | 5             | 63%  | 3                 | 38%  | 0                      | 0%  |
| Golf Courses - Miniature                         | 1,472     | 2,855             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Guards - Door & Window                           | 1,852     | 2,664             | 8          | 2,357              | 8             | 100% | 0                 | 0%   | 0                      | 0%  |
| Horse Transporting                               | 2,986     | 2,290             | 8          | 2,357              | 3             | 38%  | 5                 | 63%  | 0                      | 0%  |
| Human Services Organizations                     | 4,806     | 1,920             | 8          | 2,357              | 2             | 25%  | 2                 | 25%  | 0                      | 0%  |
| Hydraulic Equipment Repair                       | 5,582     | 1,801             | 8          | 2,357              | 3             | 38%  | 5                 | 63%  | 0                      | 0%  |
| Impreginating                                    | 2,030     | 2,593             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Imprinting                                       | 1,674     | 2,748             | 8          | 2,357              | 3             | 38%  | 5                 | 63%  | 0                      | 0%  |
| Incense  | 1,213     | 3,012             | 8          | 2,357              | 5             | 63%  | 2                 | 25%  | 1                      | 13% |
| Internet Cafes                                   | 1,145     | 3,059             | 8          | 2,357              | 5             | 63%  | 2                 | 25%  | 1                      | 13% |
| Knives - Machine                                 | 1,850     | 2,665             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Laboratories - Veterinary                        | 1,257     | 2,977             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Laser Therapy                                    | 4,463     | 1,972             | 8          | 2,357              | 5             | 63%  | 2                 | 25%  | 1                      | 13% |
| Lenses   | 1,493     | 2,841             | 8          | 2,357              | 0             | 0%   | 6                 | 75%  | 2                      | 25% |
| Management Training                              | 8,163     | 1,512             | 8          | 2,357              | 5             | 63%  | 3                 | 38%  | 0                      | 0%  |
| Maps - Dealers                                   | 1,083     | 3,109             | 8          | 2,357              | 7             | 88%  | 1                 | 13%  | 0                      | 0%  |
| Marijuana Sales & Services                       | 1,541     | 2,805             | 8          | 2,357              | 2             | 25%  | 6                 | 75%  | 0                      | 0%  |
| Mausoleums                                       | 971       | 3,186             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Metaphysical Supplies & Service                  | 1,388     | 4,318             | 8          | 2,357              | 2             | 25%  | 6                 | 75%  | 0                      | 0%  |
| Molds  | 7,791     | 1,539             | 8          | 2,357              | 5             | 63%  | 3                 | 38%  | 0                      | 0%  |
| Movers - International                           | 3,106     | 2,260             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Mushrooms  | 956       | 3,202             | 8          | 2,357              | 5             | 63%  | 2                 | 25%  | 1                      | 13% |
| Paper Distributors                               | 2,491     | 2,428             | 8          | 2,357              | 3             | 38%  | 5                 | 63%  | 0                      | 0%  |
| Parcel Post Assembly Service                     | 5,534     | 1,806             | 8          | 2,357              | 7             | 88%  | 1                 | 13%  | 0                      | 0%  |
| Poultry Farms                                    | 2,945     | 2,300             | 8          | 2,357              | 5             | 63%  | 3                 | 38%  | 0                      | 0%  |
| Pub  | 356       | 3,860             | 8          | 2,357              | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Public Opinion Analysts                          | 4,013     | 2,053             | 8          | 2,357              | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Reloader Schemes                                 | 2,338     | 2,471             | 8          | 2,357              | 0             | 0%   | 8                 | 100% | 0                      | 0%  |
| Sales Presentations                              | 2,069     | 2,574             | 8          | 2,357              | 3             | 38%  | 2                 | 25%  | 3                      | 38% |
| School Furniture & Equipment                     | 5,004     | 1,886             | 8          | 2,357              | 8             | 100% | 0                 | 0%   | 0                      | 0%  |
| Search Engine Marketing                          | 1,495     | 2,839             | 8          | 2,357              | 6             | 75%  | 1                 | 13%  | 1                      | 13% |
| Service Animals - Dogs                           | 4,216     | 2,023             | 8          | 2,357              | 6             | 75%  | 2                 | 25%  | 0                      | 0%  |
| Soda Fountain Supplies                           | 431       | 3,752             | 8          | 2,357              | 8             | 100% | 0                 | 0%   | 0                      | 0%  |
| Sprinkler Supervisory Service                    | 3,461     | 2,176             | 8          | 2,357              | 5             | 63%  | 2                 | 25%  | 1                      | 13% |
| Stone Cutters                                    | 2,199     | 2,523             | 8          | 2,357              | 3             | 38%  | 3                 | 38%  | 2                      | 25% |
| Support Groups                                   | 2,188     | 2,529             | 8          | 2,357              | 6             | 75%  | 0                 | 0%   | 2                      | 25% |
| Surveyors - Aerial                               | 783       | 3,340             | 8          | 2,357              | 1             | 13%  | 7                 | 88%  | 0                      | 0%  |
| Systems & Software Testing                       | 2,158     | 2,539             | 8          | 2,357              | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Tours - Wholesale                                | 2,118     | 2,553             | 8          | 2,357              | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Underwear - Wholesale & Manufacturers            | 1,382     | 2,903             | 8          | 2,357              | 7             | 88%  | 0                 | 0%   | 1                      | 13% |
| Upholstery and Rug Cleaning                      | 1,833     | 2,674             | 8          | 2,357              | 1             | 13%  | 7                 | 88%  | 0                      | 0%  |
| Upholstery Fabrics - Wholesale & Manufacturers   | 1,093     | 3,102             | 8          | 2,357              | 4             | 50%  | 4                 | 50%  | 0                      | 0%  |
| Voice Mail Services                              | 718       | 3,405             | 8          | 2,357              | 1             | 13%  | 7                 | 88%  | 0                      | 0%  |
| Water Skiing Equipment & Supplies                | 1,187     | 3,032             | 8          | 2,357              | 5             | 63%  | 3                 | 38%  | 0                      | 0%  |
| Wedding Officiant                                | 1,833     | 2,674             | 8          | 2,357              | 3             | 38%  | 3                 | 38%  | 2                      | 25% |
| Wine Storage Equipment                           | 2,789     | 2,343             | 8          | 2,357              | 1             | 13%  | 7                 | 88%  | 0                      | 0%  |
| Wood Products - Sawdust & Shavings               | 776       | 3,349             | 8          | 2,357              | 3             | 38%  | 5                 | 63%  | 0                      | 0%  |
| Ammunition Reloading                             | 1,677     | 2,744             | 7          | 2,446              | 0             | 0%   | 6                 | 86%  | 1                      | 14% |
| Apartment Sharing Service                        | 1,361     | 2,918             | 7          | 2,446              | 1             | 14%  | 6                 | 86%  | 0                      | 0%  |
| Aquariums - Public                               | 422       | 3,765             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Artists Agents                                   | 3,571     | 2,151             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Auto Repair & Service - Airbags                  | 519       | 3,631             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Auto Repair - Vintage                            | 2,081     | 2,568             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Auto Upholstery Cleaning                         | 1,716     | 2,726             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Aviation Consultants                             | 3,283     | 2,220             | 7          | 2,446              | 1             | 14%  | 4                 | 57%  | 2                      | 29% |
| Backflow Testing                                 | 3,839     | 2,080             | 7          | 2,446              | 3             | 43%  | 3                 | 43%  | 0                      | 0%  |
| Baskets - Retail                                 | 1,609     | 2,783             | 7          | 2,446              | 2             | 29%  | 5                 | 71%  | 0                      | 0%  |
| Beekeepers Supplies                              | 981       | 3,175             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Brand Development                                | 6,536     | 1,691             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Buttons - Advertising                            | 2,622     | 2,393             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Candle Making Supplies                           | 2,027     | 2,597             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Candles - Wholesale & Manufacturers              | 4,026     | 2,051             | 7          | 2,446              | 2             | 29%  | 5                 | 71%  | 0                      | 0%  |
| Canes  | 2,770     | 2,347             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |

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| Industry Classification                                 | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Carpet & Rug Pads, Linings & Accessories                | 1,732     | 2,720             | 7          | 2,446              | 7             | 100% | 0                 | 0%   | 0                      | 0%  |
| Coins & Tokens - Manufacturers                          | 2,003     | 2,607             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Concrete Curing & Treating Materials                    | 2,477     | 2,431             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Consultant - Strategic Planning                         | 4,269     | 2,010             | 7          | 2,446              | 3             | 43%  | 3                 | 43%  | 1                      | 14% |
| Contractor - Hauling                                    | 2,333     | 2,472             | 7          | 2,446              | 3             | 43%  | 3                 | 43%  | 1                      | 14% |
| Controls, Control Sys & Regulators                      | 11,746    | 1,260             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Cord Blood Storage                                      | 3,444     | 2,181             | 7          | 2,446              | 7             | 100% | 0                 | 0%   | 0                      | 0%  |
| Dairies   | 2,853     | 2,324             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Divers  | 837       | 3,299             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Dryer Vent Cleaning                                     | 11,820    | 1,254             | 7          | 2,446              | 2             | 29%  | 4                 | 57%  | 1                      | 14% |
| Duct & Duct Fittings                                    | 1,699     | 2,734             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Electronic Testing Equipment                            | 3,905     | 2,071             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Emergency Rooms   | 94        | 4,468             | 7          | 2,446              | 7             | 100% | 0                 | 0%   | 0                      | 0%  |
| Etched Products - Metal, Glass                          | 1,105     | 3,094             | 7          | 2,446              | 2             | 29%  | 5                 | 71%  | 0                      | 0%  |
| Excavating Equipment                                    | 2,682     | 2,373             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Eyesight Training                                       | 1,371     | 2,913             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Fence Posts & Fittings                                  | 3,365     | 2,200             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Fire Extinguishers                                      | 10,467    | 1,333             | 7          | 2,446              | 6             | 86%  | 0                 | 0%   | 1                      | 14% |
| Fishing Bait  | 3,346     | 2,205             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Floor Treatment Compounds                               | 872       | 3,270             | 7          | 2,446              | 4             | 57%  | 0                 | 0%   | 3                      | 43% |
| Florists - Wholesale                                    | 2,856     | 2,321             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Food & Beverage Consultants                             | 3,082     | 2,266             | 7          | 2,446              | 1             | 14%  | 6                 | 86%  | 0                      | 0%  |
| Furniture Assembly Services                             | 1,381     | 2,904             | 7          | 2,446              | 3             | 43%  | 3                 | 43%  | 1                      | 14% |
| Gift Wrapping Materials                                 | 1,189     | 3,028             | 7          | 2,446              | 0             | 0%   | 7                 | 100% | 0                      | 0%  |
| Glass Blowers   | 1,687     | 2,738             | 7          | 2,446              | 2             | 29%  | 5                 | 71%  | 0                      | 0%  |
| Glaziers  | 6,944     | 1,640             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Gloves - Work & Industrial                              | 1,919     | 2,640             | 7          | 2,446              | 7             | 100% | 0                 | 0%   | 0                      | 0%  |
| Golf Equipment & Supplies - Wholesale & Manufacturers   | 1,357     | 2,923             | 7          | 2,446              | 7             | 100% | 0                 | 0%   | 0                      | 0%  |
| Helicopters - Charter, Rent & Lease                     | 1,361     | 2,918             | 7          | 2,446              | 0             | 0%   | 5                 | 71%  | 2                      | 29% |
| Home Staging  | 6,262     | 1,719             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Horse Breeders  | 6,629     | 1,676             | 7          | 2,446              | 1             | 14%  | 3                 | 43%  | 3                      | 43% |
| Humane Societies  | 1,330     | 2,933             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Ice Making Equipment & Machines                         | 2,102     | 2,558             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Industrial Consultants                                  | 3,525     | 2,162             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Interior Designers - Registered/Licensed                | 2,251     | 2,505             | 7          | 2,446              | 2             | 29%  | 5                 | 71%  | 0                      | 0%  |
| Janitors Equipment & Supplies                           | 12,389    | 1,233             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Jeans   | 841       | 3,295             | 7          | 2,446              | 1             | 14%  | 6                 | 86%  | 0                      | 0%  |
| Labor Organizations                                     | 3,172     | 2,249             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Lamps - Wholesale & Manufacturers                       | 463       | 3,707             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Laundry Supplies  | 538       | 3,607             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Lotteries - Foreign                                     | 6,994     | 1,636             | 7          | 2,446              | 0             | 0%   | 1                 | 14%  | 6                      | 86% |
| Lotteries - Local                                       | 4,309     | 2,001             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Luggage - Wholesale & Manufacturers                     | 1,409     | 2,890             | 7          | 2,446              | 7             | 100% | 0                 | 0%   | 0                      | 0%  |
| Mannequins - Display Fixture                            | 727       | 3,393             | 7          | 2,446              | 1             | 14%  | 6                 | 86%  | 0                      | 0%  |
| Massage School  | 3,959     | 2,062             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Medical Spa   | 428       | 3,757             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Mens Clothing & Furnishings - Wholesale & Manufacturers | 2,208     | 2,519             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Midwives  | 1,498     | 2,835             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Miniatures - Collectors                                 | 2,598     | 2,400             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Novelties - Wholesale & Manufacturers                   | 2,170     | 2,532             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Oil - Crude - Purchasing                                | 1,878     | 2,656             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Oil Operators   | 1,867     | 2,658             | 7          | 2,446              | 3             | 43%  | 3                 | 43%  | 1                      | 14% |
| Oils - Fuel - Treatment Compounds                       | 1,142     | 3,061             | 7          | 2,446              | 0             | 0%   | 7                 | 100% | 0                      | 0%  |
| Outboard Motors - Repair                                | 3,474     | 2,173             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Outfitters  | 1,086     | 3,107             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Parenting Classes                                       | 1,613     | 2,781             | 7          | 2,446              | 1             | 14%  | 4                 | 57%  | 2                      | 29% |
| Pattern Makers  | 934       | 3,224             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Personnel Consultants                                   | 11,704    | 1,264             | 7          | 2,446              | 0             | 0%   | 5                 | 71%  | 2                      | 29% |
| Pharmaceutical Products - Research                      | 2,902     | 2,309             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Phlebotomy Training & Certification                     | 3,753     | 2,095             | 7          | 2,446              | 4             | 57%  | 1                 | 14%  | 2                      | 29% |
| Photographers - Sports                                  | 437       | 3,745             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Photographic Color Prints & Trans.                      | 2,219     | 2,517             | 7          | 2,446              | 3             | 43%  | 3                 | 43%  | 1                      | 14% |
| Physicians & Surgeons - Pulmonary Diseases              | 1,100     | 3,099             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Popcorn & Supplies                                      | 2,842     | 2,329             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Power Plant Equipment                                   | 993       | 3,166             | 7          | 2,446              | 4             | 57%  | 1                 | 14%  | 2                      | 29% |
| Printing Technician                                     | 83        | 4,504             | 7          | 2,446              | 4             | 57%  | 2                 | 29%  | 1                      | 14% |
| Public Speaking Instruction                             | 1,092     | 3,104             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Racks   | 1,617     | 2,816             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Risk Management   | 4,587     | 1,956             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Sales Training  | 11,718    | 1,263             | 7          | 2,446              | 2             | 29%  | 5                 | 71%  | 0                      | 0%  |
| Siding Materials  | 4,715     | 1,935             | 7          | 2,446              | 2             | 29%  | 5                 | 71%  | 0                      | 0%  |
| Signs - Digital   | 3,667     | 2,122             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Storm Windows & Doors - Repair                          | 6,816     | 1,654             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Swimming Pools- Above Ground                            | 5,617     | 1,794             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Tanners   | 671       | 3,457             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Technology - Litigation Support                         | 1,966     | 2,623             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Teleconference Service                                  | 2,667     | 2,382             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Telephone Equipment & Systems Wholesale & Manufacturing | 2,159     | 2,538             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Toy Manufacturers Supplies                              | 970       | 3,189             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Tractor Repair & Service                                | 4,891     | 1,908             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Trading Stamps  | 3,209     | 2,241             | 7          | 2,446              | 3             | 43%  | 4                 | 57%  | 0                      | 0%  |
| Truck Permits   | 1,359     | 2,921             | 7          | 2,446              | 1             | 14%  | 1                 | 14%  | 5                      | 71% |
| Trucks - Forklifts                                      | 2,382     | 2,456             | 7          | 2,446              | 5             | 71%  | 2                 | 29%  | 0                      | 0%  |
| Venetian Blinds - Supplies & Parts                      | 656       | 3,481             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Video Tape Duplication Service                          | 4,607     | 1,952             | 7          | 2,446              | 2             | 29%  | 5                 | 71%  | 0                      | 0%  |

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| Industry Classification                                | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Water Well Drilling Equipment & Supplies               | 5,276     | 1,838             | 7          | 2,446              | 6             | 86%  | 1                 | 14%  | 0                      | 0%  |
| Wine Bar   | 275       | 3,996             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Yarn - Retail  | 3,115     | 2,259             | 7          | 2,446              | 4             | 57%  | 3                 | 43%  | 0                      | 0%  |
| Yogurt   | 1,746     | 2,713             | 7          | 2,446              | 3             | 43%  | 2                 | 29%  | 2                      | 29% |
| Adhesives & Glues                                      | 2,099     | 2,561             | 6          | 2,551              | 6             | 100% | 0                 | 0%   | 0                      | 0%  |
| Advertising - Aerial                                   | 798       | 3,330             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Aerial Applicators                                     | 688       | 3,442             | 6          | 2,551              | 1             | 17%  | 5                 | 83%  | 0                      | 0%  |
| Agricultural Waste Management                          | 731       | 3,390             | 6          | 2,551              | 1             | 17%  | 5                 | 83%  | 0                      | 0%  |
| Air Compressors  | 1,537     | 2,810             | 6          | 2,551              | 1             | 17%  | 4                 | 67%  | 1                      | 17% |
| Aircraft Dealers                                       | 4,295     | 2,004             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Alternators & Generators - Retail                      | 2,551     | 2,412             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Arbitration Services                                   | 3,608     | 2,142             | 6          | 2,551              | 3             | 50%  | 2                 | 33%  | 1                      | 17% |
| Attorneys & Lawyers - Civil                            | 6,464     | 1,700             | 6          | 2,551              | 3             | 50%  | 1                 | 17%  | 2                      | 33% |
| Attorneys & Lawyers - Estate Planning                  | 25,302    | 811               | 6          | 2,551              | 4             | 67%  | 0                 | 0%   | 2                      | 33% |
| Auto Floor Coverings                                   | 4,313     | 1,998             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Bakers Supplies  | 1,452     | 2,868             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Behavioral Education Services                          | 4,113     | 2,040             | 6          | 2,551              | 6             | 100% | 0                 | 0%   | 0                      | 0%  |
| Bird Barriers, Repellents & Controls                   | 1,821     | 2,684             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Blood Banks & Centers                                  | 3,529     | 2,161             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Boat Storage   | 3,665     | 2,124             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Boating Instruction - Canoe & Kayak                    | 515       | 3,638             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Brew Pub   | 289       | 3,970             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Bronzing   | 1,292     | 2,955             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Cabinet Doors  | 725       | 3,394             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Cement - Retail  | 1,658     | 2,756             | 6          | 2,551              | 1             | 17%  | 4                 | 67%  | 1                      | 17% |
| Ceramics - Equipment & Supplies                        | 2,048     | 2,582             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Charity - Religious                                    | 2,256     | 2,503             | 6          | 2,551              | 6             | 100% | 0                 | 0%   | 0                      | 0%  |
| Children's Play Programs Instruction                   | 1,686     | 2,740             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Cigar & Cigarette & Tobacco Dealers - Wholesale        | 3,405     | 2,194             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Coats - Wholesale & Manufacturers                      | 797       | 3,331             | 6          | 2,551              | 0             | 0%   | 6                 | 100% | 0                      | 0%  |
| Coin & Bill Count, Sort, Wrap Machines                 | 463       | 3,707             | 6          | 2,551              | 4             | 67%  | 0                 | 0%   | 0                      | 0%  |
| Commodity Brokers                                      | 9,760     | 1,388             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Connectors - Electric                                  | 2,270     | 2,493             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Consultants - Security                                 | 3,130     | 2,257             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Contractor - Gas                                       | 1,144     | 3,060             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Contractor - Roofing Spray Foam Insulation             | 3,572     | 2,150             | 6          | 2,551              | 6             | 100% | 0                 | 0%   | 0                      | 0%  |
| Contractors - Framing                                  | 15,275    | 1,107             | 6          | 2,551              | 3             | 50%  | 2                 | 33%  | 1                      | 17% |
| Converters - Electric                                  | 539       | 3,606             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Countertops - Concrete                                 | 946       | 3,211             | 6          | 2,551              | 1             | 17%  | 5                 | 83%  | 0                      | 0%  |
| Court Reporters  | 4,201     | 2,026             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Curtains - Wholesale & Manufacturers                   | 995       | 3,301             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Dress Forms - Wholesale & Manufacturers                | 235       | 4,087             | 6          | 2,551              | 1             | 17%  | 5                 | 83%  | 0                      | 0%  |
| Drilling - Oil Well                                    | 5,118     | 1,870             | 6          | 2,551              | 0             | 0%   | 3                 | 50%  | 3                      | 50% |
| Druggists - Wholesale                                  | 376       | 3,827             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Electric Motors - Manufacturers & Distributors         | 1,751     | 2,711             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Elevator Installation                                  | 2,250     | 2,506             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| EyeBrow Threading                                      | 1,414     | 2,886             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Family Services  | 2,746     | 2,357             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Fix-It Shops   | 2,390     | 2,390             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Floor Removal, Resurfacing and Refinishing             | 984       | 3,173             | 6          | 2,551              | 1             | 17%  | 5                 | 83%  | 0                      | 0%  |
| Floor Waxing, Polishing & Cleaning                     | 7,318     | 1,599             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Forklift Repair & Maintenance                          | 2,714     | 2,365             | 6          | 2,551              | 3             | 50%  | 2                 | 33%  | 1                      | 17% |
| Four Wheel Drive Vehicles - Repair & Service           | 927       | 3,229             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Futon Sales  | 2,260     | 2,501             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Garment Hangers  | 1,264     | 2,974             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Ground Maintenance                                     | 1,257     | 2,977             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Heavy Duty Equipment Repair                            | 3,997     | 2,056             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Home Electronics - Designers                           | 1,990     | 3,257             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Hubcaps - Sales  | 1,895     | 2,788             | 6          | 2,551              | 6             | 100% | 0                 | 0%   | 0                      | 0%  |
| Ice Cream Manufacturers Equipment                      | 592       | 3,548             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Identification Bureaus                                 | 228       | 4,102             | 6          | 2,551              | 6             | 100% | 0                 | 0%   | 0                      | 0%  |
| Identification Card Service                            | 3,849     | 2,079             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Import Representatives                                 | 1,254     | 2,982             | 6          | 2,551              | 1             | 17%  | 5                 | 83%  | 0                      | 0%  |
| Information Processing & Retrieval Equipment & Systems | 4,672     | 1,942             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Insurance - Medical Liability                          | 3,227     | 2,235             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Interior Designers - Commercial                        | 901       | 3,251             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Jewelry Advisory Service                               | 576       | 3,566             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Kennels Equipment & Supplies                           | 980       | 3,176             | 6          | 2,551              | 6             | 100% | 0                 | 0%   | 0                      | 0%  |
| Linings - Plastic, Membrane                            | 4,420     | 1,982             | 6          | 2,551              | 2             | 33%  | 3                 | 50%  | 1                      | 17% |
| Masks  | 236       | 4,083             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Masonry Panels - Prefabricated                         | 2,764     | 2,350             | 6          | 2,551              | 1             | 17%  | 4                 | 67%  | 1                      | 17% |
| Medical Case Management                                | 4,318     | 1,997             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Meditation Instruction                                 | 1,386     | 2,902             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Messenger Service                                      | 2,910     | 2,304             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Mexican Food Products                                  | 1,411     | 2,889             | 6          | 2,551              | 6             | 100% | 0                 | 0%   | 0                      | 0%  |
| Motorcycle Riding Instruction                          | 1,539     | 2,807             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Museums  | 1,294     | 2,954             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Music Arrangers & Composers                            | 1,513     | 2,819             | 6          | 2,551              | 2             | 33%  | 3                 | 50%  | 1                      | 17% |
| Musical Instruments - Rental                           | 331       | 3,900             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Office Furniture & Equipment - Repair & Refinishing    | 2,223     | 2,515             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Patio Cover  | 6,574     | 1,683             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Physicians & Surgeons Equipment & Supplies             | 1,298     | 2,951             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Plastics - Molders                                     | 7,916     | 1,535             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Pole Fitness   | 357       | 3,858             | 6          | 2,551              | 1             | 17%  | 5                 | 83%  | 0                      | 0%  |
| Portfolios   | 1,379     | 2,905             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |

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| Industry Classification                                 | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Printers - Glass, Metal, Plastic                        | 491       | 3,673             | 6          | 2,551              | 6             | 100% | 0                 | 0%   | 0                      | 0%  |
| Professional Organizer                                  | 1,406     | 2,892             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Pumpkin Contractors                                     | 3,836     | 2,081             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Radio Program Producers                                 | 1,501     | 2,832             | 6          | 2,551              | 1             | 17%  | 3                 | 50%  | 2                      | 33% |
| Recruiting - Technical                                  | 1,465     | 2,861             | 6          | 2,551              | 1             | 17%  | 4                 | 67%  | 1                      | 17% |
| Referral - Auto Repair                                  | 1,457     | 2,865             | 6          | 2,551              | 1             | 17%  | 5                 | 83%  | 0                      | 0%  |
| Refrigeration Equipment - Supplies & Parts              | 4,687     | 1,940             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Rubber Clothing & Footwear                              | 280       | 3,989             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Rubber Products   | 4,741     | 1,930             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Schools - Online Trading & Investment                   | 2,021     | 2,601             | 6          | 2,551              | 3             | 50%  | 2                 | 33%  | 1                      | 17% |
| Screens - Windows                                       | 872       | 3,270             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Show Cases  | 342       | 3,882             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Ski Tours   | 240       | 4,072             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Sleep Disorders - Sleep Apnea                           | 2,515     | 2,421             | 6          | 2,551              | 5             | 83%  | 0                 | 0%   | 1                      | 17% |
| Smokers Information & Treatment                         | 3,272     | 2,224             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Sound Control Structures & Equipment                    | 561       | 3,577             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Starters - Engine                                       | 674       | 3,453             | 6          | 2,551              | 1             | 17%  | 5                 | 83%  | 0                      | 0%  |
| Statistical Service                                     | 1,215     | 3,009             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Steam Cleaning - Industrial                             | 2,001     | 2,608             | 6          | 2,551              | 3             | 50%  | 2                 | 33%  | 1                      | 17% |
| Steel Erectors  | 16,140    | 1,078             | 6          | 2,551              | 6             | 100% | 0                 | 0%   | 0                      | 0%  |
| Store Fixtures  | 4,468     | 1,971             | 6          | 2,551              | 6             | 100% | 0                 | 0%   | 0                      | 0%  |
| Television Program Producers                            | 2,443     | 2,441             | 6          | 2,551              | 3             | 50%  | 3                 | 50%  | 0                      | 0%  |
| Typewriters - Supplies & Attachments                    | 102       | 4,430             | 6          | 2,551              | 5             | 83%  | 1                 | 17%  | 0                      | 0%  |
| Umbrellas   | 1,405     | 2,893             | 6          | 2,551              | 2             | 33%  | 4                 | 67%  | 0                      | 0%  |
| Water Coolers - Equipment & Supplies                    | 2,501     | 2,424             | 6          | 2,551              | 4             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Abrasives   | 3,651     | 1,288             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Advertising - Checking Service                          | 724       | 3,395             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Aids Research & Clinics                                 | 1,927     | 2,636             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Albums  | 652       | 3,483             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Appraisal - Jewelry                                     | 5,090     | 1,874             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Aquaculture   | 1,194     | 3,095             | 5          | 2,657              | 1             | 20%  | 3                 | 60%  | 1                      | 20% |
| Attorneys & Lawyers - Employment & Workers Compensation | 5,070     | 1,875             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Auto Boosting Services                                  | 428       | 3,757             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Baby Car Seats, Carriages & Strollers                   | 1,650     | 2,763             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Barbecue  | 2,832     | 2,332             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Bat Removal   | 2,410     | 2,449             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Beauty Supplies & Equipment Repair                      | 1,122     | 3,083             | 5          | 2,657              | 1             | 20%  | 3                 | 60%  | 1                      | 20% |
| Bed Bug Inspection Service                              | 879       | 3,264             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Beverage Dispensers                                     | 1,580     | 2,792             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Boat Club   | 1,816     | 2,645             | 5          | 2,657              | 1             | 20%  | 3                 | 60%  | 1                      | 20% |
| Boilers - Sales & Service                               | 864       | 3,276             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Brick - Clay - Common & Face                            | 5,425     | 1,819             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Buffing & Polishing Equipment & Supplies                | 488       | 3,678             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Building Cleaning - Exterior                            | 5,848     | 1,762             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Burial Advisory Service                                 | 1,432     | 2,874             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Burial Vaults   | 1,169     | 3,039             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Cabinet Organizers                                      | 869       | 3,274             | 5          | 2,657              | 0             | 0%   | 5                 | 100% | 0                      | 0%  |
| Candy & Confectionery Brokers                           | 475       | 3,694             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Caps & Gowns  | 2,763     | 2,351             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Carpet & Rug Dyers                                      | 712       | 3,409             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Carpet Layers Equipment & Supplies                      | 736       | 3,384             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Carriages - Horse                                       | 1,761     | 2,709             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Charity - Advertising for Publications                  | 3,252     | 2,226             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Charity - Elderly                                       | 1,505     | 2,828             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Check Protection & Signing Machines                     | 1,472     | 2,855             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Chemical Production                                     | 2,096     | 2,562             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Child Care - Infant                                     | 2,072     | 2,573             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Chimes & Bells  | 1,863     | 2,660             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Circus Companies  | 1,119     | 3,087             | 5          | 2,657              | 2             | 40%  | 2                 | 40%  | 1                      | 20% |
| Commercials - Radio & Television                        | 1,234     | 2,997             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Compactors - Waste - Service & Repair                   | 205       | 4,144             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Consultant - Employee Benefit Plans                     | 4,146     | 2,036             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Contractor - Industrial                                 | 5,699     | 1,777             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Contractor - Low Voltage Systems                        | 8,280     | 1,501             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Convention Information                                  | 610       | 3,527             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Crime Scene/Trauma Clean Up                             | 5,632     | 1,787             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Cushions  | 2,053     | 2,580             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Detective Agencies                                      | 5,256     | 1,842             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Display Installation Service                            | 815       | 3,317             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Distillers  | 5,619     | 1,793             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Diving & Marine Services                                | 1,447     | 2,870             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Electrolysis  | 7,235     | 1,607             | 5          | 2,657              | 2             | 40%  | 1                 | 20%  | 2                      | 40% |
| Engineers - Mechanical                                  | 4,737     | 1,931             | 5          | 2,657              | 1             | 20%  | 2                 | 40%  | 2                      | 40% |
| Engineers - Structural                                  | 19,171    | 973               | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Executive Suites  | 953       | 3,203             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Fencing Instruction                                     | 2,318     | 2,479             | 5          | 2,657              | 2             | 40%  | 2                 | 40%  | 1                      | 20% |
| Fiberglass - Bathtubs & Showers                         | 1,551     | 3,594             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Fire & Flood Emergency Service                          | 3,784     | 2,088             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Fire Departments  | 743       | 3,377             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Floors - Laminate                                       | 1,208     | 3,018             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Foot Appliances   | 720       | 3,401             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Foresters - Consulting                                  | 3,318     | 2,212             | 5          | 2,657              | 0             | 0%   | 5                 | 100% | 0                      | 0%  |
| Gaming Tables   | 496       | 3,665             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Generators - Maintenance                                | 1,065     | 3,122             | 5          | 2,657              | 3             | 60%  | 1                 | 20%  | 1                      | 20% |
| Girls Apparel   | 1,205     | 3,020             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |



US BBB  
2014 Statistics  
Sorted by Complaints

| Industry Classification                              | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Golf Course Equipment & Supplies                     | 2,037     | 2,588             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Golf Practice Ranges                                 | 662       | 3,466             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Gourmet Corporate Gifts                              | 1,452     | 2,868             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Greenhouse Equipment & Supplies                      | 2,235     | 2,512             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Group Homes  | 6,004     | 1,738             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Hardware - Builders                                  | 2,568     | 2,408             | 5          | 2,657              | 3             | 60%  | 1                 | 20%  | 1                      | 20% |
| Hatcheries - Poultry                                 | 2,546     | 2,413             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Hats - Wholesale & Manufacturers                     | 1,639     | 2,767             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Hay  | 2,341     | 2,468             | 5          | 2,657              | 4             | 80%  | 0                 | 0%   | 1                      | 20% |
| Homeopaths   | 10,276    | 1,350             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Hosiery - Wholesale & Manufacturers                  | 966       | 3,193             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Ice  | 3,598     | 2,147             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Ice Cream & Frozen Desserts - Mfg & Dist             | 1,960     | 2,625             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Insurance - Long Term Care                           | 5,974     | 1,742             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Interior Finishing                                   | 1,003     | 3,159             | 5          | 2,657              | 0             | 0%   | 5                 | 100% | 0                      | 0%  |
| Karts - Motorized                                    | 723       | 3,397             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Labeling   | 4,587     | 1,956             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Ladders  | 817       | 3,314             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Lawn Installation Service                            | 1,142     | 3,061             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Leak Detecting Instruments                           | 3,649     | 2,130             | 5          | 2,657              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Leather Goods - Wholesale & Manufacturers            | 4,087     | 2,044             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Leather Restoration                                  | 1,986     | 2,614             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Library Research Service                             | 2,340     | 2,469             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Machinery - Specially Designed                       | 3,708     | 2,106             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Magicians Supplies                                   | 685       | 3,445             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Magnets & Magnetic Devices                           | 1,641     | 2,765             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Marketing Consultants - Mobile                       | 1,139     | 3,067             | 5          | 2,657              | 0             | 0%   | 4                 | 80%  | 1                      | 20% |
| Mediation Services - Divorce                         | 858       | 3,282             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Medical Coding                                       | 979       | 3,180             | 5          | 2,657              | 1             | 20%  | 0                 | 0%   | 4                      | 80% |
| Medical Transcription                                | 9,043     | 1,437             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Metal Cleaning                                       | 1,211     | 3,014             | 5          | 2,657              | 2             | 40%  | 0                 | 0%   | 3                      | 60% |
| Microscopes  | 2,164     | 2,536             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Mold & Mildew Inspection                             | 2,456     | 2,438             | 5          | 2,657              | 3             | 60%  | 0                 | 0%   | 2                      | 40% |
| Mold & Mildew Remediation                            | 9,357     | 1,410             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Mold Consulting & Testing                            | 6,289     | 1,718             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Motor coach Companies                                | 2,680     | 2,374             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Motorcycle Sales - Consignments                      | 1,120     | 3,086             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Movers - Office                                      | 2,496     | 2,425             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Murals   | 1,680     | 2,743             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| News Dealers   | 703       | 3,421             | 5          | 2,657              | 0             | 0%   | 5                 | 100% | 0                      | 0%  |
| Nursing Home Information & Referral                  | 2,769     | 2,348             | 5          | 2,657              | 0             | 0%   | 4                 | 80%  | 1                      | 20% |
| Office Furniture & Equipment - Used                  | 5,827     | 1,766             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Oil Properties                                       | 1,064     | 3,123             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Online Investigative News                            | 238       | 4,081             | 5          | 2,657              | 0             | 0%   | 5                 | 100% | 0                      | 0%  |
| Optical Imaging Equipment & Systems                  | 2,653     | 2,384             | 5          | 2,657              | 3             | 60%  | 1                 | 20%  | 1                      | 20% |
| Painters Equipment & Supplies                        | 2,718     | 2,363             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Painting - Faux Finishing                            | 4,910     | 1,903             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Parking Stations & Garages - Equipment & Supplies    | 545       | 3,600             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Paving Stones  | 1,848     | 2,666             | 5          | 2,657              | 1             | 20%  | 3                 | 60%  | 1                      | 20% |
| Pet Jewelry  | 325       | 3,909             | 5          | 2,657              | 0             | 0%   | 5                 | 100% | 0                      | 0%  |
| Physicians & Surgeons - Oncology                     | 2,270     | 2,493             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Pianos - Restoration & Refinishing                   | 964       | 3,194             | 5          | 2,657              | 3             | 60%  | 1                 | 20%  | 1                      | 20% |
| Picture Frames - Manufacturers Supplies              | 2,803     | 2,339             | 5          | 2,657              | 0             | 0%   | 5                 | 100% | 0                      | 0%  |
| Pies   | 1,793     | 2,695             | 5          | 2,657              | 2             | 40%  | 1                 | 20%  | 2                      | 40% |
| Plants - Wholesale                                   | 1,828     | 2,678             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Playing Cards  | 1,331     | 2,931             | 5          | 2,657              | 1             | 20%  | 1                 | 20%  | 3                      | 60% |
| Police & Fire Organizations                          | 8,578     | 1,478             | 5          | 2,657              | 2             | 40%  | 1                 | 20%  | 2                      | 40% |
| Political Organizations                              | 2,030     | 2,593             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Port Authorities                                     | 64        | 4,581             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Preserves, Jams & Jellies                            | 764       | 3,362             | 5          | 2,657              | 0             | 0%   | 5                 | 100% | 0                      | 0%  |
| Psychologist Information & Referral Services         | 2,204     | 2,520             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Race Track Equipment & Supplies                      | 630       | 3,507             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Radiator Sales                                       | 1,503     | 2,830             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Referral - Storage Facility                          | 385       | 3,820             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Refrigerators & Freezers - Wholesale & Manufacturers | 1,771     | 2,706             | 5          | 2,657              | 0             | 0%   | 5                 | 100% | 0                      | 0%  |
| Robots   | 987       | 3,168             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Rubber Stamps - Manufacturers Equipment & Supplies   | 712       | 3,409             | 5          | 2,657              | 3             | 60%  | 1                 | 20%  | 1                      | 20% |
| Scaffolding & Aerial Lifts                           | 4,264     | 2,012             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Scooters - Repair                                    | 871       | 3,186             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Screens - Decorative                                 | 1,196     | 3,025             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Seat Belts   | 996       | 3,163             | 5          | 2,657              | 1             | 20%  | 0                 | 0%   | 4                      | 80% |
| Shoe Findings & Supplies                             | 1,660     | 2,754             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Shoring  | 559       | 3,581             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Signs - Erectors & Hangers                           | 806       | 3,326             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Skateboard Parks & Rinks                             | 1,061     | 3,125             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Social Workers                                       | 5,928     | 1,752             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Souvenir Milk Caps                                   | 106       | 4,418             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Speakers - Rebuild & Repair                          | 1,690     | 2,736             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Spraying Equipment - Renting                         | 734       | 3,385             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Steam Bath Equipment & Supplies                      | 1,364     | 2,916             | 5          | 2,657              | 1             | 20%  | 4                 | 80%  | 0                      | 0%  |
| Steel Distributors & Warehouses                      | 8,886     | 1,452             | 5          | 2,657              | 2             | 40%  | 2                 | 40%  | 1                      | 20% |
| Stone - Cast   | 2,967     | 2,295             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Television Program Distributors                      | 923       | 3,234             | 5          | 2,657              | 0             | 0%   | 5                 | 100% | 0                      | 0%  |
| Trailer Storage                                      | 1,098     | 3,100             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Truck Manufacturers & Distributors                   | 5,247     | 1,844             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |

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| Industry Classification                                | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Trucking - Dump  | 13,155    | 1,200             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Turbochargers  | 1,941     | 2,630             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Utilities Underground - Installation                   | 1,166     | 3,043             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Utilities Underground - Locating                       | 7,355     | 1,592             | 5          | 2,657              | 4             | 80%  | 1                 | 20%  | 0                      | 0%  |
| Variety Stores Merchandise - Wholesale                 | 373       | 3,832             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Video Equipment - Supplies & Parts                     | 835       | 3,301             | 5          | 2,657              | 3             | 60%  | 2                 | 40%  | 0                      | 0%  |
| Vinyl Decking  | 443       | 3,735             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Water Heaters - Parts & Supplies                       | 1,009     | 3,152             | 5          | 2,657              | 5             | 100% | 0                 | 0%   | 0                      | 0%  |
| Water Taxi Service                                     | 418       | 3,774             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Waterbeds - Dealers                                    | 2,033     | 2,591             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Yoga Supplies  | 621       | 3,515             | 5          | 2,657              | 2             | 40%  | 3                 | 60%  | 0                      | 0%  |
| Air Courier Service                                    | 1,421     | 2,880             | 4          | 2,813              | 2             | 50%  | 1                 | 25%  | 1                      | 25% |
| Animal Transporting - Zoo, Circus                      | 1,715     | 2,728             | 4          | 2,813              | 1             | 25%  | 1                 | 25%  | 2                      | 50% |
| Animation Mechanics - Display, Sign                    | 797       | 3,331             | 4          | 2,813              | 3             | 75%  | 0                 | 0%   | 0                      | 0%  |
| Aquatic Rescue Relocation                              | 34        | 4,748             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Artificial Flowers & Plants - Manufacturer Supplies    | 2,903     | 2,308             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Attorneys & Lawyers - Mediation & Arbitration          | 2,411     | 2,448             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Attorneys & Lawyers - Social Security & Disability     | 11,266    | 1,283             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Auto - Fleet Maintenance                               | 397       | 3,800             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Auto Hand & Foot Controls                              | 1,455     | 2,867             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Auto Sunroofs  | 1,154     | 3,048             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Bar - Fixtures   | 227       | 4,106             | 4          | 2,813              | 3             | 75%  | 0                 | 0%   | 0                      | 0%  |
| Barge Lines  | 784       | 3,337             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Baskets - Wholesale & Manufacturers                    | 651       | 3,484             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Beer, Ale, Wine & Spirits Service                      | 429       | 3,756             | 4          | 2,813              | 2             | 50%  | 1                 | 25%  | 1                      | 25% |
| Benches & Work Tables                                  | 519       | 3,631             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Benefit Insurance Software                             | 449       | 3,724             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Boarding Houses  | 1,747     | 2,712             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Boat Transporting                                      | 3,026     | 2,280             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Boating Instruction                                    | 1,061     | 3,125             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Boutique - Battling Cancer Related Products            | 557       | 3,584             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Caps - Wholesale & Manufacturers                       | 38        | 4,725             | 4          | 2,813              | 3             | 75%  | 0                 | 0%   | 0                      | 0%  |
| Carpet & Rug Binding                                   | 304       | 3,941             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Carpet & Rug Repair                                    | 8,175     | 1,511             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Child Care Referral                                    | 4,683     | 1,941             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Cigar & Cigarette Lighters                             | 1,275     | 2,964             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Commodity Trading Advisory Service                     | 526       | 3,621             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Concessionaires  | 2,636     | 2,389             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Consignment Service - Automobile                       | 1,858     | 2,661             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Contractor - Flat Roof                                 | 3,633     | 2,135             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Contractor - Ornamental Iron                           | 924       | 3,322             | 4          | 2,813              | 1             | 25%  | 2                 | 50%  | 1                      | 25% |
| Cylinder Heads - Auto & Motorcycle                     | 1,058     | 3,129             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Dairy Products - Wholesale                             | 3,362     | 2,202             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Dancing Supplies                                       | 2,083     | 2,566             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Dentist - Prosthodontist                               | 1,079     | 3,113             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Dentist Information Bureaus                            | 719       | 3,403             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Disabled Person Assistance                             | 2,820     | 2,334             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Door Manufacturer - High Performance                   | 1,006     | 3,155             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Drapery & Curtain Cleaners                             | 1,610     | 2,782             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Drilling - Gas Well                                    | 1,782     | 2,701             | 4          | 2,813              | 2             | 50%  | 1                 | 25%  | 1                      | 25% |
| Earthworms   | 1,189     | 3,028             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Economic Research & Analysis                           | 6,840     | 1,650             | 4          | 2,813              | 2             | 50%  | 1                 | 25%  | 1                      | 25% |
| Electric Heating Equipment - Wholesale & Manufacturers | 1,840     | 2,668             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Employee Assistance Programs                           | 749       | 3,368             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Employment Counseling                                  | 5,208     | 1,855             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Engineers - Electrical                                 | 6,456     | 1,701             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Engravers - Metal                                      | 1,513     | 2,819             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Environmental, Conservationist & Ecol Org              | 3,149     | 2,253             | 4          | 2,813              | 3             | 75%  | 0                 | 0%   | 1                      | 25% |
| Exhibit Design & Construction                          | 1,243     | 2,991             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Fashion Show Producers                                 | 503       | 3,652             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Feather Goods  | 605       | 3,533             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Fence Material   | 2,731     | 2,361             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Fire Department Equipment & Supplies                   | 1,941     | 2,630             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Foam & Sponge Rubber                                   | 3,030     | 2,278             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Fuel Injection Equipment                               | 3,098     | 2,263             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Furniture Repair & Refinish Supplies                   | 957       | 3,200             | 4          | 2,813              | 0             | 0%   | 3                 | 75%  | 1                      | 25% |
| Game - Birds, Venison                                  | 383       | 3,822             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Gardeners  | 4,590     | 1,955             | 4          | 2,813              | 0             | 0%   | 3                 | 75%  | 0                      | 0%  |
| Gas Power Equipment                                    | 352       | 3,868             | 4          | 2,813              | 2             | 50%  | 1                 | 25%  | 1                      | 25% |
| Golf Tours & Promoters                                 | 344       | 3,877             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Government Contractors                                 | 3,503     | 2,170             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Gymnastic Equipment & Supplies                         | 1,461     | 2,864             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Hair Curlers   | 582       | 3,556             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Halloween Supplies                                     | 395       | 3,802             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Health Care - Placement                                | 4,184     | 2,030             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Hockey Clubs   | 656       | 3,481             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Identification Equipment & Supplies                    | 2,862     | 2,317             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Indian Goods   | 1,073     | 3,117             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Infrared Equipment                                     | 1,150     | 3,054             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Insect Control Devices                                 | 1,488     | 2,846             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Instrument Cases                                       | 740       | 3,380             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Insurance Inspection & Audits                          | 3,931     | 2,068             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Interior Designers - Architectural                     | 1,414     | 2,886             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Jewelry Polishing & Plating                            | 838       | 3,297             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Juice Extractors                                       | 1,510     | 2,822             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |

