BBB STANDARDS

Our Accredited Businesses Agree to:

- Be Transparent
- Advertise Honestly
- Safeguard Privacy
- Tell the Truth
- Be Responsive
- Embody Integrity
- Build Trust
- Honor Promises

standards.arizonabbb.org

COMMUNITY

- Loud Rumor
- Champs Family Automotive
- Lucid Agency
- Howard Air
- WebPT

Tell the Truth

278 Volunteer Hours BBB Employees Gave Back to Our Community

CONNECT

Better Business Bureau®
Serving Central, Northern & Western Arizona

MARICOPA COUNTY CAMPUS
1010 E. Missouri Avenue, Phoenix, AZ 85014
602.264.1721

MOHAVE COUNTY CAMPUS
60 S. Acoma Blvd., Unit #8102, Lake Havasu City, AZ 86403
928.302.3701

YAVAPAI COUNTY CAMPUS
213 Grove Avenue, Prescott, AZ 86301
928.772.3410

YUMA COUNTY CAMPUS
350 W. 16th Street, Ste. 205, Yuma, AZ 85364
928.919.7940

connect.arizonabbb.org

Mission: to be the leader in advancing marketplace trust.

2017 ANNUAL REVIEW
**INFLUENCE**
- 460+ Meetings Resulting in 8,207 visitors to our Business & Community Center
- 150,000 People Impacted by BBB Presentations and Events
- 3,895,161 Business Profiles Requested
- 30k+ Consumer Newsletter Subscribers
- 4.1k+ Media Mentions

**SOLUTIONS**
- 47k+ Scams Reported to BBB’s Scam Tracker
- 14,942 Complaints Closed
- 70% Resolved
- 89% Resolution Rate
- 81% Resolution Rate
- 179 Problematic Marketplace Practices Investigated & Exposed

**AUDIENCE**
- 21,120 Customer Reviews Posted on BBB’s Website
- 156,131 Clicks to BBB's website through Facebook ads
- 192k+ Views on more than 740 BBB YouTube Videos
- 3,078,127 Website Visits/Sessions
- 14,736 engagements
- Top User Demographics:
  - Male: 52.4%
  - Female: 47.6%
  - 25 - 34 yrs: 22%
  - 35 - 44 yrs: 21%
  - Source: Google Analytics

**ACCREDITATION**
- 30 Business Seminars Conducted
- 11,950 Businesses Who Earned Accreditation
- 4,861 Requests for Quotes Forwarded to BBB Accredited Businesses
- More than $480 per month Average Saved by Accredited Businesses Using the Prescription Savings Card
- BBB Accredited Businesses are eligible for several money-saving discounts including merchant card processing and more.

**4.1k+ Media Mentions**
**150,000** People Impacted by BBB Presentations and Events
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