

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
<b>TOTAL</b>	<b>54,973,200</b>		<b>829,879</b>		<b>612,588</b>	<b>73.8%</b>	<b>195,044</b>	<b>23.5%</b>	<b>22,247</b>	<b>2.7%</b>
Abrasives	2049	1260	39	553	25	64.1%	12	30.8%	2	5.1%
Absorbents	24	2230	0	0	0	0%	0	0%	0	0%
Abstracters	730	1689	7	585	5	71.4%	2	28.6%	0	0%
Accident Reconstruction Service	1315	1464	10	582	6	60.0%	3	30.0%	1	10.0%
Accordions	162	2096	1	591	1	100.0%	0	0%	0	0%
Accountants	22330	385	105	488	61	58.1%	44	41.9%	0	0%
Accountants - Certified Public	103540	108	221	387	133	60.2%	86	38.9%	2	0.9%
Accounting & Bookkeeping Machines	4325	931	11	581	6	54.5%	4	36.4%	1	9.1%
Accumulators	1095	1540	35	557	8	22.9%	26	74.3%	1	2.9%
Acid Proof Equipment & Materials	91	2163	0	0	0	0%	0	0%	0	0%
Acids	109	2147	1	591	0	0%	1	100.0%	0	0%
Acoustical Consultants	2844	1121	7	585	6	85.7%	1	14.3%	0	0%
Acoustical Materials	1046	1558	12	580	7	58.3%	5	41.7%	0	0%
Actuaries	485	1836	1	591	1	100.0%	0	0%	0	0%
Acupressure	77	2177	0	0	0	0%	0	0%	0	0%
Acupuncturists	4241	940	14	578	9	64.3%	5	35.7%	0	0%
Addressing Machines & Supplies	109	2147	1	591	1	100.0%	0	0%	0	0%
Addressing Plate Service	63	2191	0	0	0	0%	0	0%	0	0%
Adhesives & Glues	625	1752	0	0	0	0%	0	0%	0	0%
Adhesives & Gluing Equipment	20	2234	0	0	0	0%	0	0%	0	0%
Adjusters	15904	472	540	248	485	89.8%	54	10.0%	1	0.2%
Adoption Services	47267	216	85	507	55	64.7%	29	34.1%	1	1.2%
Adult Entertainment	18443	435	166	430	75	45.2%	86	51.8%	5	3.0%
Advance Fee Brokers	94112	116	1909	89	195	10.2%	666	34.9%	1048	54.9%
Advertising Agencies & Counselors	126506	88	1789	101	980	54.8%	657	36.7%	152	8.5%
Advertising Specialties	73289	138	1034	156	387	37.4%	616	59.6%	31	3.0%
Advertising-Aerial	254	2011	3	589	2	66.7%	1	33.3%	0	0%
Advertising-Checking Service	249	2016	23	569	18	78.3%	5	21.7%	0	0%
Advertising-Direct Mail	62025	170	1659	109	1499	90.4%	148	8.9%	12	0.7%
Advertising-Directory & Guide	16679	454	796	184	584	73.4%	183	23.0%	29	3.6%
Advertising-Indoor	201	2061	2	590	1	50.0%	1	50.0%	0	0%
Advertising-Motion Picture	176	2083	2	590	2	100.0%	0	0%	0	0%
Advertising-Newspaper	3198	1069	82	510	58	70.7%	20	24.4%	4	4.9%
Advertising-Outdoor	6564	775	11	581	4	36.4%	6	54.5%	1	9.1%
Advertising-Periodical	1228	1489	32	560	24	75.0%	7	21.9%	1	3.1%
Advertising-Radio	775	1667	16	576	10	62.5%	6	37.5%	0	0%
Advertising-Shoppers Guides	1620	1377	23	569	7	30.4%	13	56.5%	3	13.0%
Advertising-Telephone	4692	900	192	411	166	86.5%	25	13.0%	1	0.5%
Advertising-Television	695	1707	6	586	3	50.0%	2	33.3%	1	16.7%
Advertising-Transit & Transportation	628	1750	3	589	2	66.7%	1	33.3%	0	0%
Aerial Applicators	61	2193	3	589	1	33.3%	2	66.7%	0	0%
Aerial Patrol & Inspection Service	8	2246	0	0	0	0%	0	0%	0	0%