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|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Kickboxing   | 619       | 3,518             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Latex Products   | 267       | 4,012             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Leather Goods Manufacturers Supplies                     | 898       | 3,253             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Libraries - Public                                       | 1,787     | 2,698             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Litigation Support                                       | 3,927     | 2,069             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Luggage Carriers   | 1,729     | 2,721             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Luggage Manufacturers Equipment & Supplies               | 70        | 4,557             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Marine Surveyors   | 2,451     | 2,439             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Media Buying Service                                     | 243       | 4,066             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Medical House Calls                                      | 535       | 3,609             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Metal Fabricating Machinery                              | 400       | 3,794             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Motion Picture Film Editing                              | 1,819     | 2,640             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Music Instruction - Vocal                                | 1,938     | 2,633             | 4          | 2,813              | 3             | 75%  | 0                 | 0%   | 1                      | 25% |
| Naval Stores   | 1,28      | 4,788             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Noise Control Consultants                                | 1,125     | 3,080             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Office Furniture & Equipment - Wholesale & Manufacturing | 1,624     | 2,773             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Orchestras & Bands                                       | 781       | 3,345             | 4          | 2,813              | 2             | 50%  | 1                 | 25%  | 1                      | 25% |
| Package Design & Development                             | 2,244     | 2,509             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Patent Searchers   | 2,304     | 2,481             | 4          | 2,813              | 1             | 25%  | 0                 | 0%   | 3                      | 75% |
| Patio Design   | 694       | 3,437             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Personal Organizer                                       | 604       | 3,534             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Pharmaceutical Suppliers - Foreign                       | 2,762     | 2,351             | 4          | 2,813              | 2             | 50%  | 0                 | 0%   | 2                      | 50% |
| Photo Finishing - Wholesale                              | 782       | 3,343             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Photogrammetric Equipment & Supplies                     | 474       | 3,695             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Photographers - School                                   | 397       | 3,800             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Pins - Lapel   | 1,354     | 2,925             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Polishes   | 356       | 3,860             | 4          | 2,813              | 2             | 50%  | 1                 | 25%  | 1                      | 25% |
| Pool Tables Sales  | 1,214     | 3,011             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Post-Construction Clean Up                               | 5,022     | 1,883             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Poultry Services   | 1,192     | 3,026             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Power Transmission Equipment                             | 3,196     | 2,246             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Pretzels   | 407       | 3,783             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Programmed Instruction                                   | 1,315     | 2,945             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Propane Gas Plumbing                                     | 705       | 3,416             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Public Speaker   | 441       | 3,739             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Puppets & Marionettes                                    | 243       | 4,066             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Quarries   | 1,655     | 2,759             | 4          | 2,813              | 3             | 75%  | 0                 | 0%   | 1                      | 25% |
| Recording Studio Equipment                               | 1,703     | 2,733             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Ringtones  | 567       | 3,573             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Rooming Houses   | 911       | 3,240             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Rustproofing & Undercoating - Auto                       | 1,133     | 3,074             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| School Lunch Ordering & Management                       | 153       | 4,270             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Schools - Dental Assistant                               | 1,056     | 3,132             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Scientific Apparatus & Instruments                       | 2,540     | 2,415             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Sculptors  | 1,204     | 3,021             | 4          | 2,813              | 0             | 0%   | 2                 | 50%  | 2                      | 50% |
| Sewer Cleaning Equipment & Supplies                      | 1,398     | 2,897             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Shells - Marine  | 253       | 4,046             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Signs - Maintenance & Repair                             | 1,271     | 2,967             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Speedometers   | 2,754     | 2,354             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Stationery - Wholesale & Manufacturers                   | 1,418     | 2,881             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Steering Systems & Equipment                             | 477       | 3,693             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Stock Exchanges  | 1,322     | 2,939             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Store Fronts   | 2,672     | 2,380             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Stump Grinding   | 916       | 3,239             | 4          | 2,813              | 1             | 25%  | 3                 | 75%  | 0                      | 0%  |
| Table Pads   | 3,424     | 2,187             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Tanks - Fiber Glass, Plastic                             | 1,266     | 2,973             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Teachers Agencies  | 16,252    | 1,070             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Television & Radio - Rent & Lease                        | 232       | 4,095             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Testing Apparatus  | 2,128     | 2,551             | 4          | 2,813              | 3             | 75%  | 0                 | 0%   | 1                      | 25% |
| Textile Brokers  | 1,022     | 3,148             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Theatrical & Stage Lighting Equipment                    | 2,100     | 2,559             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Tire Changing Equipment                                  | 435       | 3,748             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Tool & Die Makers  | 7,280     | 1,603             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Tool Salvage Companies                                   | 938       | 3,219             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Towel Supply Service                                     | 1,109     | 3,092             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Tractor Rent & Lease                                     | 720       | 3,401             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Trailers - Transporting                                  | 3,633     | 2,135             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Trapping Equipment & Supplies                            | 1,423     | 3,762             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Tree Service - Transplant                                | 1,058     | 3,129             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Truck Driver Leasing                                     | 1,663     | 2,753             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Two-Way Radio Sales & Service                            | 1,736     | 2,719             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Ultrasound - Nonmedical                                  | 2,393     | 2,452             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Upholsterers Supplies                                    | 2,965     | 2,297             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Vacuum Cleaners - Industrial & Commercial                | 519       | 3,631             | 4          | 2,813              | 1             | 25%  | 2                 | 50%  | 1                      | 25% |
| Ventilating Contractors                                  | 2,041     | 2,586             | 4          | 2,813              | 1             | 25%  | 2                 | 50%  | 1                      | 25% |
| Ventilating Equipment                                    | 5,430     | 1,818             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Water Leak Detection                                     | 3,550     | 2,154             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Wax  | 540       | 3,605             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Weatherization   | 2,991     | 2,287             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Web Conferencing   | 1,927     | 2,636             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Wheel Align, Frame & Axle Service Equipment & Supplies   | 1,142     | 3,061             | 4          | 2,813              | 4             | 100% | 0                 | 0%   | 0                      | 0%  |
| Window Cleaning Equipment & Supplies                     | 523       | 3,629             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |
| Wine Brokers   | 859       | 3,279             | 4          | 2,813              | 2             | 50%  | 2                 | 50%  | 0                      | 0%  |
| Wood Preserving  | 2,762     | 2,351             | 4          | 2,813              | 3             | 75%  | 1                 | 25%  | 0                      | 0%  |
| Word Processing Service                                  | 856       | 3,285             | 4          | 2,813              | 0             | 0%   | 4                 | 100% | 0                      | 0%  |

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| Industry Classification                               | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %    |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Access Control Systems                                | 1,478     | 2,850             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Accident Reconstruction Service                       | 2,204     | 2,520             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Accounting & Bookkeeping Machines                     | 1,746     | 2,713             | 3          | 2,972              | 3             | 0%   | 3                 | 100% | 0                      | 0%   |
| Accounting - Forensic                                 | 1,418     | 2,881             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%   |
| Acting & Voice Over Training                          | 2,591     | 2,403             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Acupressure   | 525       | 3,624             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%   |
| Airlines - Training Schools                           | 3,674     | 2,119             | 3          | 2,972              | 0             | 0%   | 2                 | 67%  | 1                      | 33%  |
| Animal Supplies - Zoo, Circus                         | 733       | 3,387             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Antique Oriental Rugs                                 | 288       | 3,972             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Appraisal - Management                                | 3,499     | 2,171             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Attorneys & Lawyers - Trademark                       | 1,781     | 2,703             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Auto Metal & Equipment - Distribution & Manufacturing | 1,892     | 2,654             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Auto Repair - Suspension                              | 552       | 3,592             | 3          | 2,972              | 11            | 33%  | 2                 | 67%  | 0                      | 0%   |
| Axles   | 428       | 3,757             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%   |
| Bags - Plastic  | 2,148     | 2,542             | 3          | 2,972              | 2             | 67%  | 0                 | 0%   | 1                      | 33%  |
| Barrels & Drums                                       | 995       | 3,164             | 3          | 2,972              | 0             | 0%   | 2                 | 67%  | 1                      | 33%  |
| Bearings  | 2,254     | 2,504             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Beltting & Supplies                                   | 930       | 3,227             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Billiard Parlors                                      | 1,546     | 2,803             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Billiard Table Repair                                 | 252       | 4,050             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Birth Centers   | 1,253     | 2,983             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Blowers & Blower Systems                              | 1,150     | 3,054             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Brass   | 368       | 3,842             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%   |
| Bronze  | 970       | 3,189             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Buckles   | 453       | 3,721             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Calculators, Adding Machines & Supplies               | 667       | 3,461             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Carbon Monoxide Detecting                             | 49        | 4,655             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Carpet & Rug Weavers                                  | 621       | 3,515             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Catalog Designers & Compilers                         | 835       | 3,301             | 3          | 2,972              | 0             | 0%   | 1                 | 33%  | 2                      | 67%  |
| Cellulite Treatment - Endermologie                    | 546       | 3,599             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Choreographers  | 65        | 4,578             | 3          | 2,972              | 0             | 0%   | 0                 | 0%   | 3                      | 100% |
| Cleaners & Dyers Equipment & Supplies                 | 960       | 3,196             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Cleaning Systems Press, Chemical                      | 2,421     | 2,446             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Colocation Services                                   | 2,436     | 2,443             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Commercial Kitchen Rental                             | 747       | 3,373             | 3          | 2,972              | 1             | 33%  | 1                 | 33%  | 1                      | 33%  |
| Commissary Contractors                                | 1,204     | 3,021             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Computer Facilities Management Services               | 1,426     | 2,876             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Computers - Bulletin Boards                           | 108       | 4,411             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Condiments & Sauces                                   | 1,501     | 2,832             | 3          | 2,972              | 0             | 0%   | 2                 | 67%  | 1                      | 33%  |
| Consultants - Pharmaceutical                          | 1,810     | 2,688             | 3          | 2,972              | 2             | 67%  | 0                 | 0%   | 1                      | 33%  |
| Contractor - Crawl Space                              | 6,382     | 1,706             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Contractors - Sheet Metal                             | 2,061     | 2,577             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Corporate Awards                                      | 1,834     | 2,672             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%   |
| Crane Service   | 9,609     | 1,395             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Custom Brokers  | 4,361     | 1,990             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Custom Tile Painting                                  | 447       | 3,730             | 3          | 2,972              | 2             | 67%  | 0                 | 0%   | 1                      | 33%  |
| Data Processing Supplies                              | 312       | 3,928             | 3          | 2,972              | 1             | 33%  | 1                 | 33%  | 1                      | 33%  |
| Diamond Buyers  | 10,147    | 1,361             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Differentials - Automobile                            | 887       | 3,259             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Digital Marketing                                     | 341       | 3,884             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Disposable Products                                   | 573       | 3,567             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Doll Clothing & Accessories                           | 601       | 3,538             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Doll Houses & Accessories                             | 392       | 3,810             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Doors - Commercial                                    | 2,950     | 2,299             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Driving Training Equipment                            | 2,153     | 2,540             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Drug Manufacturers                                    | 1,281     | 2,958             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Dry Cleaners - Equipment - Wholesales                 | 637       | 3,499             | 3          | 2,972              | 2             | 67%  | 0                 | 0%   | 1                      | 33%  |
| Electrical Discharge Machines & Supplies              | 617       | 3,520             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Emergency Response Systems - Personal                 | 2,621     | 2,394             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Emergency Shelters                                    | 1,675     | 2,746             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Employment Service - Union Talent Signatory           | 78        | 4,523             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%   |
| Engineers - Environmental                             | 696       | 3,434             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Engravers - Mechanical                                | 1,496     | 2,837             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Envelopes - Retail                                    | 583       | 3,553             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%   |
| Escort Service - Personal                             | 6,711     | 1,665             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Evaporative Coolers - Sales & Service                 | 983       | 3,174             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Eyelets   | 499       | 3,658             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Family Planning - Abortion Services                   | 1,674     | 2,748             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Fans - Industrial & Commercial                        | 1,378     | 2,907             | 3          | 2,972              | 1             | 33%  | 1                 | 33%  | 1                      | 33%  |
| Fasteners - Industrial & Construction                 | 5,790     | 1,769             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Ferries   | 487       | 3,680             | 3          | 2,972              | 1             | 33%  | 1                 | 33%  | 1                      | 33%  |
| Fishing Tackle - Repair & Parts                       | 390       | 3,814             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Flag Poles  | 2,076     | 2,572             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Flags & Banners - Manufacturers Supplies              | 774       | 3,353             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Floral Design Instruction                             | 648       | 3,490             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Foundation Inspection                                 | 1,456     | 2,866             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Foundry Equipment & Supplies                          | 809       | 3,323             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Fuel - Diesel   | 3,863     | 2,077             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%   |
| Furniture Cleaning                                    | 892       | 3,255             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%   |
| Garbage Disposal Equipment - Supplies & Parts         | 902       | 3,250             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |
| Garment Restoration                                   | 344       | 3,877             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%   |
| Gloves & Mittens - Dress                              | 999       | 3,161             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%   |
| Go-Karts Manufacturers                                | 164       | 4,248             | 3          | 2,972              | 1             | 33%  | 0                 | 0%   | 2                      | 67%  |
| Golf Equipment - Repair                               | 115       | 4,387             | 3          | 2,972              | 0             | 0%   | 1                 | 33%  | 2                      | 67%  |
| Greenhouse Builders                                   | 953       | 3,203             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%   |

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|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Hair Dryers  | 137       | 4,324             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Hair Removing Equipment & Supplies                       | 2,023     | 2,599             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Handbags - Manufacturers Equipment & Supplies            | 661       | 3,469             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Hearing Aids Parts & Repairing                           | 153       | 4,270             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Heavy Equipment Rubber Tracks                            | 413       | 3,778             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Home Economics Consultants                               | 948       | 3,207             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Home Health Services - Skilled                           | 8,832     | 1,459             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Home Sitting Services                                    | 2,843     | 2,327             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Honey  | 2,373     | 2,460             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Hose & Tubing - Rubber & Plastic                         | 747       | 3,373             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Hospices   | 20,334    | 942               | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Humidifying Apparatus                                    | 267       | 4,012             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Hydroseeding   | 3,052     | 2,274             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Interior Decorators & Designers - Workroom               | 1,715     | 2,728             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Iron   | 1,652     | 2,761             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Japanese Food Products                                   | 171       | 4,235             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Jewelry Castings   | 1,630     | 2,769             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Jumping Balloon Rental                                   | 846       | 3,294             | 3          | 2,972              | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Kite Boarding  | 46        | 4,672             | 3          | 2,972              | 0             | 0%   | 1                 | 33%  | 2                      | 67% |
| Kites  | 169       | 4,239             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Knit Goods - Wholesale & Manufacturers                   | 136       | 4,331             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Labels   | 1,268     | 2,969             | 3          | 2,972              | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Lamps - Repair   | 398       | 3,797             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Landfills - Sanitary                                     | 1,256     | 2,980             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Letter Shop Service                                      | 404       | 3,786             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Lettering Machines                                       | 776       | 3,349             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Lie Detection Service                                    | 4,928     | 1,901             | 3          | 2,972              | 2             | 67%  | 0                 | 0%   | 1                      | 33% |
| Liquors - Wholesale                                      | 1,895     | 2,653             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Literary Agents  | 3,955     | 2,064             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Livestock Auction Markets                                | 1,424     | 2,879             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Lotteries - State  | 905       | 3,248             | 3          | 2,972              | 2             | 67%  | 0                 | 0%   | 1                      | 33% |
| Machinery Movers & Erectors                              | 2,679     | 2,375             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Marble & Terrazzo Cleaning & Service                     | 4,455     | 1,974             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Marine Electric Service                                  | 623       | 3,513             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Metal Finishers Equipment & Supplies                     | 748       | 3,371             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Metal Stamping   | 3,601     | 2,145             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Mining Companies   | 4,633     | 1,949             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Modeling & Simulation                                    | 314       | 3,925             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Mountain Climbing Equipment                              | 721       | 3,399             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Music Copyists   | 404       | 3,786             | 3          | 2,972              | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Naturopaths  | 4,423     | 1,978             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Network Cabling Installation                             | 1,076     | 3,115             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Nurses   | 6,773     | 1,658             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Nurses Registries  | 3,998     | 2,055             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Oil Property Management                                  | 1,208     | 3,018             | 3          | 2,972              | 1             | 33%  | 1                 | 33%  | 0                      | 0%  |
| Oil Refiners   | 1,794     | 2,694             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Oil Tank Removal & Installation                          | 7,727     | 1,543             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Online Drug & Prescription Services - Unapproved Foreign | 1,140     | 3,065             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Orchards   | 1,037     | 3,140             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Organs - Tune & Repair                                   | 1,397     | 2,898             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Ozone Machines   | 553       | 3,588             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Paper & Plastic Cups, Containers                         | 994       | 3,165             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Paving Equipment   | 1,404     | 2,895             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Personal Chef  | 1,040     | 3,138             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Physical Therapy Equipment                               | 1,234     | 2,997             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Physician - Nephrology                                   | 544       | 3,602             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Picture Framing  | 2,132     | 2,547             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Picture Restoring  | 461       | 3,793             | 3          | 2,972              | 1             | 33%  | 0                 | 0%   | 2                      | 67% |
| Pinball Sales & Service                                  | 1,947     | 2,629             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Plants - Interior Design & Maintenance                   | 3,177     | 2,247             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Plastics - Fabrics, Film, Sheets - Prod.                 | 1,057     | 3,131             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Plumbing Plan Services                                   | 1,926     | 2,639             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Precious, Semi-Precious & Synthetic                      | 2,469     | 2,434             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Presses - Power-Equipment                                | 1,585     | 2,789             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Pressing Machines - Clothes                              | 351       | 3,870             | 3          | 2,972              | 2             | 67%  | 0                 | 0%   | 1                      | 33% |
| Proofreading   | 1,408     | 2,891             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Pumps - Wholesale & Manufacturers                        | 1,964     | 2,624             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Quickbooks Training & Support                            | 553       | 3,588             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Radios - Citizen Band                                    | 1,490     | 2,844             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Raft Trips & Tours                                       | 1,601     | 2,786             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Railroads - Ticket Agencies                              | 657       | 3,480             | 3          | 2,972              | 1             | 33%  | 0                 | 0%   | 2                      | 67% |
| Recreation Program Consultants                           | 1,037     | 3,140             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Refrigerators & Freezers - Rent & Lease                  | 203       | 4,149             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Relays   | 206       | 4,142             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Renewable Energy   | 5,702     | 1,776             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Retreat Facilities                                       | 1,914     | 2,646             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Roof Decks   | 1,507     | 2,826             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Screen Printing - Equipment & Supplies                   | 1,618     | 2,778             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Seals - Oil, Grease                                      | 443       | 3,735             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Seeds & Bulbs - Wholesale                                | 2,050     | 2,581             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Sewing Instruction                                       | 1,151     | 3,051             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Sheet Metal Equipment & Supplies                         | 4,964     | 1,891             | 3          | 2,972              | 0             | 0%   | 2                 | 67%  | 1                      | 33% |
| Shoe Shining   | 377       | 3,823             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Silversmiths & Goldsmiths                                | 589       | 3,550             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Sink Manufacturers                                       | 518       | 3,636             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |

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| Industry Classification                                 | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %   |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Skating Instruction                                     | 203       | 4,149             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Ski Equipment Rental                                    | 660       | 3,472             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Smart Phone Software Support                            | 632       | 3,225             | 3          | 2,972              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Solar Energy Research & Development                     | 3,076     | 2,270             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Soundproofing   | 1,110     | 3,091             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Souvenirs - Wholesale & Manufacturers                   | 354       | 3,862             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Steamship Companies                                     | 828       | 3,309             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Structural Integration                                  | 918       | 3,237             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Studio Rental   | 775       | 3,351             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Surfing Instruction                                     | 626       | 3,510             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Surveying Instruments                                   | 944       | 3,214             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Syrups  | 449       | 3,724             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Table Suppliers   | 10        | 4,929             | 3          | 2,972              | 11            | 33%  | 2                 | 67%  | 0                      | 0%  |
| Table Tennis Equipment                                  | 183       | 4,205             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Tank Cleaning   | 1,530     | 2,813             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Tank Testing & Inspection                               | 2,392     | 2,454             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Television & Radio Broadcast Schools                    | 4,055     | 2,049             | 3          | 2,972              | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Tennis Courts - Private                                 | 703       | 3,421             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Tennis Instruction                                      | 481       | 3,687             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Thermostats   | 667       | 3,461             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Time Recorders  | 998       | 3,162             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Tobacco Leaf - Wholesale                                | 194       | 4,170             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Tournaments   | 354       | 3,862             | 3          | 2,972              | 2             | 67%  | 2                 | 33%  | 0                      | 0%  |
| Traffic Signs, Signals & Equipment                      | 3,785     | 2,087             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Trenching Contractors                                   | 1,211     | 3,014             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Truck Bodies  | 2,030     | 2,593             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Turbines  | 1,218     | 3,008             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Ultraviolet Ray Lamps & Apparatus                       | 200       | 4,158             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Underground Sprinkler Lawn Sprinkler Parts              | 1,582     | 2,791             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Venetian Blinds - Repair & Cleaning                     | 3,996     | 2,057             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Veterinary Internal Medicine                            | 332       | 3,897             | 3          | 2,972              | 3             | 100% | 0                 | 0%   | 0                      | 0%  |
| Virtual Tours   | 194       | 3,724             | 3          | 2,972              | 4             | 33%  | 1                 | 33%  | 1                      | 33% |
| Wall Coatings   | 1,948     | 2,628             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Wallpapers & Wall coverings - Wholesale & Manufacturing | 644       | 3,492             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Warehouses - Cold Storage                               | 3,549     | 2,155             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| Watchmens Clocks & Systems                              | 529       | 3,617             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Water/Pool Heating - Solar                              | 1,656     | 2,758             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Weed Control Equipment & Supplies                       | 524       | 3,626             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Window Shades - Cleaning & Repair                       | 1,132     | 3,076             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Windows - Wells & Covers                                | 4,888     | 1,909             | 3          | 2,972              | 2             | 67%  | 1                 | 33%  | 0                      | 0%  |
| Winemaking Equipment & Supplies                         | 1,512     | 2,821             | 3          | 2,972              | 1             | 33%  | 2                 | 67%  | 0                      | 0%  |
| Wire & Cable - Non-Electric                             | 2,393     | 2,452             | 3          | 2,972              | 0             | 0%   | 3                 | 100% | 0                      | 0%  |
| X-Ray Apparatus & Supplies                              | 1,379     | 2,905             | 3          | 2,972              | 1             | 33%  | 1                 | 33%  | 1                      | 33% |
| Acoustical Consultants                                  | 3,896     | 2,074             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Addressing Plate Service                                | 168       | 4,241             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Adult Foster Care                                       | 817       | 3,314             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Advertising - Motion Picture                            | 234       | 4,089             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Air Flight Attendants                                   | 183       | 4,205             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Aircraft Engines  | 1,682     | 2,738             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Airport Equipment & Supplies                            | 463       | 3,397             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Annuities   | 7,211     | 1,613             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Antlers, Hides & Mounts                                 | 117       | 4,379             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Aquariums - Lease & Maintenance                         | 891       | 3,256             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Archery Instruction                                     | 195       | 4,169             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Armories  | 764       | 3,362             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Artificial Fruits & Foods                               | 351       | 3,870             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Artificial Rock Scapes                                  | 65        | 4,578             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Assembly & Fabricating Service                          | 4,990     | 2,043             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Attorneys & Lawyers - Collaborative Divorce             | 247       | 4,059             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Attorneys & Lawyers - Consumer Fraud                    | 4,754     | 1,928             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Attorneys & Lawyers - Intellectual Property             | 980       | 3,176             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Attorneys & Lawyers - Lemon law                         | 1,480     | 2,849             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Attorneys & Lawyers - Medical Malpractice               | 683       | 3,447             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Attorneys & Lawyers - Wills, Trust & Probate            | 8,471     | 1,487             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Attorneys Service Bureaus                               | 4,059     | 2,047             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Automation Consultants                                  | 2,078     | 2,570             | 2          | 3,185              | 1             | 50%  | 0                 | 0%   | 1                      | 50% |
| Automobile Pre-Paid Maintenance Plans                   | 267       | 4,012             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Baby Foods  | 363       | 3,852             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Baby Sitters  | 2,192     | 2,527             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Bag Making Machinery                                    | 68        | 4,564             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Bakers Equipment - Repair                               | 398       | 3,797             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Barrels & Drums - Equipment & Supplies                  | 154       | 4,265             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Baseball Batting Ranges                                 | 1,578     | 2,793             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Bio - Chemicals   | 2,284     | 2,486             | 2          | 3,185              | 0             | 0%   | 1                 | 50%  | 1                      | 50% |
| Biofeedback Therapists                                  | 2,332     | 2,473             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Blasting Equipment & Supplies                           | 611       | 3,524             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Boards Of Trade   | 30        | 4,771             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Boat Yards  | 1,035     | 3,142             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Boxes - Corrugated & Fiber                              | 5,218     | 1,853             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Boxes - Plastic & Transparent                           | 420       | 3,769             | 2          | 3,185              | 0             | 0%   | 1                 | 50%  | 1                      | 50% |
| Brass Products  | 499       | 3,658             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Bridal Gown Preservation                                | 295       | 3,960             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Bridal Supplies - Wholesale & Manufacturing             | 487       | 3,680             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Brushes   | 290       | 3,968             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Building Materials - Used                               | 908       | 3,244             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |

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| Industry Classification                                  | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %   |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|-----|
| Buses - Bodies   | 39        | 4,719             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Buses - Repair & Service                                 | 783       | 3,340             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Buses - Used   | 569       | 3,570             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Buttons - Clothing                                       | 149       | 4,284             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Cabs - Tractor, Truck                                    | 781       | 3,345             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Campers - Supplies & Parts                               | 660       | 3,472             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Canoe Rental & Trips                                     | 619       | 3,518             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Carnivals  | 627       | 3,509             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Carpet & Rug Binding Machines                            | 395       | 3,802             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Caulking Contractors                                     | 3,823     | 2,082             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Caverns  | 116       | 4,384             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Ceiling Materials  | 482       | 3,685             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Cement - Wholesale & Manufacturers                       | 1,166     | 3,043             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Charity - American Indian                                | 323       | 3,912             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Charts   | 95        | 4,460             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Chauffeur Service  | 2,220     | 2,516             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Childrens & Infants Wear - Wholesale & Manufacturing     | 973       | 3,184             | 2          | 3,185              | 1             | 50%  | 0                 | 0%   | 1                      | 50% |
| Chimney Lining Materials                                 | 952       | 3,205             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Chiropractor Information Bureaus                         | 316       | 3,920             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Cigar, Cigarette & Tobacco Manufacturers                 | 2,055     | 2,578             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Clean Rooms - Installation & Equipment                   | 530       | 3,615             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Clinics - Cervical Vein                                  | 857       | 3,284             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Clocks - Wholesale & Manufacturers                       | 419       | 3,770             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Coaching - Leadership                                    | 2,409     | 2,450             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Coin & Bill Count, Sort, Wrap Services                   | 58        | 4,609             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Collection Agencies - Government Loans                   | 7,582     | 1,563             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Color Separations - Offset, Photo Engraving              | 144       | 4,297             | 2          | 3,185              | 1             | 50%  | 0                 | 0%   | 1                      | 50% |
| Concrete Mixing Plant Equipment                          | 264       | 4,024             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Contractor - Disabled Access                             | 1,399     | 2,896             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Contractor - Mechanical Insulation                       | 2,596     | 2,402             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Covers - Book, Catalog                                   | 620       | 3,517             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Cranes   | 3,215     | 2,236             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Crawfish Farms   | 217       | 4,120             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Crisis Intervention Service                              | 2,917     | 2,303             | 2          | 3,185              | 0             | 0%   | 1                 | 50%  | 1                      | 50% |
| Cylinders - Gas  | 436       | 3,747             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Cylinders - Rebuild & Repair                             | 829       | 3,307             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Data Brokers   | 6         | 4,977             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Data Processing Equipment - Maintenance                  | 342       | 3,882             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Deodorizing & Disinfecting                               | 1,068     | 3,120             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Dishwashing Machines - Service & Repair                  | 219       | 4,117             | 2          | 3,185              | 1             | 50%  | 0                 | 0%   | 1                      | 50% |
| Door-to-Door Sales - Photography                         | 635       | 3,501             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Drapery & Curtain Fabric - Wholesale & Manufacturers     | 250       | 4,054             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Drapery & Curtain Fabrics - Retail                       | 1,836     | 2,671             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Drapery & Curtain Fixtures                               | 849       | 3,292             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Drapery Installation Service                             | 1,514     | 2,818             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Driveway Preparation                                     | 38        | 4,725             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Drywall Taping and Texturing                             | 860       | 3,278             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Dune Buggies   | 936       | 3,222             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Electric Instruments                                     | 664       | 3,464             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Electrical Discharge Machining                           | 234       | 4,089             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Electrolysis Equipment & Supplies                        | 198       | 4,165             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Elevator Consultants                                     | 1,278     | 2,960             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Employment Service - Government, Co, Fraternal           | 2,132     | 2,547             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Encyclopedia & Book Sales                                | 992       | 3,167             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Energy Conservation Products - Wholesale & Manufacturers | 1,252     | 2,985             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Engineering Equipment & Supplies                         | 2,875     | 2,315             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Ergonomic Products & Services                            | 1,881     | 2,655             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Estheticians   | 1,902     | 2,650             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Factors  | 3,230     | 2,232             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Fairgrounds  | 493       | 3,668             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Farms - Urban  | 73        | 4,544             | 2          | 3,185              | 0             | 0%   | 1                 | 50%  | 1                      | 50% |
| Fasteners - Textile & Apparel                            | 1,113     | 3,090             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Fences - Wood  | 151       | 4,276             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Fiber Glass Products                                     | 2,186     | 2,531             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Filters Air & Gas Cleaning                               | 531       | 3,613             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Fish Hatcheries  | 1,468     | 2,859             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Fish Processors  | 323       | 3,915             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Fishing Piers  | 449       | 3,724             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Floor Machines   | 555       | 3,587             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Floor Resurfacing  | 507       | 3,648             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Florists - Brokers                                       | 173       | 4,226             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Food Facilities Consultants                              | 751       | 3,367             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Freight Consolidating                                    | 2,116     | 2,554             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Fuel - Biofuels  | 252       | 4,050             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Fumigation Services                                      | 1,375     | 2,912             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Fur Novelties & Accessories                              | 1,151     | 3,051             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Fur Storage  | 942       | 3,218             | 2          | 3,185              | 1             | 50%  | 0                 | 0%   | 1                      | 50% |
| Gardening Hand Tools                                     | 1,081     | 3,111             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Gasoline Additives - Manufacturers & Distributors        | 924       | 3,232             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Gasoline Plant Equipment                                 | 432       | 3,750             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Gears & Gear Cutting                                     | 1,233     | 2,999             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Glass - Tempered   | 120       | 4,375             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |
| Glass Beads - Industrial                                 | 66        | 4,574             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%  |
| Golf Course Construction                                 | 904       | 3,249             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%  |
| Government Offices - Foreign-Reps                        | 98        | 4,445             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%  |

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| Industry Classification                      | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %    |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Grease Traps                                 | 2,290     | 2,485             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Greeting Card Manufacturers Supplies         | 206       | 4,142             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Guardian Services - Adult & Child            | 3,666     | 2,123             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Hang Gliding & Instruction                   | 593       | 3,546             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Hardware - Marine                            | 512       | 3,641             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Hardwood Floor Maintenance                   | 1,286     | 2,957             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Hay Rides                                    | 98        | 4,445             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Heating & Cooling Demolition                 | 220       | 4,115             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Home Demonstrations                          | 871       | 3,272             | 2          | 3,185              | 0             | 0%   | 1                 | 50%  | 1                      | 50%  |
| Horse Shoeing                                | 1,211     | 3,014             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Household Management                         | 205       | 4,144             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Inks - Print & Lithograph                    | 588       | 3,551             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Inks - Writing & Marking                     | 686       | 3,444             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Insurance - Disability                       | 1,220     | 3,006             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Insurance - Funeral                          | 3,040     | 2,277             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Insurance - Senior Products                  | 12,511    | 1,230             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| International Trade Consultants              | 4,141     | 2,037             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Italian Food Products                        | 1,279     | 2,959             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Jacks  | 1,041     | 3,136             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Juke Boxes                                   | 709       | 3,411             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Knitting Instruction                         | 468       | 3,701             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Kosher Food Products                         | 283       | 3,983             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Labeling Equipment                           | 1,503     | 2,830             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Labels - Fabric                              | 524       | 3,626             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Laminations - Plastic, Paper                 | 1,148     | 3,058             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Layouts - Office, Factory                    | 782       | 3,343             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Lead Testing                                 | 205       | 4,144             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Leather Cleaning                             | 1,011     | 3,151             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Leather Goods - Repair                       | 3,698     | 2,110             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Lightning Protection Equipment               | 2,859     | 2,320             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Limestone                                    | 2,239     | 2,511             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Linoleum Dealers                             | 1,584     | 2,790             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Liquor Brokers                               | 224       | 4,108             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Loading Dock Equipment                       | 1,255     | 2,981             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Lot Rental                                   | 87        | 4,495             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Lottery Buying Club                          | 1,550     | 2,800             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Luggage Repair                               | 626       | 3,510             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Lumber Carriers                              | 1,186     | 3,034             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Machinery & Equipment - Appraisal            | 202       | 4,153             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Magnifying Glasses                           | 423       | 3,762             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Marijuana - Medical Dispensary               | 783       | 3,340             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Marking & Coding Equipment                   | 209       | 4,135             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Marriage Brokers                             | 1,823     | 2,683             | 2          | 3,185              | 1             | 50%  | 0                 | 0%   | 1                      | 50%  |
| Meat - Smokehouses                           | 524       | 3,626             | 2          | 3,185              | 1             | 50%  | 0                 | 0%   | 1                      | 50%  |
| Medicines - Preventative Dogs & Cats         | 47        | 4,665             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Meeting Management                           | 816       | 3,316             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Metal Detecting Equipment                    | 2,167     | 2,533             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Metals - Precious - Sheet, Wire, Tubing      | 3,214     | 2,237             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Mirrors - Manufacturers Supplies             | 577       | 3,362             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Missile & Rocket Manufacturers               | 46        | 4,672             | 2          | 3,185              | 0             | 0%   | 0                 | 0%   | 2                      | 100% |
| Misting Systems & Services                   | 1,334     | 2,930             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Mobile Refrigeration                         | 650       | 3,486             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Motel & Hotel Equipment & Supplies           | 456       | 3,719             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Moving Supplies                              | 1,829     | 2,677             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Myofunctional Therapy                        | 820       | 3,311             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Name Plates - Holders                        | 27        | 4,796             | 2          | 3,185              | 1             | 50%  | 0                 | 0%   | 1                      | 50%  |
| Natural Stone Restoration & Cleaning         | 2,295     | 2,483             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Navigation Consultants                       | 388       | 3,817             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Needles                                      | 25        | 4,809             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Newspaper Feature Syndicates                 | 766       | 3,361             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Nurses-Practitioners                         | 2,261     | 2,497             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Odor Neutralizer                             | 2,382     | 2,456             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Oil Additives - Manufacturers & Distributors | 1,368     | 2,914             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Oil Marketers                                | 1,122     | 3,083             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Oilfield Consultants                         | 3,417     | 2,191             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Oilfield Equipment & Supplies                | 12,258    | 1,241             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Oils - Industrial                            | 489       | 3,677             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Oriental Goods - Retail                      | 559       | 3,581             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Packaging Machinery                          | 3,280     | 2,221             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Paint Removers - Manufacturers               | 274       | 3,997             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Paint Removing                               | 2,467     | 2,435             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Paper Manufacturers                          | 2,813     | 2,337             | 2          | 3,185              | 1             | 50%  | 0                 | 0%   | 1                      | 50%  |
| Parachutes                                   | 100       | 4,440             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Partitions                                   | 1,628     | 2,770             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pharmaceutical Machinery                     | 354       | 3,862             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Pharmacies - Infusion Services               | 780       | 3,347             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Physicians Assistants                        | 838       | 3,297             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pinata Sales                                 | 113       | 4,393             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Pipe & Boiler Covering Contractors           | 809       | 3,323             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Pipe Line Companies                          | 1,972     | 2,620             | 2          | 3,185              | 0             | 0%   | 1                 | 50%  | 1                      | 50%  |
| Pipe Lining & Coating                        | 671       | 3,457             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Plaster                                      | 1,658     | 2,756             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Plastics - Fabricating, Finishing & Decor    | 2,269     | 2,496             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Plastics - Raw Materials, Powder, Liquid     | 1,353     | 2,926             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Plating Equipment & Supplies                 | 318       | 3,919             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |



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|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Ponzi Schemes  | 4,313     | 1,998             | 2          | 3,185              | 0             | 0%   | 0                 | 0%   | 2                      | 100% |
| Porch Shades   | 1,077     | 3,114             | 2          | 3,185              | 0             | 0%   | 0                 | 0%   | 2                      | 100% |
| Poultry Equipment & Supplies                             | 2,702     | 2,366             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Powder Processing - Industrial                           | 1,685     | 2,741             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Presses - Power  | 29        | 4,778             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Promotional Products - Non-Wearable                      | 1,135     | 3,072             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pub Food   | 137       | 4,324             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Racquetball Courts - Private                             | 643       | 3,494             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Radiotelephone Communications - Common Carrier           | 658       | 3,477             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Railroads - Freight                                      | 967       | 3,192             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Recorded Information                                     | 1,903     | 2,649             | 2          | 3,185              | 1             | 50%  | 0                 | 0%   | 1                      | 50%  |
| Refractories   | 737       | 3,382             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Remodeling Services - Foreclosed Property                | 2,198     | 2,524             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Riding Academies   | 1,391     | 2,900             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Rock Shops   | 2,054     | 2,579             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Safe Deposit Box Rental                                  | 700       | 3,428             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Salt   | 1,568     | 2,796             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Salvage - Marine   | 639       | 3,497             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Sample Cases   | 248       | 4,056             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Sash Operating Devices                                   | 810       | 3,322             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Sawmills   | 7,468     | 1,576             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Saws - Sharpen & Repair                                  | 937       | 3,220             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Schools - Holistic                                       | 1,331     | 2,931             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Screening & Sifting Equipment                            | 147       | 4,286             | 2          | 3,185              | 0             | 0%   | 0                 | 0%   | 2                      | 100% |
| SemiConductor Devices                                    | 1,918     | 2,642             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Seniors Moving & Delivery Services                       | 948       | 3,207             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Septic Tanks & Systems Wholesale & Manufacturers         | 2,495     | 2,427             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Sewer Cleaner Vacuum Service                             | 14        | 4,893             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Sewer Inspection   | 1,002     | 3,160             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Shock Absorbers  | 72        | 4,548             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Shopping Carts & Baskets                                 | 276       | 3,994             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Shoring Contractors                                      | 775       | 3,351             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Silverware Clean, Repair & Replate                       | 228       | 4,102             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Sirens & Horns   | 110       | 4,403             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Ski Equipment - Wholesale & Manufacturers                | 162       | 4,252             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Skylights - Distributors                                 | 704       | 3,418             | 2          | 3,185              | 0             | 0%   | 1                 | 50%  | 1                      | 50%  |
| Slate  | 500       | 3,656             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Snow Removal Service - Commercial                        | 2,019     | 2,602             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Soda Fountain Shops                                      | 285       | 3,978             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Soil Conditioners  | 829       | 3,307             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Speed Reducers   | 1,347     | 4,337             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Sperm Banks  | 3,750     | 2,096             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Stair Treads   | 624       | 3,512             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Statuary   | 662       | 3,466             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Steel Mills  | 1,301     | 2,949             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Stone - Crushed  | 1,360     | 2,920             | 2          | 3,185              | 1             | 50%  | 0                 | 0%   | 1                      | 50%  |
| Surrogacy  | 2,967     | 2,295             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Sweeping Service - Power                                 | 1,918     | 2,642             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Swim Spas  | 1,226     | 3,003             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Tanks - Used   | 168       | 4,241             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Tapestries   | 247       | 4,059             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Taxes - Enrolled Agent                                   | 3,419     | 2,189             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Tea - Manufacturer & Importer                            | 1,307     | 2,947             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Television Sys & Equipment - Closed Circuit              | 604       | 3,534             | 2          | 3,185              | 0             | 0%   | 1                 | 50%  | 1                      | 50%  |
| Terminals - River & Marine                               | 269       | 4,005             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Ticket Issuing Machines                                  | 394       | 3,806             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Tractor Distributors & Manufacturers                     | 611       | 3,524             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Transcription Service                                    | 7,597     | 1,560             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Treatment Centers & Rest Homes - Information & Placement | 2,345     | 2,465             | 2          | 3,185              | 0             | 0%   | 1                 | 50%  | 1                      | 50%  |
| Tree Service Equipment & Supplies                        | 1,296     | 2,953             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Trike Conversions, Sales & Service                       | 1,042     | 3,135             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Truck Bedliner   | 3,020     | 2,282             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Truck Bedliner - Spray On                                | 2,164     | 2,536             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Truck Refrigeration Equipment                            | 1,509     | 2,825             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Trusses - Construction                                   | 4,229     | 2,020             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Veterinary Physical Therapy & Rehabilitation             | 49        | 4,655             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Veterinary Surgery                                       | 1,153     | 3,050             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Volleyball Club  | 600       | 3,540             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Wallpaper Hangers  | 1,746     | 2,713             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Water Conservation                                       | 850       | 3,291             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Water Works Equipment & Supplies                         | 445       | 3,732             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Windmills  | 607       | 3,532             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Windshield Wipers  | 190       | 4,188             | 2          | 3,185              | 0             | 0%   | 1                 | 50%  | 1                      | 50%  |
| Wine Cellars   | 608       | 3,529             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Wines - Wholesale  | 1,530     | 2,813             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Wood Technologists                                       | 173       | 4,226             | 2          | 3,185              | 1             | 50%  | 1                 | 50%  | 0                      | 0%   |
| Woodworking Tools - Retail                               | 570       | 3,569             | 2          | 3,185              | 0             | 0%   | 2                 | 100% | 0                      | 0%   |
| Yarn - Wholesale & Manufacturers                         | 465       | 3,706             | 2          | 3,185              | 2             | 100% | 0                 | 0%   | 0                      | 0%   |
| Zinc Oxide   | 20        | 4,843             | 2          | 3,185              | 0             | 0%   | 0                 | 0%   | 2                      | 100% |
| Accordions   | 289       | 3,970             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Acoustical Materials                                     | 1,532     | 2,812             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Adhesives & Gluing Equipment                             | 336       | 3,892             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Advertising - Transit &Transportation                    | 1,358     | 2,922             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Aerosols   | 29        | 4,778             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Aerospace Industries                                     | 3,863     | 2,077             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |

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| Industry Classification                                     | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %    |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Aerospace Research & Development                            | 1,082     | 3,110             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Air Brushes   | 466       | 3,703             | 0          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Air Curtains & Screens                                      | 144       | 4,297             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Air Duct Restoration  | 473       | 3,696             | 0          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Air Motors  | 48        | 4,660             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Air Pollution Measuring Equipment & Service                 | 233       | 4,094             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Aircraft & Aircraft Equipment - Testing                     | 971       | 3,186             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Aircraft Ground Support & Service Equipment                 | 740       | 3,380             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Aircraft Instruments  | 862       | 3,277             | 0          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Aircraft Upholsterers                                       | 322       | 3,915             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Ambulances & Hearses  | 545       | 3,600             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Antique Asian Rugs  | 12        | 4,909             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Apprenticeship Programs                                     | 611       | 3,524             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Aprons - Industrial   | 2         | 5,034             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Archery Ranges  | 812       | 3,320             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Architects Supplies   | 770       | 3,358             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Armored Car Service   | 4,310     | 2,000             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Artificial Eyes - Human                                     | 344       | 3,877             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Asbestos Consulting & Testing                               | 5,580     | 1,802             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Asphalt Mixing Equipment                                    | 676       | 3,450             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Attorneys & Lawyers - Environmental                         | 179       | 4,214             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Attorneys & Lawyers - 3rd Party Workers Compensation Claims | 57        | 4,615             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Attorneys & Lawyers - Adoption                              | 1,275     | 2,964             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Attorneys & Lawyers - Agriculture                           | 133       | 4,338             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Attorneys & Lawyers - Appellate                             | 649       | 3,489             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Attorneys & Lawyers - Construction Defect                   | 1,022     | 3,148             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Attorneys & Lawyers - DUI                                   | 6,137     | 1,727             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Attorneys & Lawyers - Elder Law                             | 7,419     | 1,582             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Attorneys & Lawyers - Entertainment & Sports Law            | 468       | 3,701             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Attorneys & Lawyers - Juvenile                              | 149       | 4,282             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Attorneys & Lawyers - Landlord/Tenant                       | 1,026     | 3,145             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Attorneys & Lawyers - Legal Malpractice                     | 281       | 3,987             | 0          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Attorneys & Lawyers - Workers Compensation                  | 4,561     | 1,962             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Auditory Training Equipment                                 | 13        | 4,900             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Auto Repair - Shocks  | 83        | 4,504             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Baby Shoe Preservation                                      | 53        | 4,635             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Badges - Manufacturer Supplies                              | 88        | 4,490             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Bakers Equipment  | 1,426     | 2,876             | 0          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Bankruptcy Counseling - Federally Certified                 | 1,104     | 3,095             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Bar Manufacturer  | 354       | 3,862             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Barbers Equipment & Supplies                                | 318       | 3,920             | 0          | 3,476              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Barometers  | 13        | 4,900             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Baseball Pitching Machines                                  | 117       | 4,379             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Bath Liners   | 1,059     | 3,127             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Beds - Renting  | 98        | 4,445             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Binoculars  | 2,418     | 2,447             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Biological Products   | 1,546     | 2,803             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Birth Control Information Centers                           | 264       | 4,024             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Blinds - Cleaning   | 622       | 3,514             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Blueprinting  | 2,261     | 2,497             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Boat Cleaning   | 1,327     | 2,935             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Bottle Return Depot   | 544       | 3,602             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Bottlers Equipment & Supplies                               | 1,763     | 2,708             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Bowling Lane Equipment & Supplies                           | 324       | 3,910             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Box Manufacturers Equipment & Supplies                      | 1,004     | 3,158             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Boxes - Metal   | 57        | 4,615             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Boxes - Paper   | 1,073     | 3,117             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Boxes - Specialty & Fancy                                   | 867       | 3,275             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Boy & Girl Organizations - Supplies                         | 61        | 4,593             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Boys Clothing & Furnishings - Wholesale & Manufacturers     | 241       | 4,069             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Brake Fluids  | 12        | 4,909             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Brakes - Lining - Manufacturers & Distributors              | 74        | 4,540             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Building & Development Permits                              | 641       | 3,495             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Building Inspection - Commercial                            | 1,052     | 3,133             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Bull Riding   | 23        | 4,821             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Buses - Distributors & Manufacturers                        | 371       | 3,835             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Cabanas - Beach & Pool                                      | 367       | 3,844             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Calculating Service   | 111       | 4,400             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Calligraphers   | 193       | 4,173             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Candles - Wickless  | 335       | 3,894             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Candy & Confectionery Manufacturers Supplies                | 502       | 3,654             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Carbide   | 95        | 4,460             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Carbon Products   | 551       | 3,594             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Carbonic Gas  | 393       | 3,807             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Casters & Glides  | 678       | 3,449             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Chains  | 179       | 4,214             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Charcoal  | 1,151     | 3,051             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Charity - Cancer  | 1,439     | 2,873             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Charity - Civil Rights                                      | 254       | 4,044             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Charity - Environment                                       | 553       | 3,588             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Charity - Law & Public Interest                             | 372       | 3,833             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Charity - Police & Firefighter Organizations                | 1,725     | 2,722             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| China - Wholesale & Manufacturers                           | 481       | 3,687             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Church Furnishings  | 1,228     | 3,002             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Cistern Builders  | 51        | 4,646             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |

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| Industry Classification                             | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %    |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Clay Products                                       | 430       | 3,754             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Clean Room Facilities                               | 516       | 3,637             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Cleaners & Dyers Supplies                           | 17        | 4,869             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Cleaning Services - Estate                          | 269       | 4,005             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Clipping Service                                    | 120       | 4,375             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Coal & Coke - Retail                                | 564       | 3,575             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Coal Miners & Shippers                              | 1,317     | 2,943             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Coatings - Vacuum Deposition                        | 140       | 4,311             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Coin & Bill Change Machines                         | 252       | 4,050             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| College Savings Plans                               | 583       | 3,553             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Colors & Pigment                                    | 174       | 4,225             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Commercial Blueprint Design                         | 51        | 4,646             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Composting Systems                                  | 259       | 4,037             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Compressors - Repair                                | 749       | 3,368             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Concert Performers                                  | 45        | 4,675             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Concrete - Prestressed                              | 498       | 3,661             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Concrete Aggregates                                 | 973       | 3,184             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Concrete Pumping Service                            | 4,825     | 1,918             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Concrete Reinforcements                             | 2,457     | 2,437             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Conveyors & Conveying Equipment                     | 3,117     | 2,258             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Copper  | 126       | 4,355             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Copyrighting  | 353       | 3,867             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Corporation Supplies                                | 472       | 3,698             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Corrosion Control                                   | 724       | 3,395             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Cotton Goods - Wholesale & Manufacturers            | 367       | 3,844             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Crankshaft Grinding                                 | 43        | 4,688             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Crematories   | 2,107     | 2,557             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Criminologists                                      | 16        | 4,877             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Crushing & Pulverizing Service                      | 370       | 3,837             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Crutches  | 87        | 4,495             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Cryogenics  | 1,262     | 2,976             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Crystals - Industrial                               | 90        | 4,483             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Cupolas   | 51        | 4,646             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Custom Harvesting                                   | 164       | 4,248             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Dairy Consultants                                   | 281       | 3,987             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Darts & Dart Boards                                 | 525       | 3,624             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Demonstration Services                              | 883       | 3,262             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Dentist - Sedation                                  | 274       | 3,997             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Deodorants  | 305       | 3,939             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Developmental Disability Services                   | 5,486     | 1,810             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Diamonds - Industrial                               | 133       | 4,338             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Die Cutting Equipment & Supplies                    | 110       | 4,403             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Dolls - Repairing                                   | 569       | 3,570             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Dolls - Wholesale & Manufacturers                   | 323       | 3,912             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Domestic Abuse Services                             | 485       | 3,683             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Door Closers & Checks - Repairing                   | 384       | 3,821             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Door Frames   | 927       | 3,229             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Door-to-Door Sales - Cosmetics                      | 746       | 3,375             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Doors - French                                      | 121       | 4,370             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Drama/Acting Instruction                            | 2,474     | 2,432             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Drapery Trimmings                                   | 113       | 4,393             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Drilling & Boring Equipment & Supplies              | 1,995     | 2,611             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Drills  | 267       | 4,012             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Drive Shafts  | 1,681     | 2,742             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Drug Brokers  | 1,027     | 3,144             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Dryers - Hand                                       | 958       | 3,198             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Drying Service                                      | 125       | 4,360             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Drywall - Inspectors                                | 705       | 3,416             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Drywall Contractors Equipment & Supplies            | 2,855     | 2,322             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Duty Free Shops                                     | 192       | 4,178             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| DVD & CD Player Repair                              | 439       | 3,743             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Dyes & Dyestuff                                     | 244       | 4,063             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Elastic Stockings                                   | 239       | 4,075             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Electric Motor Controls - Wholesale & Manufacturers | 648       | 3,490             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Elevators - Testing Services                        | 160       | 4,256             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Emblems   | 974       | 3,183             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Embroidering Machines                               | 338       | 3,891             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Employment Service - Administrative Assistant       | 362       | 3,854             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Encyclopedia & Book Sales by Internet               | 672       | 3,456             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Encyclopedia & Book Sales by Mail                   | 9         | 4,941             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Encyclopedias                                       | 254       | 4,044             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Engravers - Plastic, Wood                           | 1,535     | 2,811             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Envelopes - Wholesale & Manufacturers               | 1,799     | 2,693             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Equine Therapy                                      | 581       | 3,557             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Equipment Calibration                               | 1,466     | 2,860             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Erosion Control                                     | 4,969     | 1,890             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Evaporating Apparatus                               | 84        | 4,501             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Export Management                                   | 662       | 3,466             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Eye Banks   | 61        | 4,593             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fabric Laminating & Bonding                         | 114       | 4,389             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Facility Planning                                   | 110       | 4,403             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Family Planning - Abortion Alternatives             | 557       | 3,584             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Farm Management                                     | 1,660     | 2,754             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fax Equipment & Systems                             | 748       | 3,371             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Feed Mill Equipment & Supplies                      | 562       | 3,576             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |

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| Industry Classification                      | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %    |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Feeders - Industrial                         | 208       | 4,138             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Fiber & Fiber Products                       | 511       | 3,643             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Film Scrap                                   | 47        | 4,665             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Fingerprinting - Live Scan                   | 363       | 3,852             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fireproofing                                 | 796       | 3,333             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Fish & Seafood Brokers                       | 774       | 3,353             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fish By-Products                             | 178       | 4,217             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fishery Consultants                          | 272       | 4,001             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Floats - Mechanical                          | 3         | 5,010             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Flock Manufacturers & Processors             | 16        | 4,877             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Flood assistance                             | 820       | 3,311             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Flood Control Equipment                      | 1,801     | 2,692             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Floodlights & Search Lights                  | 311       | 3,930             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Food Products Reconditioning                 | 89        | 4,488             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Forgings                                     | 1,154     | 3,048             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Fraternities & Sororities                    | 108       | 4,411             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fruits & Vegetables - Wholesale              | 5,668     | 1,783             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fruits - Dried                               | 257       | 4,042             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Funeral Directors Equipment & Supplies       | 1,317     | 2,943             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fur Designers                                | 192       | 4,178             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Fur Finishers & Liners                       | 107       | 4,414             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Furnace Cleaning                             | 728       | 3,391             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Furnaces - Industrial                        | 1,782     | 2,701             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Furniture Pads                               | 77        | 4,527             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Furniture Stripping                          | 445       | 3,732             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Garment Racks                                | 1,706     | 2,731             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Gas Boosters                                 | 96        | 4,455             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Gas Detectors                                | 239       | 4,075             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Gaskets                                      | 1,186     | 3,034             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Geotechnical Engineering                     | 2,344     | 2,466             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Gift Wrapping Service                        | 101       | 4,437             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Glass Circles & Specialty Shapes             | 532       | 3,612             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Glass Coating & Tinting Materials            | 217       | 4,120             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Grilles, Registers & Diffusers               | 774       | 3,353             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Grinding Machines                            | 684       | 3,446             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Guard Dogs                                   | 1,688     | 2,737             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Hail Repair                                  | 1,674     | 2,748             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 1                      | 100% |
| Hammocks/Hammock Stands & Chairs             | 103       | 4,427             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Handles - Wholesale & Manufacturers          | 448       | 3,728             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Hardware Consultants                         | 808       | 3,325             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Hawaiian Goods                               | 1,265     | 2,972             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Health Recording Service                     | 908       | 3,244             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Heat Sealing Equipment & Supplies            | 27        | 4,796             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Heaters - Automotive                         | 137       | 4,324             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Hemp Products                                | 16        | 4,877             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Historical Places                            | 223       | 4,109             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Hog Farms                                    | 422       | 3,765             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Horse race Handicapping                      | 204       | 4,147             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Hose Couplings & Fittings                    | 1,138     | 3,068             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Human Factors - Research & Development       | 3,509     | 2,167             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Hydronic Heating                             | 617       | 3,520             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Indoor Sky Diving                            | 102       | 4,430             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Industrial Painting                          | 874       | 3,269             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Insurance - Bonding                          | 2,734     | 2,360             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Insurance Rating Bureaus                     | 1,080     | 3,112             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Inventory Service                            | 7,584     | 1,562             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Investigators - Trademark Infringement       | 18        | 4,856             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| iPod Sales & Service                         | 173       | 4,226             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Irrigation Equipment                         | 115       | 4,387             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Key Holders                                  | 305       | 3,939             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Knitted Fabrics                              | 268       | 4,007             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Knitting Machines                            | 76        | 4,531             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Labor Contractors                            | 1,744     | 2,717             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Labor Relations Consultants                  | 713       | 3,408             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Laminating Equipment & Supplies              | 1,325     | 2,936             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Lapidaries                                   | 36        | 4,737             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Law Books                                    | 145       | 4,292             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Lawn Tractor Dealers                         | 99        | 4,442             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Lead Abatement                               | 1,870     | 2,657             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Lead Products                                | 268       | 4,007             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Leadership Development                       | 8,356     | 1,495             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Leather Clothing - Wholesale & Manufacturers | 188       | 4,189             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Life Raft Inflation Equipment                | 141       | 4,310             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Livestock Appraisers                         | 5         | 4,986             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Livestock Buyers                             | 446       | 3,731             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Log Splitting Equipment                      | 265       | 4,023             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Lubricants                                   | 2,321     | 2,478             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Lumber Mill Representatives                  | 209       | 4,135             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Mailing Containers                           | 538       | 3,607             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Manufactured Offices & Commercial Units      | 580       | 3,559             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Mathematicians                               | 59        | 4,602             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Measuring Machines                           | 572       | 3,568             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Meat Choppers & Grinders                     | 688       | 3,442             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Meat Packers Equipment & Supplies            | 733       | 3,387             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Mentally Disabled Services                   | 4,713     | 1,936             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |

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| Industry Classification                             | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %    |
|---|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Metal Powder Fabricators                            | 1,973     | 2,619             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Metal Rolling & Forming                             | 1,104     | 3,095             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Metal Slitting & Shearing                           | 43        | 4,688             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Metal Specialties                                   | 6,486     | 1,696             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Meters  | 1,007     | 3,154             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Mexican Imports                                     | 369       | 3,840             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Microphones   | 299       | 3,948             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Microwave Ovens - Dealers                           | 8         | 4,955             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Microwave Ovens - Service & Repair                  | 415       | 3,777             | 1          | 3,476              | 1             | 100% | 1                 | 100% | 0                      | 0%   |
| Millinery - Wholesale & Manufacturers               | 69        | 4,561             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Milling Machines                                    | 442       | 3,737             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Mining Development                                  | 201       | 4,154             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Money Order Systems                                 | 599       | 3,541             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Mops - Wholesale & Manufacturers                    | 71        | 4,553             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Mountain/Rock Climbing Instruction                  | 531       | 3,613             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Music Boxes   | 719       | 3,403             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Myotherapy  | 50        | 4,653             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Nails & Tacks                                       | 193       | 4,173             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Nautical Instruments                                | 194       | 4,170             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Nets & Netting                                      | 946       | 3,211             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Notions - Retail                                    | 139       | 4,316             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Nursuries - Bonsai                                  | 362       | 3,854             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Nut Cracking & Shelling Machines                    | 306       | 3,937             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Obituary Notification Service                       | 116       | 4,384             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Office Furniture & Equipment - Installation         | 5,670     | 1,782             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Oil Mill Machinery                                  | 95        | 4,460             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Oil Refiners Equipment & Supplies                   | 521       | 3,630             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Oil Reports   | 140       | 4,311             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Oil Well Services                                   | 6,554     | 1,685             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Oilfield Equipment                                  | 5,872     | 1,761             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Oilfield Service                                    | 39,535    | 594               | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Online Dance Tutorials                              | 54        | 4,632             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Opera Companies                                     | 36        | 4,737             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Organ & Tissue Banks                                | 3,205     | 2,242             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Organic Soil Fertilizer                             | 1,676     | 2,745             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Organs  | 2,331     | 2,474             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Outplacement Consultants                            | 1,991     | 2,612             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Ovens - Bakers                                      | 145       | 4,292             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Paint Manufacturing Materials                       | 795       | 3,334             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pallets & Skids                                     | 8,117     | 1,517             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Paneling  | 527       | 3,618             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Paper Tubes & Cores                                 | 126       | 4,355             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Parasail Service & Supplies                         | 191       | 4,184             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pavement & Floor Marking Supplies & Equipment       | 96        | 4,455             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Pay Phone Booths - Equipment & Service              | 266       | 4,017             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Peanut Products                                     | 231       | 4,099             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pearls  | 958       | 3,198             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Perfumes - Raw Materials & Supplies                 | 138       | 4,318             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Photo Retouching                                    | 617       | 3,238             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Physicians & Surgeons - Industrial Medicine         | 1,240     | 2,992             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Physicians & Surgeons Equipment - Repair & Refinish | 329       | 3,903             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Physicians & Surgeons Information Bureaus           | 1,134     | 3,073             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Physicists  | 253       | 4,046             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pianos - Parts                                      | 185       | 4,196             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pickles & Pickle Products                           | 142       | 4,306             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Picture Frames - Restore & Repair                   | 419       | 3,770             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pile Driving  | 1,675     | 2,746             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Pipe  | 3,957     | 2,063             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Pipe Cutting & Threading Equipment                  | 34        | 4,748             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Pipe Inspection                                     | 2,281     | 2,489             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pipe Thawing  | 147       | 4,286             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Piping Contractors                                  | 3,747     | 2,097             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Plastics - Foam                                     | 1,378     | 2,907             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Plastics - High Pressure Laminates                  | 197       | 4,168             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Plastics - Machinery & Equipment                    | 369       | 3,840             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Plastics - Research & Consulting                    | 718       | 3,405             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pleating Machines                                   | 140       | 4,311             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Plies   | 216       | 4,122             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Police Departments                                  | 671       | 3,457             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Polyurethane Products                               | 853       | 3,287             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Popcorn Machines                                    | 784       | 3,337             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Potatoes - Processed                                | 364       | 3,851             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pottery Equipment & Supplies                        | 366       | 3,848             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Poultry - Retail                                    | 503       | 3,652             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Price Marking Equipment & Supplies                  | 400       | 3,794             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Print Cutters                                       | 10        | 4,929             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Printers - Cellophane, Foil                         | 2         | 5,034             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Printers - Letterpress                              | 327       | 3,904             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Professional Employer Organization                  | 1,025     | 3,146             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Propellers  | 660       | 3,472             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Pumps - Supplies & Parts                            | 909       | 3,241             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Quilting - Instruction                              | 59        | 4,602             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Rack Merchandise Service                            | 490       | 3,674             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Radiant Heating                                     | 697       | 3,432             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Radiator Covers & Enclosures                        | 533       | 3,611             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |

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| Industry Classification                              | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %    |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Railroad Cars - Manufacturers                        | 430       | 3,754             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Railroad Contractors                                 | 3,102     | 2,262             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Rails & Accessories                                  | 300       | 3,946             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Ranges & Ovens - Dealers                             | 138       | 4,341             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Real Estate - Industrial                             | 559       | 3,581             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Recreational Vehicles - Carpet & Upholstery Cleaning | 75        | 4,536             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Recruiting - Armed Forces                            | 83        | 4,504             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Reels  | 238       | 4,081             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Reflexologists                                       | 926       | 3,231             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Refrigerators & Freezers - Supplies & Parts          | 187       | 4,191             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Resident Buyers                                      | 1,121     | 3,085             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Respirators  | 650       | 3,486             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Rest Homes   | 1,787     | 2,698             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Restaurant Work Wear & Supplies                      | 30        | 4,771             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Rice   | 492       | 3,670             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Riggers Equipment & Supplies                         | 856       | 3,285             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Rings - Retaining                                    | 11        | 4,918             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Roof Cooling Systems                                 | 593       | 3,546             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Routing Service - Air, Highway & Marine              | 185       | 4,196             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Sawmill Equipment & Supplies                         | 560       | 3,580             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Scientists - Pharmaceutical                          | 74        | 4,540             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Scoreboards  | 530       | 3,615             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Screen Manufacturers Equipment & Supplies            | 1,101     | 3,098             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Seals - Security                                     | 441       | 3,739             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Seating Companies                                    | 2,270     | 2,493             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Seed Cleaning Equipment                              | 423       | 3,762             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Seismic Retrofit                                     | 143       | 4,301             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Service Animals - Training                           | 222       | 4,110             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| ServiceStation Equipment                             | 1,431     | 2,875             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Sewage Treatment Equipment                           | 510       | 3,645             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Sewer Pipe   | 341       | 3,884             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Ship Brokers   | 266       | 4,017             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Shoe Dyers   | 75        | 4,536             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Shoe Manufacturers Supplies                          | 201       | 4,154             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Shoe Trees   | 261       | 4,032             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Siding Cleaning                                      | 131       | 4,343             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Signs - Photoluminescent                             | 29        | 4,778             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Silicones  | 146       | 4,289             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Silks - Wholesale & Manufacturers                    | 210       | 4,132             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Ski Equipment - Repair                               | 348       | 3,873             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Ski Instruction                                      | 286       | 3,974             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Slides & Film Strips                                 | 442       | 3,737             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Smelters & Refiners Equipment & Supplies             | 315       | 3,923             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Smoke Abatement Equipment                            | 153       | 4,270             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Snow Melting Systems                                 | 354       | 3,862             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Snowmobile Tours                                     | 8         | 4,955             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Soil Testing   | 1,475     | 2,853             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Sorting Equipment                                    | 534       | 3,610             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Spinologists   | 50        | 4,653             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Spools   | 98        | 4,445             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Sports Hospitality                                   | 1,138     | 3,068             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Spraying Equipment                                   | 1,024     | 3,147             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| State Fairs  | 179       | 4,214             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Steamship Agencies                                   | 306       | 3,937             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Steel Detailers - Structural                         | 3,703     | 2,108             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Steel Processing                                     | 3,719     | 2,100             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Steel Processing & Fabricating Equipment             | 887       | 3,259             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Stenographic Machines & Supplies                     | 182       | 4,209             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Sterilizing Apparatus                                | 160       | 4,256             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Stock Quotation Boards & Systems                     | 1,124     | 3,082             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Stock Yards  | 125       | 4,360             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Store Fixtures - Used                                | 68        | 4,564             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Street Lighting Standards & Equipment                | 323       | 3,912             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Surface Plates                                       | 28        | 4,788             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Sweaters   | 27        | 4,796             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Sweepers - Power                                     | 698       | 3,431             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Swimming Pool Kits                                   | 440       | 3,741             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Switches - Electric                                  | 218       | 4,118             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Table Tennis Facilities                              | 29        | 4,778             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Tailors Supplies                                     | 51        | 4,646             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Tank Lining & Coating                                | 906       | 3,246             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Tanks - Concrete                                     | 199       | 4,160             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Tanners Equipment & Supplies                         | 601       | 3,538             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Tape Recorders                                       | 52        | 4,641             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Tapes  | 367       | 3,844             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Tapes - Adhesive-Dispensers                          | 297       | 3,953             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Taxidermists Equipment & Supplies                    | 273       | 3,999             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Telecommunication Design                             | 2,612     | 2,397             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Telegrams - Novelty                                  | 31        | 4,763             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Television Station Equipment                         | 432       | 3,750             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Templates  | 216       | 4,122             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Tennis Court Construction                            | 3,000     | 2,285             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Tennis Court Resurfacing                             | 94        | 4,468             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Tennis Courts - Public                               | 298       | 3,950             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Terrazzo   | 676       | 3,450             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |

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| Industry Classification                        | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %    | Cmpls Not Settled | %    | Cmpls Unable to Pursue | %    |
|--|-----------|-------------------|------------|--------------------|---------------|------|-------------------|------|------------------------|------|
| Textile Engravers                              | 78        | 4,523             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Textile Fibers                                 | 1,711     | 2,730             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Textile Mill Supplies                          | 391       | 3,813             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Theatrical Equipment & Supplies                | 837       | 3,299             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Theatrical Make-Up                             | 471       | 3,699             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Tire Additives & Sealants                      | 315       | 3,923             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Titling Service - Television & Motion Pictures | 15        | 4,886             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Tobacco Buyers                                 | 36        | 4,737             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Tobacco Machinery                              | 10        | 4,929             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Tobacco Warehouses                             | 153       | 4,270             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Toilet Seats                                   | 129       | 4,348             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Toilets - Composting                           | 367       | 3,844             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Tool Designers                                 | 666       | 3,463             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Tool Holders                                   | 125       | 4,360             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Touch Screen Equipment                         | 142       | 4,306             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Tourists Homes                                 | 439       | 3,743             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Transfers - Dry                                | 259       | 4,037             | 1          | 3,476              | 0             | 0%   | 0                 | 0%   | 1                      | 100% |
| Tricks & Jokes                                 | 1,626     | 2,772             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Truck Washing & Cleaning                       | 1,955     | 2,626             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Trucking - Water Hauling                       | 2,339     | 2,470             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Trusses - Medical & Surgical                   | 216       | 4,122             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Typesetting                                    | 497       | 3,664             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Typewriters                                    | 403       | 3,791             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Ultrasonic Equipment & Supplies                | 316       | 3,920             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Urban Farmer                                   | 41        | 4,703             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Veterinarians Information & Referral           | 298       | 3,950             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Video Equipment - Wholesale & Manufacturers    | 830       | 3,306             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Violins  | 734       | 3,385             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Wait Staff                                     | 77        | 4,527             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Walkway Design                                 | 293       | 3,961             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Wallboard & Plasterboard                       | 297       | 3,953             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Wallpaper Removing                             | 948       | 3,207             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Waste Paper                                    | 150       | 4,280             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Watchmakers Equipment & Supplies               | 170       | 4,236             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Water Main Contractors                         | 2,544     | 2,414             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Water Mitigation                               | 1,791     | 2,696             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Water Skiing Instruction                       | 239       | 4,075             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Water Wells - Inspection                       | 581       | 3,557             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Weather Forecast Service                       | 395       | 3,802             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Weather Stripping                              | 307       | 3,935             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Weather Vanes                                  | 327       | 3,910             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Welcome ServiceFor Newcomers                   | 2,067     | 2,576             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Welding Equipment - Repair                     | 2,024     | 2,598             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Whirlpool Bath Equipment & Supplies            | 1,320     | 2,940             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Winches  | 100       | 4,440             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Window Security Laminates                      | 264       | 4,024             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Windows - Wood                                 | 405       | 3,785             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Wire Harnesses - Electrical                    | 1,136     | 3,071             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| Wire Rope                                      | 485       | 3,666             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Wire Wrapping Service & Equipment              | 91        | 4,481             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Wood Turning                                   | 71        | 4,553             | 1          | 3,476              | 1             | 100% | 0                 | 0%   | 0                      | 0%   |
| X-Ray Protection                               | 341       | 3,884             | 1          | 3,476              | 0             | 0%   | 1                 | 100% | 0                      | 0%   |
| Absorbents                                     | 193       | 4,173             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Acid Proof Equipment & Materials               | 208       | 4,138             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Acids  | 232       | 4,095             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Acoustical Ceiling Removal                     | 547       | 3,598             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Actuaries                                      | 658       | 3,477             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Ad Word Sponsorship                            | 65        | 4,986             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Addressing Machines & Supplies                 | 62        | 4,591             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Advertising - Vinyl Phone Book Covers          | 296       | 3,956             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Aerial Lift - Repair & Maintenance             | 112       | 4,398             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Aerial Patrol & Inspection Service             | 263       | 4,029             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Agates   | 31        | 4,763             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Agricultural Consultants                       | 2,297     | 2,482             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Air Balancing                                  | 1,600     | 2,787             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Air Duct Systems                               | 561       | 3,577             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Air Pollution Control                          | 1,167     | 3,042             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Air Pollution Measuring Service                | 248       | 4,056             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Air Sealing                                    | 116       | 4,384             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Aircraft Brokers                               | 883       | 3,262             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Aircraft Cleaning                              | 291       | 3,967             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Aircraft Ferrying & Transporting Service       | 651       | 3,484             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Aircraft Fixed Based Operator                  | 63        | 4,587             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Aircraft Hangar Construction                   | 86        | 4,498             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Aircraft Manufacturers                         | 2,017     | 2,604             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Aircraft Rebuilding                            | 458       | 3,716             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Aircraft Salvage                               | 148       | 4,284             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Aircraft Storage                               | 253       | 4,046             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Airport Designers                              | 41        | 4,703             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Alfalfa & Alfalfa Products                     | 137       | 4,324             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Alloys   | 248       | 4,056             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Alzheimer Care, Information & Treatment        | 598       | 3,543             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Ammonia  | 3         | 5,010             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Anchors - Expansion                            | 135       | 4,336             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |
| Anchors - Marine                               | 251       | 4,053             | 0          | 3,959              | 0             | 0%   | 0                 | 0%   | 0                      | 0%   |

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2014 Statistics  
Sorted by Complaints

| Industry Classification                       | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Animal Foods - Zoo, Circus                    | 461       | 3,711             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Anodes  | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Anodizing                                     | 151       | 4,276             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Anti-Fogging Compounds                        | 43        | 4,688             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Aprons - Domestic & Fancy                     | 169       | 4,239             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Arboretums                                    | 137       | 4,324             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Archaeologists                                | 437       | 3,745             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Armored Car Manufacturing                     | 247       | 4,059             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Art Identification & Registration             | 37        | 4,730             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Artificial Breasts                            | 296       | 3,956             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Artificial Rock Dog Caves                     | 48        | 4,660             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Artist - Touch Up                             | 24        | 4,817             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Asbestos & Asbestos Products                  | 161       | 4,253             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Assayers                                      | 43        | 4,688             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Assayers Supplies                             | 7         | 4,967             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Astronomical Instruments                      | 114       | 4,389             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Mass Torts              | 695       | 3,436             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Child Advocacy          | 89        | 4,488             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Condominium Conversion  | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Construction Accidents  | 165       | 4,247             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Eminent Domain          | 18        | 4,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Employment Litigation   | 3,541     | 2,157             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Mesothelioma            | 715       | 3,407             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Patent                  | 5,638     | 1,786             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Product Liability       | 1,137     | 3,070             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Attorneys & Lawyers - Securities              | 79        | 4,518             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Audiometers                                   | 70        | 4,557             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Repair - Power Steering                  | 167       | 4,244             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Auto Service - Steam Cleaning                 | 137       | 4,324             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Autographic Registers & Supplies              | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Babbitt Metals                                | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Baby Formula Service                          | 209       | 4,135             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Backflow Prevention Devices & Services        | 2,422     | 2,445             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bacteria Control Equipment                    | 1,062     | 3,124             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Badges  | 673       | 3,454             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Badminton Courts - Public                     | 30        | 4,771             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bag Ties                                      | 8         | 4,955             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bags - Paper                                  | 614       | 3,523             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Balancing Equipment                           | 20        | 4,843             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Balancing Service - Industrial                | 98        | 4,445             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Baling Equipment & Supplies                   | 131       | 4,343             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ballistics Experts                            | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Balls - Glass                                 | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Balls Steel, Bronze, Ceramic                  | 121       | 4,370             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Barn Equipment                                | 1,653     | 2,760             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Barrels & Drums - Used                        | 64        | 4,581             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Batching Equipment                            | 28        | 4,788             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bathing Beaches                               | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Baton Twirling Instruction                    | 283       | 3,983             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bed Wetting Aids                              | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bedsprings - Wholesale & Manufacturers        | 186       | 4,193             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beer Coil Cleaning Equipment                  | 15        | 4,886             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beer Dispensing & Cleaning Equipment - Repair | 232       | 4,095             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Beetle Repellent                              | 81        | 4,512             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bellows                                       | 167       | 4,244             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Binders - Loose Leaf                          | 117       | 4,379             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bindings - Bias & Straight                    | 31        | 4,763             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bins  | 569       | 3,570             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bistro  | 117       | 4,379             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Black Light Equipment & Supplies              | 25        | 4,809             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Blasting Contractors                          | 1,510     | 2,822             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bleachers & Grandstands                       | 490       | 3,674             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Blowers - Outdoor                             | 84        | 4,501             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Blueprinting Equipment & Supplies             | 260       | 4,035             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boat Launching                                | 199       | 4,160             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boat Launching Sites                          | 236       | 4,083             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boilers - Rental                              | 11        | 4,918             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boilers - Supplies & Parts                    | 579       | 3,561             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bookcases                                     | 155       | 4,264             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bottle Caps & Seals                           | 17        | 4,869             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bottles - Used                                | 17        | 4,869             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bowling Instruction                           | 75        | 4,536             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bowling Lane Refinish & Repair                | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Box Lunches                                   | 64        | 4,581             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Box Openers                                   | 28        | 4,788             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boxes - Used                                  | 37        | 4,730             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boxes - Wire Bound                            | 34        | 4,748             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Boxes - Wooden                                | 608       | 3,529             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Braille Supplies                              | 58        | 4,609             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brake Shoe Bonding & Exchanging               | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Branding Equipment                            | 75        | 4,536             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brass Fabricators                             | 47        | 4,665             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brazing                                       | 44        | 4,680             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Breakfast Nooks & Booths                      | 16        | 4,877             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brewers Equipment & Supplies                  | 585       | 3,552             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |



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| Industry Classification                             | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Brick - Fire  | 374       | 3,828             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brick - Used  | 163       | 4,251             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brick Preservatives                                 | 577       | 3,562             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bridge Builders                                     | 2,145     | 2,544             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bridge Clubs  | 287       | 3,973             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bridge Instruction                                  | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Broaching   | 21        | 4,831             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bronze Powders & Liquids                            | 15        | 4,886             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bronze Tablets                                      | 26        | 4,802             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Broom Manufacturers Equipment & Supplies            | 67        | 4,570             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brooms  | 107       | 4,414             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brush Control                                       | 186       | 4,193             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brush Hogging                                       | 28        | 4,788             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Brush Manufacturers Equipment & Supplies            | 128       | 4,351             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Buckets - Digging & Hoisting                        | 107       | 4,414             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Building Envelope Restoration                       | 63        | 4,587             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bulldozers  | 1,378     | 2,907             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Buoys - Marine                                      | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Burlap  | 13        | 4,900             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Buses - Parts & Supplies                            | 302       | 3,944             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Bushings  | 65        | 4,578             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Butchers Equipment & Supplies                       | 276       | 3,994             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Butter  | 106       | 4,418             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Buttons - Manufacturers Equipment & Supplies        | 604       | 3,534             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cable & Wire Harness Assembly                       | 374       | 3,828             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cable Splicing                                      | 1,299     | 2,950             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Caissons - Structural                               | 43        | 4,688             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Camping Equipment - Renting                         | 73        | 4,544             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cams - Grinding & Cutting                           | 11        | 4,918             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Candy & Confectionery Manufacturer Equip & Supplies | 616       | 3,522             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Canning   | 79        | 4,518             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Canners   | 29        | 4,778             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Canners Equipment & Supplies                        | 114       | 4,389             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cans  | 139       | 4,316             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cans Manufacturers Machinery                        | 72        | 4,548             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Capacitors  | 93        | 4,475             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Car Loading & Unloading                             | 336       | 3,892             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Car Pool Information                                | 40        | 4,712             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carbide Metals & Products                           | 263       | 4,029             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carbon - Activated                                  | 170       | 4,236             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carbon Paper  | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Card Access Control Systems                         | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cardboard   | 27        | 4,796             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cardio-phlebotomy Training & Certification          | 164       | 4,248             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cargo Stabilizing Devices                           | 142       | 4,306             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carnival Supplies                                   | 131       | 4,343             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Measuring                              | 160       | 4,256             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet & Rug Renting                                | 58        | 4,609             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Carpet Workrooms                                    | 49        | 4,655             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Caterer Equipment & Supplies                        | 599       | 3,541             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Caulking Materials & Equipment                      | 220       | 4,115             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ceiling Cleaning                                    | 492       | 3,670             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Centrifugal Machinery                               | 387       | 3,818             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ceramic Products - Industrial                       | 335       | 3,894             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cereals   | 79        | 4,518             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chalkboards   | 39        | 4,719             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Charity - Blind & Visually Impaired                 | 440       | 3,741             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Charity - Child Sponsorship                         | 239       | 4,075             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Charity - Relief & Development                      | 267       | 4,012             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cheese - Artisanal                                  | 102       | 4,430             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chemical Milling                                    | 273       | 3,999             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chemical Plant Equipment & Supplies                 | 2,588     | 2,405             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chemicals - Reclaiming                              | 78        | 4,523             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chemists - Analytical & Consulting                  | 702       | 3,424             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chess Instruction                                   | 194       | 4,170             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chewing Gum   | 7         | 4,967             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Childproofing Services                              | 478       | 3,680             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chillers - Liquid                                   | 96        | 4,455             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chimneys - Prefabricated                            | 25        | 4,809             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| China & Glassware - Renting                         | 21        | 4,831             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chlorinators  | 41        | 4,703             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Choirs  | 12        | 4,909             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Christian Science Practitioners                     | 8         | 4,955             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Christian Science Reading Rooms                     | 14        | 4,893             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chucks  | 20        | 4,843             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Chute Cleaning                                      | 23        | 4,821             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cinders   | 11        | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Circuit Breakers                                    | 461       | 3,711             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Circulation Auditors                                | 53        | 4,635             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| City & Town Planners                                | 577       | 3,562             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Clamps  | 145       | 4,292             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Clay  | 14        | 4,893             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cleaning Supplies by Mail                           | 239       | 4,075             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Clergy  | 96        | 4,455             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Clinics - Dialysis                                  | 675       | 3,452             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |

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| Industry Classification                                | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Clocks - Components                                    | 191       | 4,184             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Closures - Industrial - Protective                     | 175       | 4,224             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cloth Cutting  | 55        | 4,626             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Clutches   | 859       | 3,279             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coal & Coke - Wholesale                                | 120       | 4,375             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coal Brokers   | 929       | 3,228             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coal Washing   | 33        | 4,756             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coated Fabrics   | 121       | 4,370             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cocktail Mixes   | 51        | 4,646             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coil Winding   | 44        | 4,680             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coils - Electric                                       | 398       | 3,797             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coils - Fin  | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coils - Plate  | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coin Cards   | 22        | 4,825             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coin Wrappers  | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cold Storage Doors & Insulated Panels                  | 37        | 4,730             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cold Type Composition                                  | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Collapsible Tubes                                      | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Color Cards  | 35        | 4,742             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Color Consultants                                      | 280       | 3,989             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Columbarium  | 39        | 4,719             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Combs  | 15        | 4,886             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Combustion Controls                                    | 88        | 4,490             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Compactors - Waste - Supplies & Parts                  | 41        | 4,703             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Compactors - Waste - Wholesale & Manufacturers         | 61        | 4,593             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Comparators  | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Compasses  | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Compressors - Rent                                     | 69        | 4,561             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Computers - Time Share                                 | 42        | 4,697             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Additives                                     | 145       | 4,292             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Breaking Equipment                            | 358       | 3,857             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Breaking, Cutting, Sawing                     | 7,746     | 1,542             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Mixers  | 986       | 3,169             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Mixers - Renting                              | 51        | 4,646             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Patching Compounds                            | 694       | 3,437             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Removal                                       | 161       | 4,253             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Concrete Vibrators                                     | 10        | 4,929             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Conduit & Fittings                                     | 91        | 4,481             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consultates & Other Federal Government Representatives | 1,140     | 3,065             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Consultants - Auto Repair                              | 143       | 4,301             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Content Management Systems                             | 127       | 4,353             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractor - Sheetrock                                 | 820       | 3,311             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractors - Acoustical Ceiling                       | 2,307     | 2,480             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Contractors - Plant Maintenance Shutdown               | 90        | 4,483             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Convents & Monasteries                                 | 12        | 4,909             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cooling Towers   | 583       | 3,553             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Coppersmiths   | 412       | 3,779             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cord Sets & Cords - Electric                           | 278       | 3,991             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cork & Cork Products                                   | 123       | 4,367             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Corn Products  | 284       | 3,980             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cornices - Building                                    | 44        | 4,680             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cotton   | 595       | 3,544             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cotton Ginning Equipment & Supplies                    | 128       | 4,351             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cotton Gins  | 366       | 3,848             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cotton Goods Brokers                                   | 57        | 4,615             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cotton Picking Machinery                               | 21        | 4,831             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cottonseed Products                                    | 28        | 4,788             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Counterfeit Money Detection Devices                    | 10        | 4,929             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Couplings  | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cranes - Accessories & Parts                           | 253       | 4,046             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Crankshaft Manufacturers                               | 59        | 4,602             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Crushing & Pulverizing Equipment                       | 395       | 3,802             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Culverts   | 365       | 3,850             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Custom Synthesis                                       | 8         | 4,955             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cutting & Slitting Service                             | 145       | 4,292             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Cylinders - Hydrostatic Testing                        | 76        | 4,531             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dairy Equipment & Supplies                             | 909       | 3,241             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dairy Equipment Repair                                 | 68        | 4,564             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Data Processing Equipment                              | 636       | 3,500             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Debris Box Service                                     | 136       | 4,331             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Defense Contractors                                    | 1,492     | 2,842             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Degreasing Equipment & Supplies                        | 26        | 4,802             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dehumidifying Equipment                                | 422       | 3,765             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dehydrating Equipment                                  | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dehydrating Service                                    | 83        | 4,504             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Demagnetizers  | 15        | 4,886             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Demographic Research                                   | 121       | 4,370             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Deodorizing Equipment                                  | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Desk Pads & Accessories                                | 348       | 3,873             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Destination Management                                 | 124       | 4,365             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dials  | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Diamond Cutters  | 509       | 3,646             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Diamond Setters  | 126       | 4,355             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Diaries  | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dictating Machines & Supplies                          | 513       | 3,640             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |

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| Industry Classification                        | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Die Castings                                   | 1,311     | 2,946             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Die Cutting                                    | 629       | 3,508             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Diecast Cars - Dealers                         | 292       | 3,963             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Disability Remodeling                          | 203       | 4,149             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Discotheques                                   | 59        | 4,602             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dishwashing Compounds                          | 47        | 4,665             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dishwashing Machines - Dealers                 | 151       | 4,276             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dishwashing Machines - Supplies & Parts        | 19        | 4,850             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Disinfectants & Germicides                     | 368       | 3,842             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Doll Manufacturers Equipment & Supplies        | 30        | 4,771             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dome Structures                                | 21        | 4,831             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Door Closers & Checks                          | 343       | 3,881             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Door-to-Door Freezer Food Sales                | 923       | 3,234             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Doors - Cellar/Basement/Bilco                  | 478       | 3,690             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Doors - Industrial                             | 58        | 4,609             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Doors - Rolling                                | 370       | 3,837             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Doors - Vinyl                                  | 8         | 4,955             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Doughnut Machines & Supplies                   | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dowels   | 46        | 4,672             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drafting Equipment & Supplies                  | 875       | 3,268             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Draperies - Wholesale & Manufacturers          | 303       | 3,942             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dredging                                       | 893       | 3,254             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dredging Machinery                             | 18        | 4,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dress Trimmings                                | 392       | 3,810             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dressmaking Schools                            | 138       | 4,318             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drill Presses                                  | 8         | 4,955             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drilling - Geothermal                          | 371       | 3,835             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drop Cloths                                    | 6         | 4,977             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drug Discovery Provider                        | 22        | 4,825             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dry Erase Boards                               | 271       | 4,004             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dry Ice  | 512       | 3,641             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drying Equipment - Industrial                  | 181       | 4,212             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Drywall Toxic - Inspection                     | 102       | 4,430             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dumbwaiters                                    | 124       | 4,365             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Duplicating Machines & Supplies                | 259       | 4,037             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dust Collecting Systems                        | 701       | 3,425             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dust Control Materials                         | 138       | 4,318             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dusters & Dusting Cloths                       | 18        | 4,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dyers  | 419       | 3,770             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dyers - Industrial                             | 11        | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Dynamometers                                   | 67        | 4,570             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Easels - Wholesale & Manufacturers             | 121       | 4,370             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Economic Development Organizations             | 1,215     | 3,009             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Egg Processing & Shipping Equipment & Supplies | 111       | 4,400             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Eggs   | 709       | 3,411             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Elastic Goods                                  | 66        | 4,574             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Equipment - Used                      | 500       | 3,656             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Motors - Used                         | 153       | 4,270             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Power Line Construction               | 943       | 3,215             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Switchboards                          | 691       | 3,440             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electric Vehicles - Home Charging Station      | 55        | 4,626             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electroforming                                 | 47        | 4,665             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electrostatic Painting                         | 103       | 4,427             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Electrotype Equipment & Supplies               | 211       | 4,128             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Elevators - Parts                              | 283       | 3,983             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Embalmers                                      | 228       | 4,102             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Embossing                                      | 36        | 4,737             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Embossing Equipment & Supplies                 | 11        | 4,918             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Embroidery Design Punching                     | 277       | 3,993             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Enameling, Japanning & Lacquering              | 28        | 4,788             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engineering Reports                            | 721       | 3,399             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engravers - Photo                              | 48        | 4,660             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Engraving Equipment & Supplies                 | 1,021     | 3,150             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Entomologists                                  | 13        | 4,900             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Equine nutrition                               | 74        | 4,540             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Escalators                                     | 63        | 4,587             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Etching Equipment & Supplies                   | 10        | 4,929             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Etiquette School                               | 1,221     | 3,005             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Excelsior                                      | 7         | 4,967             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Expanded Metals                                | 105       | 4,423             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Expansion Joints                               | 106       | 4,418             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Experimental Work                              | 26        | 4,802             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Explosives                                     | 344       | 3,877             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Factory Locating Consultants                   | 19        | 4,850             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fallout Shelter Equipment & Supplies           | 292       | 3,963             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fallout Shelters - Consultants                 | 309       | 3,934             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fans - Attic                                   | 1,226     | 3,003             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fans - Repair                                  | 526       | 3,621             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Farm Management Systems                        | 278       | 3,991             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Feathers                                       | 493       | 3,668             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Feed - Wholesale & Manufacturers               | 1,623     | 2,774             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Feed Grinding                                  | 45        | 4,675             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Feedlot  | 208       | 4,138             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Felt & Felt Products                           | 92        | 4,477             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fences - Rental                                | 199       | 4,160             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |

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| Industry Classification                     | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Fertilizer Plant Equipment                  | 286       | 3,974             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fiber Glass Fabricators                     | 1,472     | 2,855             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fiber Glass Materials                       | 236       | 4,083             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Filling Machinery                           | 40        | 4,712             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Filters - Liquid                            | 644       | 3,492             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Financial Planning Kit                      | 332       | 3,897             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fingerprinting Equipment                    | 183       | 4,205             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Doors & Shutters                       | 12        | 4,909             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Escapes                                | 67        | 4,570             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Exit Devices                           | 40        | 4,712             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Extinguishing Fluid                    | 31        | 4,763             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Hose                                   | 83        | 4,504             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Hydrants                               | 549       | 3,595             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Lookout Stations                       | 18        | 4,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fire Mitigation                             | 400       | 3,794             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fireproofing Materials                      | 113       | 4,393             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fish Nets                                   | 80        | 4,513             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fish Processors Equipment                   | 28        | 4,788             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fishermen - Commercial                      | 264       | 4,024             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fishing Licenses                            | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flanags                                     | 29        | 4,778             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flashers - Electric                         | 17        | 4,869             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flatware - Table                            | 986       | 3,169             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flavoring Extracts                          | 556       | 3,586             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flavoring Extracts - Raw Materials          | 488       | 3,678             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floats - Parade                             | 40        | 4,712             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floor Machines - Rent                       | 102       | 4,430             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floor Machines - Repair                     | 85        | 4,500             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Floor Removal                               | 673       | 3,454             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Flour                                       | 434       | 3,749             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Foil & Foil Products                        | 54        | 4,632             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Folding Machines                            | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Forging Equipment                           | 41        | 4,703             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Foster Child Care                           | 1,471     | 2,858             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fountains - Drinking                        | 154       | 4,265             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Frozen Custard Machines                     | 129       | 4,348             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Frozen Food Locker Plants                   | 659       | 3,475             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fruits - Glace                              | 32        | 4,760             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fuel - Marine                               | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fuel Tax Service                            | 8         | 4,955             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Funeral Escorts                             | 292       | 3,963             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fungicides                                  | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Funnels                                     | 138       | 4,318             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fur Cleaning & Dyeing - Retail              | 261       | 4,032             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fur Cleaning & Dyeing - Wholesale           | 41        | 4,703             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fur Cuttings                                | 56        | 4,621             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fur Dressers & Dyers                        | 5         | 4,986             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fur Farms - Equipment & Supplies            | 33        | 4,756             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fur Skin Dealers & Brokers                  | 778       | 3,348             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Fuses - Electric                            | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Galvanizing                                 | 351       | 3,870             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gambling Abuse & Addiction Info & Treatment | 704       | 3,418             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Game Farms                                  | 1,496     | 2,837             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gas Burners                                 | 700       | 3,428             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gas Lights                                  | 126       | 4,355             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gas Plant Equipment                         | 185       | 4,196             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gas Recycling Plants                        | 20        | 4,843             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gavels                                      | 6         | 4,977             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gelatin                                     | 73        | 4,544             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Generators - Steam                          | 156       | 4,262             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Geochemists                                 | 10        | 4,929             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Geographers                                 | 7         | 4,967             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Geologists                                  | 1,160     | 3,047             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Geologists Supplies                         | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Geophysical Apparatus                       | 55        | 4,626             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Geophysicists                               | 1,008     | 3,153             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glass Coating & Tinting Machinery           | 199       | 4,407             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Glass Rods & Tubing                         | 79        | 4,518             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gloves - Cleaning & Repairing               | 61        | 4,593             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gold Leaf                                   | 94        | 4,468             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gold Stamping                               | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Golf Caddies                                | 234       | 4,089             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Golf Course Architects                      | 45        | 4,675             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Governors                                   | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Graffiti Removal                            | 105       | 4,423             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grain Brokers                               | 311       | 3,930             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grain Dealers                               | 1,484     | 2,847             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grain Drying                                | 393       | 3,807             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grain Elevator Builders                     | 980       | 3,176             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grain Elevators                             | 1,462     | 2,863             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grain Elevators - Equipment & Supplies      | 499       | 3,658             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grain Inspection                            | 101       | 4,437             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grain Inspection Supplies                   | 11        | 4,918             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grass Trimmers & Tillers                    | 73        | 4,544             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gratings                                    | 178       | 4,217             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |

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| Industry Classification                      | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Grease Pumping                               | 431       | 3,752             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grinding - Precision & Production            | 634       | 3,502             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grinding Wheel Dressers                      | 26        | 4,802             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grinding Wheels                              | 37        | 4,730             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grommets                                     | 12        | 4,909             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Grouting Compounds                           | 1,367     | 2,915             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Guards - Machine                             | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gumming Service                              | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Gypsum & Gypsum Products                     | 125       | 4,360             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hair Nets                                    | 12        | 4,909             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Handbags - Repairing                         | 172       | 4,232             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Handkerchiefs                                | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Handwriting Analysts                         | 543       | 3,604             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Handwriting Experts                          | 212       | 4,126             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hats - Clean & Renovate                      | 339       | 3,889             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hazardous Material Control & Removal         | 1,668     | 2,752             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Health Care Linen Service                    | 183       | 4,205             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Heat Exchangers                              | 696       | 3,434             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Heat Recovery Equipment & Systems            | 182       | 4,209             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Heat Sealing                                 | 71        | 4,553             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Heat Treating - Metal                        | 1,274     | 2,966             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Heat Treating - Metal - Equipment & Supplies | 266       | 4,017             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Helicopters - Parts & Supplies               | 268       | 4,007             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hides  | 284       | 3,980             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hinges                                       | 286       | 3,974             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Historical Structure Preservation            | 404       | 3,786             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hoists                                       | 419       | 3,770             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Honeycomb Materials                          | 60        | 4,600             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Honing Machines & Equipment                  | 123       | 4,367             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hookah Bars                                  | 32        | 4,760             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Horsehoe Equipment & Supplies                | 638       | 3,498             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hose & Tubing - Flexible Metal               | 490       | 3,674             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hydrologists                                 | 221       | 4,112             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Hygrometers                                  | 40        | 4,712             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Cream Cone Manufacturers & Distributors  | 76        | 4,531             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Cream Freezers                           | 146       | 4,289             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Cream Manufacturers Supplies             | 94        | 4,468             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Cream Mixes                              | 37        | 4,730             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Crushers                                 | 21        | 4,831             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Machine Repair                           | 326       | 3,905             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Melting Equipment & Supplies             | 178       | 4,221             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Sculptures                               | 95        | 4,460             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ice Substitutes                              | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| In-floor Heating                             | 72        | 4,548             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| In-Home Autism Therapy                       | 949       | 3,206             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Incinerators                                 | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Incinerators - Supplies & Parts              | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Indexing Service - Book, Periodical          | 21        | 4,831             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Induction Heating Equipment                  | 184       | 4,201             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Industrial Developments                      | 1,494     | 2,840             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Industrial Hygiene Consultants               | 1,166     | 3,043             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Infrared Inspection                          | 402       | 3,792             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insecticides                                 | 697       | 3,432             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Inserts - Screw Thread                       | 14        | 4,893             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Inspection Devices - Industrial              | 1,117     | 3,089             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insulation Materials - Electric              | 154       | 4,265             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insulation Removal                           | 147       | 4,286             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Aviation                         | 266       | 4,10              | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Crop                             | 1,253     | 2,983             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Insurance - Medicare Supplement              | 3,339     | 2,207             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Investment Castings                          | 266       | 4,017             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ironing Boards                               | 56        | 4,621             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ivory Goods                                  | 92        | 4,477             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jacks - Repair                               | 38        | 4,725             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jade & Jade Goods                            | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jail Equipment                               | 86        | 4,498             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jalousies                                    | 58        | 4,609             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jigs & Fixtures                              | 15        | 4,886             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Jigs & Fixtures - Components                 | 19        | 4,850             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Job Lot Merchandise                          | 21        | 4,831             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Kerosene                                     | 157       | 4,261             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Kilns  | 347       | 3,876             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Labels - Plastic, Metal, Foil                | 1,107     | 3,093             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laces  | 10        | 4,929             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lacquers - Manufacturers                     | 55        | 4,626             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lake & Pond Management                       | 2,554     | 2,410             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laminated Structural Products                | 272       | 4,001             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Laminations - Motor & Transformer            | 61        | 4,593             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lamp Shade Covers                            | 104       | 4,426             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lamp Shade Frames & Supplies                 | 957       | 3,200             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lamp Shades - Cleaning & Repairing           | 44        | 4,680             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lamp Shades - Wholesale & Manufacturers      | 140       | 4,311             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lamps - Health                               | 341       | 3,884             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lamps - Supplies & Parts                     | 1,464     | 2,862             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Landfills - Construction Materials           | 389       | 3,816             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |

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| Industry Classification                 | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Lanyards                                | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lapidary Equipment & Supplies           | 31        | 4,763             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lathes                                  | 119       | 4,378             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lathing Contractors                     | 704       | 3,418             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Law & Financial Printers                | 62        | 4,591             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lead Burning                            | 25        | 4,809             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lead Removal                            | 55        | 4,626             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lead Renovator                          | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leather Findings                        | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leather Finishers                       | 567       | 3,573             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Leather Finishes                        | 21        | 4,831             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Legal Printing                          | 68        | 4,564             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Levels                                  | 27        | 4,796             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Libraries - Circulating & Rental        | 37        | 4,730             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Libraries - Institutional               | 22        | 4,825             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Library Equipment & Supplies            | 193       | 4,173             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lift Kits                               | 53        | 4,635             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lifts/Elevators - In Home               | 1,938     | 2,633             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lighting Fixtures - Cleaning            | 20        | 4,843             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lighting Plants                         | 97        | 4,453             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lime                                    | 160       | 4,256             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Linings - Clothing                      | 203       | 4,149             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Linoleum - Wholesale & Manufacturers    | 21        | 4,831             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Linoleum Layers Equipment & Supplies    | 11        | 4,918             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lithographers                           | 244       | 4,063             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lithographic Negatives & Plates         | 11        | 4,918             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Livestock - Commission                  | 29        | 4,778             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Livestock Feeding                       | 1,199     | 3,024             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Livestock Grooming                      | 14        | 4,893             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Livestock Hauling                       | 608       | 3,529             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Livestock Order Buyers                  | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Livestock Spraying                      | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Loans - Farm & Ranch                    | 683       | 3,447             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lockers                                 | 1,149     | 3,056             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Locomotives                             | 296       | 3,956             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Logging Equipment & Supplies            | 2,036     | 2,589             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Louvers                                 | 268       | 4,007             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lubricating Devices & Systems           | 236       | 4,083             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Luggage Covers                          | 8         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lumber - Drying                         | 68        | 4,564             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lumber - Used                           | 176       | 4,221             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lumber Inspectors                       | 95        | 4,460             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Lumber Treating                         | 322       | 3,915             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Macaroni                                | 102       | 4,430             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Machinery Cleaning                      | 200       | 4,158             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Magazines - Back Number                 | 18        | 4,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Magicians                               | 1,169     | 3,039             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Magnetic Inspection Equipment           | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Magnetic Inspection Service             | 70        | 4,557             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Malt & Hops                             | 6         | 4,977             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Managed Print Service                   | 84        | 4,501             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Manhole Covers                          | 292       | 3,963             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Marijuana - Grower                      | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Marijuana - Products                    | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Marijuana - Retail                      | 13        | 4,900             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Masts & Spars                           | 19        | 4,850             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Matches                                 | 6         | 4,977             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mattresses - Cleaning                   | 71        | 4,553             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mattresses - Renovating                 | 832       | 3,305             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mayonnaise & Salad Dressings            | 56        | 4,621             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Measuring Tapes & Rules                 | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Meat Patty Molding Machines             | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Menu Service                            | 193       | 4,173             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Cleaning Equipment                | 98        | 4,445             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Cleaning Machines                 | 52        | 4,641             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Sawing & Cut-Off Service          | 131       | 4,343             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Shapes - Extruded                 | 2,043     | 2,585             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Spinning                          | 312       | 3,928             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metal Stamping Equipment                | 47        | 4,665             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metallizing                             | 133       | 4,338             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metallizing Equipment                   | 6         | 4,977             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metallurgists                           | 192       | 4,178             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metallurgists Equipment & Supplies      | 18        | 4,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metals - Base                           | 210       | 4,132             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metals - Clad                           | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metals - Corrugated                     | 199       | 4,160             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metals - Precoated                      | 244       | 4,063             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Metaphysicians                          | 377       | 3,823             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Meteorological Consultants              | 52        | 4,641             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Meteorological Instruments              | 42        | 4,697             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Meters - Repair                         | 113       | 4,393             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Microfilm Service, Equipment & Supplies | 504       | 3,650             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Micrometers                             | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Microwave Communications                | 299       | 3,948             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Microwave Ovens - Supplies & Parts      | 31        | 4,763             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |

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| Industry Classification                      | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Milk Distributor                             | 96        | 4,455             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Millinery - Retail                           | 208       | 4,138             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Milling Cutters                              | 18        | 4,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Millwrights                                  | 2,129     | 2,550             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mineral Exploration                          | 5,699     | 1,777             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mining Consultants                           | 553       | 3,588             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mirrors - Resilver                           | 110       | 4,403             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Missile & Rocket Components - Manufacturers  | 30        | 4,771             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Missile & Rocket Research & Development      | 483       | 3,684             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Missing Person Services                      | 144       | 4,297             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Missions                                     | 835       | 3,301             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mixing & Agitation Machinery                 | 242       | 4,068             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Model Car Race Centers                       | 466       | 3,703             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Monogram & Initial Machines                  | 35        | 4,742             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Monorail Systems                             | 8         | 4,955             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Monuments - Cleaning & Restoration           | 59        | 4,602             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mosaics                                      | 192       | 4,178             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Mothproofing                                 | 30        | 4,771             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Equipment & Supplies          | 284       | 3,980             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Equipment & Supplies - Repair | 39        | 4,719             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Film Libraries                | 16        | 4,877             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Film Storage                  | 40        | 4,712             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Laboratories                  | 24        | 4,817             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Projection Service            | 64        | 4,581             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Representatives               | 52        | 4,641             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Research Service              | 5         | 4,986             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Special Effects               | 421       | 3,768             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motion Picture Technicians                   | 22        | 4,825             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Motor Home - Carpet & Upholstery Cleaning    | 7         | 4,967             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Moving Sales                                 | 658       | 3,477             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Music Shells                                 | 99        | 4,442             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Music Writers Supplies                       | 173       | 4,226             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nailing Machinery                            | 5         | 4,986             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Name Plates                                  | 239       | 4,075             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Naval Architects                             | 113       | 4,393             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Neckwear - Retail                            | 1,789     | 2,697             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Neckwear - Wholesale & Manufacturers         | 7         | 4,967             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Night Vision Equipment                       | 204       | 4,147             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Non - Woven Fabrics                          | 64        | 4,581             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Noedles                                      | 25        | 4,809             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nothings - Wholesale & Manufacturers         | 331       | 3,900             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nozzles                                      | 185       | 4,196             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nuclear Energy Consultants                   | 481       | 3,687             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nuclear Reactor - Manufacturers              | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Numbering Machines                           | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nurserymen Equipment & Supplies              | 1,278     | 2,960             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Nylon Fabrics                                | 48        | 4,660             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Observatories                                | 34        | 4,748             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oceanographers                               | 20        | 4,843             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oceanographic Equipment                      | 44        | 4,680             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Office Records - Destruction                 | 959       | 3,197             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Offset Printing Repair                       | 109       | 4,407             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Handling Equipment                       | 794       | 3,335             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Hole Covers                              | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Seeds                                    | 88        | 4,490             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Cementing                           | 728       | 3,391             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Drilling Mud & Additives            | 303       | 3,942             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Equipment & Supplies                | 1,268     | 2,969             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Equipment & Supplies - Rental       | 741       | 3,378             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Fire Extinguishing                  | 7         | 4,967             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Fishing Tools                       | 455       | 3,720             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Logging & Perforating               | 222       | 4,110             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oil Well Surveyors                           | 225       | 4,107             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oilfield Hauling                             | 5,469     | 1,812             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oilfield Supplies                            | 2,891     | 2,312             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oils - Animal & Fish                         | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oils - Cutting                               | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oils - Hydrogenated                          | 2         | 5,024             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oils - ReRefined                             | 47        | 4,665             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oils - Road                                  | 53        | 4,635             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oils - Vegetables                            | 300       | 3,946             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Olive Oil                                    | 812       | 3,320             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Olives                                       | 210       | 4,132             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Optometric Information Bureaus               | 92        | 4,477             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Orchard Equipment & Supplies                 | 87        | 4,967             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Orchestras & Bands - Competitions            | 87        | 4,495             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Orchid Growers                               | 502       | 3,654             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Oriental Goods - Wholesale & Manufacturers   | 35        | 4,742             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ovens - Brick Pizza                          | 185       | 4,196             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ovens - Industrial                           | 240       | 4,072             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Packing - Mechanical                         | 153       | 4,270             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pails  | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pants  | 14        | 4,893             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper - Adhesive - Pressure Sensitive        | 357       | 3,858             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper - Corrugated                           | 246       | 4,062             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |

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| Industry Classification                     | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Paper Boxboard                              | 286       | 3,974             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Brokers & Mill Reprs                  | 99        | 4,442             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Converters                            | 459       | 3,713             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Cutting & Drilling Machines           | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Hangers - Wall covering               | 756       | 3,365             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Hangers Equipment & Supplies          | 13        | 4,900             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Mill Machinery                        | 80        | 4,513             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Mill Supplies                         | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Shredding Machines                    | 870       | 3,273             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paper Towels                                | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paramedics                                  | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Parapsychologists                           | 102       | 4,430             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Parson Services                             | 122       | 4,369             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Passive Home Building                       | 53        | 4,635             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Paternity Tests & Services                  | 231       | 4,099             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pattern Makers Equipment & Supplies         | 31        | 4,763             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pennants                                    | 7         | 4,967             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pens & Pencils - Wholesale & Manufacturers  | 603       | 3,537             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Perforated Materials                        | 5         | 4,986             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Perfuming - Fabric, Paper                   | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Perlite & Perlite Products                  | 709       | 3,411             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Personal ServiceBureaus                     | 111       | 4,400             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pewter                                      | 64        | 4,581             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pewterware                                  | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pharmacies - Specialty - Hemophilia         | 45        | 4,675             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Photo Electric Cells & Equipment            | 374       | 3,828             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Photographic Darkroom Rental                | 132       | 4,341             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Photographic Research Service               | 508       | 3,647             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Physicians & Surgeons - Vascular            | 94        | 4,468             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Picnic Equipment & Supplies                 | 136       | 4,331             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Picnic Grounds                              | 35        | 4,737             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Picture Frames - Wholesale & Manufacturers  | 1,250     | 2,986             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Picture Hangers - Wholesale & Manufacturers | 105       | 4,423             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Picture Hanging Service                     | 404       | 3,786             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Piling                                      | 150       | 4,280             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pillows - Renovating                        | 22        | 4,825             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pilot Car Service                           | 943       | 3,215             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pilots - Marine                             | 159       | 4,260             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pine Straw                                  | 774       | 3,353             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pins - Common, Safety                       | 35        | 4,737             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pins Cotter, Taper                          | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe & Boiler Covering Materials            | 10        | 4,929             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe & Valve Fitters                        | 1,246     | 2,988             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe & Valve Fitters - Gas                  | 314       | 3,925             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe - Used                                 | 18        | 4,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Bending & Fabricating                  | 977       | 3,181             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Cutting & Threading                    | 392       | 3,810             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Fittings                               | 1,717     | 2,725             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Hangers                                | 60        | 4,600             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Joint Compounds                        | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Line Equipment                         | 932       | 3,225             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Locating Equipment                     | 59        | 4,602             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Reconditioning                         | 149       | 4,282             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pipe Sealing - Industrial                   | 154       | 4,265             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pistons                                     | 44        | 4,680             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pivots - Precision Instrument               | 74        | 4,540             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Places Of Interest                          | 6         | 4,977             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Planetariums                                | 27        | 4,796             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plaster Craft Products & Supplies           | 293       | 3,961             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plaster Products - Ornamental               | 95        | 4,460             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plasterers Equipment & Supplies             | 57        | 4,615             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Extruders                        | 752       | 3,366             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Reinforced                       | 31        | 4,763             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Rods, Sheets - Sup Center        | 416       | 3,775             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plastics - Scrap                            | 506       | 3,649             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plumbing Fixtures, Parts, Supplies - Used   | 268       | 4,007             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Plywood & Veneers                           | 1,188     | 3,030             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pneumatic Equipment Components              | 352       | 3,592             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pneumatic Tube Equipment & Systems          | 199       | 4,160             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Poison Control Centers                      | 56        | 4,621             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pole Line Contractors                       | 117       | 4,379             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pole Line Equipment                         | 11        | 4,918             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Polyethylene Materials & Products           | 1,005     | 3,157             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pools - Therapy                             | 310       | 3,933             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Porcelain Enameling                         | 34        | 4,748             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Porcelain Products                          | 97        | 4,453             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Portable Buildings - Moving                 | 39        | 4,719             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Potato Chips                                | 452       | 3,722             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Poultry - Wholesale                         | 407       | 3,783             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Poultry Brokers                             | 404       | 3,786             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Power Plant Consultants                     | 701       | 3,425             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Power Plant Equipment - Repairing           | 340       | 3,888             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Power Take - Offs                           | 24        | 4,817             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pressurization Equipment                    | 66        | 4,574             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Print Blocks                                | 4         | 4,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |



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| Industry Classification                              | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|--|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Printed & Etched Circuits                            | 633       | 3,503             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Printing Plates                                      | 184       | 4,201             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Printing Repair                                      | 186       | 4,193             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Printing Rollers                                     | 168       | 4,241             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Protein Purification                                 | 146       | 4,289             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pulleys  | 34        | 4,748             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Pulp & Pulp Products                                 | 129       | 4,348             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Punch Presses  | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Punches  | 10        | 4,929             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Quartz   | 393       | 3,807             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Quilts - Renovating                                  | 25        | 4,809             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Racquetball Court Construction                       | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Racquetball Courts - Public                          | 17        | 4,869             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Racquetball Equipment & Supplies                     | 44        | 4,680             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radio Direction Finders                              | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radio Program Surveys                                | 69        | 4,561             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radio Station Reps                                   | 298       | 3,950             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radioactive Materials                                | 154       | 4,265             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Radioactivity Instruments, Supplies, Services        | 68        | 4,564             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Railroad Car Leasing                                 | 201       | 4,154             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Railroad Equipment & Supplies                        | 1,415     | 2,885             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Railroad Ties - Dealers                              | 332       | 3,897             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Railroad Ties - Wholesale & Manufacturers            | 58        | 4,609             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rainwater Harvesting Systems                         | 851       | 3,288             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rainwear   | 55        | 4,626             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ranges & Ovens - Service & Repair                    | 478       | 3,690             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ranges & Ovens - Supplies & Parts                    | 52        | 4,641             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ranges & Ovens - Wholesale & Manufacturers           | 176       | 4,221             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rattan, Reeds & Willows                              | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ravioli  | 24        | 4,817             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rayon Fabrics  | 19        | 4,850             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Recording Instruments - Industrial & Scientific      | 211       | 4,128             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Records - Phono - Manufacturers Equipment & Supplies | 112       | 4,398             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rectifiers - Electric                                | 8         | 4,955             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Reflectors   | 5         | 4,986             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Refreshment Stands                                   | 266       | 4,017             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rehabilitation Products - Pediatric                  | 1,074     | 3,116             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Reiki Therapy  | 266       | 4,017             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rendering Companies                                  | 1,201     | 3,023             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Renovation Inspection                                | 462       | 3,670             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Reserve Study  | 290       | 3,958             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Resins   | 519       | 3,631             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rest Homes - Info & Placement Bureaus                | 377       | 3,823             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ribbon Printing                                      | 182       | 4,209             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Riggers  | 1,233     | 2,999             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Right of Way Acquisition Service                     | 632       | 3,505             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rivets   | 140       | 4,311             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Road Building Equipment                              | 109       | 4,407             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Road Oiling & Dust Control                           | 339       | 3,889             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rockfall Mitigation                                  | 42        | 4,697             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rodops   | 462       | 3,710             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rods - Threaded                                      | 172       | 4,232             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rollers  | 18        | 4,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rolling Mill Machinery                               | 25        | 4,809             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rope   | 416       | 3,775             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rope Splicing  | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Kotogravure Printers                                 | 95        | 4,460             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rubber - Crude                                       | 13        | 4,900             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rubber - Synthetic                                   | 741       | 3,378             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rubber Bands   | 360       | 3,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rubber Working Machinery                             | 72        | 4,548             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rulers & Yardsticks                                  | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rust Preventatives & Removers                        | 948       | 3,207             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Rustproofing - Industrial                            | 136       | 4,331             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Safes & Vaults - Opening & Repairing                 | 232       | 4,095             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Safety Cans  | 25        | 4,809             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Salads   | 93        | 4,477             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sample Cards & Books                                 | 98        | 4,445             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sanctuaries - Wild Life                              | 470       | 3,700             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sand & Gravel Handling Equipment                     | 313       | 3,927             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sandblasting Equipment & Supplies                    | 1,628     | 2,770             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sanitariums  | 6         | 4,977             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sanitary Napkins                                     | 11        | 4,918             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sausage Casings                                      | 39        | 4,719             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Savings & Loan Association - Reps                    | 32        | 4,760             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sawdust & Shavings                                   | 459       | 3,713             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scales - Repair                                      | 370       | 3,837             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scenery Studio                                       | 108       | 4,411             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scientists   | 466       | 3,703             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Scrap Rubber   | 526       | 3,621             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screens - Security Door                              | 127       | 4,353             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screw Machine Products                               | 970       | 3,189             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screw Machines & Equipment                           | 83        | 4,504             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Screws   | 322       | 3,915             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sculptors Equipment & Supplies                       | 35        | 4,742             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |

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| Industry Classification                             | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Seals - O-Ring                                      | 326       | 3,905             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seeding   | 876       | 3,267             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seismograph Equipment & Supplies                    | 16        | 4,877             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Seismograph Service                                 | 53        | 4,635             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Senior Move Manager                                 | 1,096     | 3,101             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Separators  | 23        | 4,821             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| ServiceStation Supplies                             | 272       | 4,001             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sewing Machines - Industrial & Commercial           | 760       | 3,364             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shade Sails   | 212       | 4,126             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shafting  | 12        | 4,909             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shavers - Electric Repair                           | 138       | 4,318             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sheepskin Specialties                               | 428       | 3,757             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shielding - Magnetic, Electrostatic                 | 211       | 4,128             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shims   | 37        | 4,730             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shingles  | 1,168     | 3,041             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ship Builders & Repair                              | 1,067     | 3,121             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ship Chandlers                                      | 42        | 4,697             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ship Registers                                      | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ship Wreckers                                       | 59        | 4,602             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shoe Laces  | 40        | 4,712             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shoe Machinery                                      | 42        | 4,697             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shortening  | 10        | 4,929             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shot Peening  | 188       | 4,189             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shovels - Power                                     | 19        | 4,850             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shower Curtains - Wholesale & Manufacturers         | 103       | 4,427             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shower Pan Replacement                              | 173       | 4,226             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shredding Services                                  | 2,533     | 2,417             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Shuffleboards                                       | 57        | 4,615             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Signals   | 187       | 4,191             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Signs - Exit Signs                                  | 249       | 4,055             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Silage Covering                                     | 76        | 4,531             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Silverware  | 2,114     | 2,556             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Singing Telegrams                                   | 372       | 3,833             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Skate Sharpening                                    | 56        | 4,621             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Skating Rinks - Installation, Equipment & Supplies  | 95        | 4,460             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Ski Lift Equipment                                  | 21        | 4,831             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Slicing Machines                                    | 2         | 5,034             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Slings  | 161       | 4,253             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Slippers - Wholesale & Manufacturers                | 191       | 4,184             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Smelters & Refiners - Base Metals                   | 515       | 3,638             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Smoke Odor Counteracting Service                    | 184       | 4,201             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Smoke Stacks  | 43        | 4,688             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Snow Making Machines                                | 44        | 4,680             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Snow Removal Service - Roof                         | 221       | 4,112             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soap Dispensers                                     | 184       | 4,201             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soda Fountain Equipment                             | 690       | 3,441             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soda Fountain Equipment - Repairing                 | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soffit & Fascia                                     | 13        | 4,900             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soil Conservation Service                           | 482       | 3,685             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soil Solidification                                 | 412       | 3,779             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Solar Panel Cleaning                                | 387       | 3,818             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Solder  | 7         | 4,967             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soldering Equipment                                 | 88        | 4,490             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Solvents  | 137       | 4,324             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Solvents - Reclaiming                               | 15        | 4,886             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sound Effect Records                                | 11        | 4,918             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sound Level Testing - Industrial                    | 43        | 4,688             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Soy Bean Products                                   | 216       | 4,122             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Spark Plugs   | 18        | 4,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Speech Aid Devices                                  | 331       | 3,900             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Spill Control Equipment & Materials                 | 144       | 4,297             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Spill Control Service                               | 49        | 4,655             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Spray On Siding                                     | 889       | 3,258             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Springs - Coil, Flat - Distributors & Manufacturing | 1,125     | 3,080             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sprockets   | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Square Dance Apparel                                | 72        | 4,548             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Squash Courts - Private                             | 17        | 4,869             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stabilizers   | 151       | 4,276             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stakes  | 22        | 4,825             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stamp Machines                                      | 33        | 4,756             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stamp Pads  | 16        | 4,877             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stamps - Collecting Supplies                        | 49        | 4,655             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Staples, Staplers & Tackers                         | 109       | 4,407             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Static Controls                                     | 77        | 4,527             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steam Cleaning - Automotive                         | 181       | 4,212             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steam Specialties                                   | 94        | 4,468             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steam Traps   | 34        | 4,748             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steel & Brass Stamps                                | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steel - Used  | 90        | 4,483             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Steeple Jacks                                       | 260       | 4,035             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stem cell nutrition                                 | 257       | 4,042             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stencil Cutting Machines                            | 8         | 4,955             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stencils & Stencil Supplies                         | 192       | 4,178             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stenographers - Public                              | 878       | 3,265             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sterilizing Service                                 | 79        | 4,518             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |

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| Industry Classification                         | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Stevedoring Contractors                         | 211       | 4,128             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stools  | 156       | 4,262             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Storage - Liquid & Bulk                         | 1,246     | 2,988             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Strainers - Wholesale & Manufacturers           | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Strapping & Strapping Equipment                 | 142       | 4,306             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Street Cleaning                                 | 785       | 3,336             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Street Cleaning Equipment                       | 173       | 4,226             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stress Relief Equipment & Supplies - Industrial | 136       | 4,331             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Strippers - Mechanical                          | 29        | 4,778             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Structural Imaging                              | 38        | 4,725             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Structural Support - Underground                | 70        | 4,557             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Stucco Manufacturers & Distributors             | 296       | 3,956             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sugar Brokers & Wholesalers                     | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sugar Refiners                                  | 33        | 4,756             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Suicide Prevention Service                      | 14        | 4,893             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sump Pump Contractors                           | 859       | 3,279             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Surveyors - Cargo                               | 41        | 4,703             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sweaters - Trimming Service                     | 13        | 4,900             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Sweeping Compounds                              | 10        | 4,929             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Swimming Pools - Removal                        | 549       | 3,996             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Synagogues                                      | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Table Tops                                      | 511       | 3,643             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tables - Folding                                | 701       | 3,425             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tailoring Instruction                           | 35        | 4,742             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tank Heads                                      | 12        | 4,909             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tanks - Metal                                   | 2,078     | 2,570             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tanks - Repair                                  | 1,041     | 3,136             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tape Recorders - Sound - Service & Repair       | 57        | 4,615             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tape Recorders - Sound - Supplies & Parts       | 43        | 4,688             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tapes - Industrial                              | 390       | 3,814             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tapes - Sound - Dealers                         | 88        | 4,490             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tapes - Sound - Wholesale & Manufacturers       | 41        | 4,703             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tax Return Preparation - OTR Truck Drivers      | 221       | 4,112             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tear Gas  | 6         | 4,977             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Telegraph Service                               | 301       | 3,945             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Telemeter Equipment                             | 83        | 4,504             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Telephone 900 Number Resellers                  | 283       | 3,983             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Teletypewriters & Systems                       | 11        | 4,918             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Teletypewriters Message Service                 | 177       | 4,219             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Teletypewriters Supplies                        | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Television Station Reps                         | 78        | 4,523             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Temperature Measuring Materials                 | 201       | 4,154             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tennis Court Enclosures                         | 17        | 4,869             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tennis Racket Stringing Machines                | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Terra Cotta                                     | 41        | 4,703             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Terrazzo Equipment & Supplies                   | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Textile Converting                              | 285       | 3,978             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Textile Printing Equipment & Supplies           | 650       | 3,486             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Theatrical Managers & Producers                 | 577       | 3,562             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Therapeutic and Educational Supplies            | 241       | 4,069             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Therapy Dogs                                    | 48        | 4,660             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thermal Remediation                             | 29        | 4,778             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thermocouples                                   | 5         | 4,986             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thermograph Equipment & Supplies                | 16        | 4,877             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thermographers                                  | 259       | 4,037             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thermography - Infrared                         | 98        | 4,445             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thermometers                                    | 90        | 4,483             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thread  | 54        | 4,632             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Thread Rolling, Cutting & Grinding              | 90        | 4,483             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Timber Framing                                  | 699       | 3,430             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Time Cards & Racks                              | 131       | 4,343             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Time Locks                                      | 34        | 4,748             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Time Stamps                                     | 21        | 4,831             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Timing Devices                                  | 177       | 4,219             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tin   | 18        | 4,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tin ware  | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tinning   | 61        | 4,593             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tire Storage                                    | 230       | 4,101             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Titanium  | 80        | 4,513             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tobacco Growers                                 | 66        | 4,574             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tobacco Growers Equipment & Supplies            | 94        | 4,468             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tool & Die Makers Equipment & Supplies          | 1,720     | 2,724             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tool Grinding - Industrial                      | 457       | 3,718             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tools - Hydraulic                               | 374       | 3,828             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tools - Pneumatic                               | 784       | 3,337             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tortilla & Tamale Making Equipment              | 106       | 4,418             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tournaments - Golf                              | 172       | 4,232             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Towels - Industrial                             | 5         | 4,986             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Towing - Marine                                 | 1,142     | 3,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tractor Mowing                                  | 412       | 3,779             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tractor Work                                    | 261       | 4,032             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Traffic Control & Flagging Service              | 1,506     | 2,827             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Traffic Engineers & Planning Service            | 945       | 3,213             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Transformers                                    | 633       | 3,503             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Translators Equipment                           | 80        | 4,513             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |

US BBB  
2014 Statistics  
Sorted by Complaints

| Industry Classification                               | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | %  | Cmpls Not Settled | %  | Cmpls Unable to Pursue | %  |
|---|-----------|-------------------|------------|--------------------|---------------|----|-------------------|----|------------------------|----|
| Trap & Squeet Ranges                                  | 106       | 4,418             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Travelers Checks                                      | 35        | 4,742             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tree Climbing Instruction                             | 3         | 5,010             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Painting & Lettering                            | 744       | 3,376             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Terminals                                       | 143       | 4,301             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Truck Washing & Cleaning - Equipment & Supplies       | 444       | 3,734             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Trucking - Liquid Or Dry Bulk                         | 2,892     | 2,311             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tube Bending & Fabricating                            | 580       | 3,559             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tube Cleaning & Expanding Equipment                   | 43        | 4,688             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tube Fittings   | 126       | 4,355             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tubing - Metal  | 692       | 3,439             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Tunneling Contractors                                 | 192       | 4,178             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Turnstiles  | 76        | 4,531             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Twines & Cordage                                      | 82        | 4,511             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Typographers  | 1,237     | 2,994             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| U-Catch Fishing                                       | 8         | 4,955             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Umbrellas - Repairing                                 | 1         | 5,061             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Unemployment Representation                           | 26        | 4,802             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Utility Tax Refunds for Manufacturers & Business      | 63        | 4,587             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vacuum Cleaning - Industrial                          | 772       | 3,357             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Valves  | 3,709     | 2,104             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Valves - Repairing                                    | 425       | 3,761             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Variable Speed Drives                                 | 38        | 4,725             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Venetian Blinds - Repair                              | 51        | 4,646             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vessels - Pressure                                    | 198       | 4,165             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vials   | 77        | 4,527             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vibration Control                                     | 311       | 3,930             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vibration Measurement                                 | 235       | 4,087             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Vibrators - Industrial                                | 16        | 4,877             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Video Tapes & Discs - Wholesale & Manufacturers       | 962       | 3,195             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Visual Control Systems                                | 101       | 4,437             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Visual Impairment Products & Services                 | 611       | 4,593             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Voting Equipment                                      | 125       | 4,360             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wall & Ceiling Texturing                              | 167       | 4,244             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wall Bed Sales  | 234       | 4,089             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wall Cleaning   | 326       | 3,905             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Washing Machines & Dryers - Supplies & Parts          | 18        | 4,856             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Washing Machines & Dryers - Wholesale & Manufacturers | 9         | 4,941             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Washing Machines - Industrial                         | 29        | 4,778             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Waste - Cotton, Wool                                  | 30        | 4,771             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Coolers - Bottle less                           | 191       | 4,184             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Craft Repair                                    | 45        | 4,675             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Water Pollution Control                               | 494       | 3,667             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Waterbeds - Supplies & Parts                          | 5         | 4,986             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Weaving & Mending                                     | 93        | 4,475             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Weaving Supplies & Equipment                          | 143       | 4,301             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Weighers  | 80        | 4,513             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Welding Equipment - Rent                              | 23        | 4,821             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Welding Inspectors                                    | 297       | 3,953             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wellpoint & Dewatering Systems                        | 264       | 4,024             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wicker Products                                       | 815       | 3,317             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Winding Machinery                                     | 26        | 4,802             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Window Shades - Repair                                | 170       | 4,236             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Windows - Egress                                      | 486       | 3,682             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wiping Cloths   | 473       | 3,696             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wire Cloth  | 42        | 4,697             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wire Products   | 2,188     | 2,529             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wire Stitching Machines & Supplies                    | 67        | 4,570             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wire Straighten & Cut                                 | 26        | 4,802             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wire Strippers  | 20        | 4,843             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wood Preservatives                                    | 352       | 3,868             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Wool  | 259       | 4,037             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Woolen Goods - Wholesale & Manufacturers              | 114       | 4,389             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Word Process System, Consultant, Designer             | 21        | 4,831             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Work Clothes - Wholesale & Manufacturers              | 198       | 4,165             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| X-Ray Duplicating Services                            | 107       | 4,414             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Zippers - Repair                                      | 218       | 4,118             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Zippers   | 17        | 4,869             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |
| Zoological Gardens                                    | 241       | 4,069             | 0          | 3,959              | 0             | 0% | 0                 | 0% | 0                      | 0% |