2013 Program Accomplishments

BBB Program Accomplishments

**BBB Accreditation in 2013:**
- Approved: 817
- Revoked: 37
- Accredited Businesses: 4,563

**Request-A-Quotes for ABs:**
- 2,700

**Business Reviews:**
- 906,761

**Website visits:**
- 1,012,354

**Unique visitors:**
- 906,142

**Pageviews:**
- 1,914,463

**Consumer Reviews Published:**
- 184

**Ad Review in 2013:**
- Cases Closed: 70
- Voluntarily Substantiated: 9
- Voluntarily Discontinued: 17
- Voluntarily Modified: 34
- Did not substantiate, modify or discontinue: 3
- No response: 7

**Complaints Closed:**
- 9,940

**Percent Resolved:**
- 91%

**Auto Line Cases:**
- 11

**Arbitration Cases:**
- 19

**Investigations Closed:**
- 28

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BBB Education Outreach Program Accomplishments

**Senior Fraud Program:**
- Scam Prevention presentations: 22
- Consumers served: 1,553
- Educational counseling: 10 events
- Consumers served: 1,275

**Charity Review in 2013:**
- Active Reports: 126
- Accredited Charities: 78
- Seal Holders: 25
- Inquiries: 24,467

**FINRA: Outsmarting Investment Fraud:**
- Presentations: 12
- Consumers reached: 420

**Secure Your ID/Shred Day:**
- Documents destroyed: 8.16 tons
- Consumers/businesses served: 193