Aerosols	8	2246	0	0	0	0%	0	0%	0	0%
Aerospace Industries	1383	1440	1	591	0	0%	1	100.0%	0	0%
Aerospace Research & Development	271	1999	0	0	0	0%	0	0%	0	0%
Agates	1	2253	0	0	0	0%	0	0%	0	0%
Agricultural Consultants	489	1833	1	591	1	100.0%	0	0%	0	0%
Agricultural Services	3383	1045	8	584	8	100.0%	0	0%	0	0%
Agricultural Waste Management	86	2168	4	588	3	75.0%	1	25.0%	0	0%
Aids Research & Clinics	417	1887	0	0	0	0%	0	0%	0	0%
Air Ambulance Service	1777	1334	11	581	8	72.7%	3	27.3%	0	0%
Air Balancing	634	1746	0	0	0	0%	0	0%	0	0%
Air Brushes	546	1795	3	589	3	100.0%	0	0%	0	0%
Air Cargo & Package Express Service	1393	1436	21	571	13	61.9%	8	38.1%	0	0%
Air Conditioning Contractors & Systems	521117	17	3032	51	2315	76.4%	651	21.5%	66	2.2%
Air Conditioning Equipment-Room Units	1506	1406	49	543	38	77.6%	11	22.4%	0	0%
Air Conditioning Repair	13526	523	163	432	87	53.4%	65	39.9%	11	6.7%
Air Conditioning Supplies & Parts	2645	1150	81	511	37	45.7%	44	54.3%	0	0%
Air Conditioning Systems-Cleaning	6265	793	50	542	25	50.0%	25	50.0%	0	0%
Air Courier Service	1182	1505	8	584	4	50.0%	3	37.5%	1	12.5%
Air Curtains & Screens	64	2190	2	590	1	50.0%	0	0%	1	50.0%
Air Flight Attendants	844	1633	1	591	1	100.0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Air Fragrances	803	1652	3	589	3	100.0%	0	0%	0	0%
Air Motors	10	2244	0	0	0	0%	0	0%	0	0%
Air Pollution Control	706	1702	2	590	1	50.0%	1	50.0%	0	0%
Air Pollution Measuring Equipment & Svc.	1054	1555	1	591	1	100.0%	0	0%	0	0%
Air Pollution Measuring Service	457	1858	3	589	3	100.0%	0	0%	0	0%
Air Purifying & Cleaning Systems & Equipment	18997	426	158	437	113	71.5%	40	25.3%	5	3.2%
Aircraft & Aircraft Equipment-Testing	249	2016	0	0	0	0%	0	0%	0	0%
Aircraft Brokers	589	1770	3	589	3	100.0%	0	0%	0	0%
Aircraft Charter, Rental & Lease	7755	708	38	554	21	55.3%	15	39.5%	2	5.3%
Aircraft Dealers	5698	832	9	583	6	66.7%	3	33.3%	0	0%
Aircraft Engines	192	2070	3	589	2	66.7%	1	33.3%	0	0%
Aircraft Ferrying & Transporting Service	131	2125	1	591	0	0%	1	100.0%	0	0%
Aircraft Ground Support & Service Equipment	285	1987	3	589	2	66.7%	1	33.3%	0	0%
Aircraft Instruments	240	2025	2	590	1	50.0%	1	50.0%	0	0%
Aircraft Manufacturers.	1098	1539	3	589	2	66.7%	1	33.3%	0	0%
Aircraft Parts & Supplies	8599	675	31	561	5	16.1%	26	83.9%	0	0%
Aircraft Rebuilding	370	1923	2	590	1	50.0%	1	50.0%	0	0%
Aircraft Salvage	10	2244	1	591	1	100.0%	0	0%	0	0%
Aircraft Schools	4304	935	35	557	15	42.9%	18	51.4%	2	5.7%
Aircraft Servicing & Maintenance	6446	782	10	582	6	60.0%	4	40.0%	0	0%
Aircraft Storage	178	2081	3	589	3	100.0%	0	0%	0	0%
Aircraft Upholsterers	76	2178	0	0	0	0%	0	0%	0	0%
Airlines	29912	320	4777	34	3974	83.2%	782	16.4%	21	0.4%
Airlines-Ticket Agencies	4745	895	55	537	26	47.3%	29	52.7%	0	0%
