343,633 People Impacted by BBB Presentations and Events

7,028 Requests for Quotes Forwarded to BBB Accredited Businesses

21,856 Complaints Closed

19,478 Customer Reviews Posted on BBB's Website

1,766,882 Pre-roll Video Campaign Views

11,131 Local Accredited Businesses

ARAC Auto-Rental Advisory Committee Cases

ACIAC Air-Conditioning Industry Advisory Committee Cases

71%Resolved

94%Resolution Rate

100%Resolution Rate

71 Problematic Marketplace Practices Investigated & Exposed

1,766,882 Pre-roll Video Campaign Views

2,932,690 Ad Impressions on Pandora

24,368 Video Views for #GIVEMOMAABREAK Campaign
givemomaabreak.givelocal.org

7,157 Video Views on My BBB Stories
mybbbstories.givelocal.org

15,158 Consumers Provided with Industry Tips to Aid Them In Making Purchasing Decisions

3,721,408 Business Reviews Requested

3,461,267 Website Visits/Sessions from Google Analytics

35% Average Savings Using Prescription Discount Card

More than $187k Saved by Businesses Using BBB's FedEx Discount* (through 3rd quarter 2019)

* BBB Accredited Businesses are eligible for several money-saving discounts including group health, insurance, merchant card processing and more.