BUSINESSES AND CONSUMERS TRUST BETTER BUSINESS BUREAU® to provide accurate information and professional customer service. Here is a snapshot of the services we provided in 2014...

11,261 Local Accredited Businesses

16K Customer Reviews Posted

3.6M+ Business Reviews Requested

3.2M+ Website Visits/Sessions

Why BBB? Simple. Find Everything You Need in One Place.

Where Consumers Turn For Help.

18,034 Complaints Closed

8,985 Requests for Quotes Sent to BBB Businesses

People Impacted by BBB Presentations & Events

206,211 Problematic Marketplace Practices Investigated & Exposed

Times BBB Addressed Advertising Concerns With Local Businesses

70% Resolved

Over $170K* Saved by Businesses Using BBB’s FedEx Discount

104 Standards

Standards: Build Trust • Advertise Honestly • Tell the Truth

Be Transparent • Honor Promises • Be Responsive

Safeguard Privacy • Embody Integrity

*Through 3rd quarter 2014.
To be the leader in advancing marketplace trust by creating a community of trustworthy businesses, setting standards, encouraging best practices, celebrating marketplace role models, and denouncing substandard marketplace behavior.

Thank you to our 2014 Board of Directors & Accredited Businesses!