Airlines-Training Schools	3328	1052	16	576	5	31.3%	11	68.8%	0	0%
Airport Designers	116	2140	0	0	0	0%	0	0%	0	0%
Airport Equipment & Supplies	35	2219	2	590	1	50.0%	1	50.0%	0	0%
Airport Transportation	5808	825	102	491	54	52.9%	45	44.1%	3	2.9%
Airports	1399	1434	14	578	11	78.6%	3	21.4%	0	0%
Albums	518	1810	1	591	0	0%	1	100.0%	0	0%
Alcoholism Info & Treatment Centers	4045	962	39	553	29	74.4%	10	25.6%	0	0%
Alfalfa & Alfalfa Products	55	2199	0	0	0	0%	0	0%	0	0%
All-Terrain Vehicles	15177	486	552	243	340	61.6%	201	36.4%	11	2.0%
Alloys	29	2225	0	0	0	0%	0	0%	0	0%
Alterations-Clothing	7610	715	179	420	100	55.9%	75	41.9%	4	2.2%
Alternators & Generators - Auto Repair	939	1595	42	550	21	50.0%	18	42.9%	3	7.1%
Alternators & Generators - Retail	601	1766	33	559	19	57.6%	13	39.4%	1	3.0%
Aluminum	3625	1011	15	577	5	33.3%	10	66.7%	0	0%
Aluminum Fabricators	5651	836	44	548	26	59.1%	16	36.4%	2	4.5%
Aluminum Products	4772	893	38	554	23	60.5%	12	31.6%	3	7.9%
Ambulance Service	14386	507	196	408	151	77.0%	43	21.9%	2	1.0%
Ambulances & Hearses	65	2189	0	0	0	0%	0	0%	0	0%
Ammonia	7	2247	1	591	1	100.0%	0	0%	0	0%
Ammunition	486	1835	5	587	2	40.0%	3	60.0%	0	0%
Ammunition & Reload Equipment & Supplies	225	2039	5	587	4	80.0%	1	20.0%	0	0%
Ammunition Reloading	3	2251	0	0	0	0%	0	0%	0	0%
Amplifiers	455	1859	37	555	30	81.1%	6	16.2%	1	2.7%
Amusement Devices	3508	1027	16	576	9	56.3%	6	37.5%	1	6.3%
Amusement Park Equipment	430	1878	0	0	0	0%	0	0%	0	0%
Amusement Parks & Places	40148	250	1454	120	1232	84.7%	220	15.1%	2	0.1%
Anchors-Expansion	49	2205	0	0	0	0%	0	0%	0	0%
Anchors-Marine	71	2183	2	590	1	50.0%	1	50.0%	0	0%
Animal Brokers & Dealers-Zoo, Circus, Etc	1828	1322	69	523	33	47.8%	35	50.7%	1	1.4%
Animal Carcass Removal	403	1897	6	586	4	66.7%	2	33.3%	0	0%
Animal Foods-Zoo, Circus, Etc.	59	2195	2	590	1	50.0%	1	50.0%	0	0%
Animal Health Products	1321	1462	10	582	8	80.0%	2	20.0%	0	0%
Animal Hospitals	30259	315	434	278	312	71.9%	121	27.9%	1	0.2%
Animal Insemination-Artificial	2614	1158	63	529	24	38.1%	39	61.9%	0	0%
Animal Registration & Identification	366	1926	21	571	15	71.4%	6	28.6%	0	0%
Animal Shelters	4853	886	114	477	81	71.1%	32	28.1%	1	0.9%
Animal Supplies-Zoo, Circus, Etc.	324	1954	17	575	11	64.7%	6	35.3%	0	0%
Animal Transporting-Zoo, Circus, Etc.	627	1751	7	585	3	42.9%	3	42.9%	1	14.3%
Animation Mechanics - Display, Sign, Etc.	799	1655	2	590	2	100.0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Annuitants	3456	1034	10	582	4	40.0%	6	60.0%	0	0%
Anodizing	9	2245	0	0	0	0%	0	0%	0	0%
Answering Services	5425	851	53	539	37	69.8%	15	28.3%	1	1.9%
Antennas	865	1627	10	582	6	60.0%	3	30.0%	1	10.0%
Antiques-Dealers	30785	311	213	394	127	59.6%	77	36.2%	9	4.2%
Antiques-Repair & Restore	3045	1089	45	547	17	37.8%	24	53.3%	4	8.9%
Antiques-Reproductions	1945	1288	7	585	6	85.7%	1	14.3%	0	0%
Apartment Finding & Rental Service	42133	240	707	205	440	62.2%	251	35.5%	16	2.3%
Apartment Sharing Service	725	1691	3	589	2	66.7%	1	33.3%	0	0%
Apartments	110112	104	5771	29	3756	65.1%	1913	33.1%	102	1.8%
Appliances - Major - Service & Repair	19643	416	518	253	247	47.7%	234	45.2%	37	7.1%
Appliances-Major-Dealers	126073	89	3817	42	3141	82.3%	637	16.7%	39	1.0%
Appliances-Major-Parts & Supplies	68047	152	1537	114	1009	65.6%	478	31.1%	50	3.3%
Appliances-Major-Rent & Lease	3744	993	116	475	77	66.4%	39	33.6%	0	0%
Appliances-Major-Wholesale & Manufacturers	3950	971	1391	123	1379	99.1%	12	0.9%	0	0%
Appliances-Small-Dealers	18603	431	414	285	236	57.0%	161	38.9%	17	4.1%
Appliances-Small-Service & Repair	41459	244	846	176	435	51.4%	369	43.6%	42	5.0%
Appliances-Small-Supplies & Parts	1372	1443	31	561	25	80.6%	6	19.4%	0	0%
Appliances-Small-Wholesale & Manufacturers	871	1624	37	555	33	89.2%	3	8.1%	1	2.7%
Appraisers	14623	502	178	421	97	54.5%	74	41.6%	7	3.9%
Appraisers-Antiques	298	1975	3	589	3	100.0%	0	0%	0	0%
Apprenticeship Programs	54	2200	0	0	0	0%	0	0%	0	0%
Aprons-Domestic & Fancy	4	2250	0	0	0	0%	0	0%	0	0%
Aprons-Industrial	5	2249	0	0	0	0%	0	0%	0	0%
Aquaculture	768	1671	1	591	0	0%	1	100.0%	0	0%
Aquariums-Dealers	4412	923	65	527	37	56.9%	28	43.1%	0	0%
Aquariums-Lease & Maintenance	198	2064	2	590	2	100.0%	0	0%	0	0%
Aquariums-Public	152	2106	5	587	3	60.0%	2	40.0%	0	0%
Aquariums-Wholesale & Manufacturers	559	1786	31	561	11	35.5%	20	64.5%	0	0%
Arbitration Services	4775	891	18	574	9	50.0%	7	38.9%	2	11.1%
Arboretums	20	2234	1	591	0	0%	1	100.0%	0	0%
Archaeologists	29	2225	0	0	0	0%	0	0%	0	0%
Archery Equipment & Supplies	2029	1266	14	578	8	57.1%	6	42.9%	0	0%
Archery Instruction	22	2232	2	590	0	0%	2	100.0%	0	0%
Archery Ranges	422	1882	2	590	0	0%	2	100.0%	0	0%
Architects	52630	198	113	478	52	46.0%	60	53.1%	1	0.9%
Architects Supplies	209	2053	4	588	4	100.0%	0	0%	0	0%
Architectural & Construction Specs	2682	1145	15	577	4	26.7%	11	73.3%	0	0%
Armatures-Service & Sales	303	1970	29	563	6	20.7%	23	79.3%	0	0%
Armored Car Manufacturing	30	2224	0	0	0	0%	0	0%	0	0%
Armored Car Service	634	1746	2	590	1	50.0%	1	50.0%	0	0%
Armories	55	2199	5	587	5	100.0%	0	0%	0	0%
Army & Navy Goods	2182	1237	19	573	11	57.9%	5	26.3%	3	15.8%
Art Galleries, Dealers & Consultants	25448	361	349	309	170	48.7%	159	45.6%	20	5.7%
Art Goods	3421	1039	117	474	57	48.7%	56	47.9%	4	3.4%
Art Identification & Registration	65	2189	1	591	1	100.0%	0	0%	0	0%
Art Instruction & Schools	4899	884	28	564	23	82.1%	4	14.3%	1	3.6%
Art Metal Work	1414	1428	23	569	10	43.5%	12	52.2%	1	4.3%
Art Organizations & Information	372	1921	11	581	3	27.3%	8	72.7%	0	0%
Art Restoration & Conservation	2982	1102	7	585	3	42.9%	3	42.9%	1	14.3%
Art Supplies	6101	802	81	511	45	55.6%	35	43.2%	1	1.2%
Artificial Breasts	68	2186	0	0	0	0%	0	0%	0	0%
Artificial Eyes-Human	32	2222	1	591	1	100.0%	0	0%	0	0%
Artificial Flowers & Plants - Manufacturer Supplies	336	1945	10	582	5	50.0%	5	50.0%	0	0%
Artificial Flowers, Plants & Trees	890	1615	15	577	12	80.0%	2	13.3%	1	6.7%
Artificial Fruits & Foods	26	2228	0	0	0	0%	0	0%	0	0%
Artificial Limbs	661	1726	1	591	1	100.0%	0	0%	0	0%
Artificial Turf	3770	989	19	573	11	57.9%	7	36.8%	1	5.3%
Artists - Fine Art	4077	958	47	545	25	53.2%	19	40.4%	3	6.4%
Artists Agents	3353	1049	34	558	14	41.2%	18	52.9%	2	5.9%
Artists-Commercial	2424	1190	23	569	6	26.1%	16	69.6%	1	4.3%
Asbestos & Asbestos Products	74	2180	0	0	0	0%	0	0%	0	0%
Asbestos Consulting & Testing	2004	1271	3	589	2	66.7%	1	33.3%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Asbestos Removal Service	11537	577	40	552	26	65.0%	13	32.5%	1	2.5%
Asphalt	27545	342	224	386	68	30.4%	117	52.2%	39	17.4%
Asphalt Mixing Equipment	135	2121	1	591	0	0%	1	100.0%	0	0%
Assayers	18	2236	0	0	0	0%	0	0%	0	0%
Assayers Supplies	5	2249	0	0	0	0%	0	0%	0	0%
Assembly & Fabricating Service	1696	1353	8	584	1	12.5%	7	87.5%	0	0%
Assisted Living Centers	26839	347	160	435	124	77.5%	33	20.6%	3	1.9%
Association Management	11313	582	231	381	167	72.3%	62	26.8%	2	0.9%
Associations	36629	276	225	385	180	80.0%	42	18.7%	3	1.3%
Astrologers	848	1632	30	562	19	63.3%	11	36.7%	0	0%
Astronomical Instruments	80	2174	1	591	0	0%	1	100.0%	0	0%
Athletic Organizations	7129	744	102	491	70	68.6%	31	30.4%	1	1.0%
Attorney Referral Service	5035	874	53	539	30	56.6%	22	41.5%	1	1.9%
Auctioneers	37865	267	698	206	422	60.5%	256	36.7%	20	2.9%
Audio-Visual Consultants	5829	822	13	579	4	30.8%	7	53.8%	2	15.4%
Audio-Visual Equipment-Dealers	29075	330	1876	93	1352	72.1%	516	27.5%	8	0.4%
Audio-Visual Equipment-Rent & Lease	2838	1123	15	577	11	73.3%	3	20.0%	1	6.7%
Audio-Visual Equipment-Service & Repair	2786	1130	58	534	33	56.9%	23	39.7%	2	3.4%
Audio-Visual Equipment-Supplies & Parts	1975	1278	22	570	9	40.9%	11	50.0%	2	9.1%
Audio-Visual Equipment-Wholesale & Manufacturers	642	1740	16	576	12	75.0%	4	25.0%	0	0%
Audio-Visual Production Services	9298	645	31	561	22	71.0%	9	29.0%	0	0%
Audiologists	7504	726	32	560	32	100.0%	0	0%	0	0%
Audiometers	13	2241	1	591	1	100.0%	0	0%	0	0%
Auditory Training Equipment	79	2175	4	588	2	50.0%	2	50.0%	0	0%
Auto & Truck Brokers	35905	282	307	332	151	49.2%	143	46.6%	13	4.2%
Auto Air Conditioning	7596	717	86	506	52	60.5%	33	38.4%	1	1.2%
Auto Air Conditioning Equipment	5865	816	65	527	49	75.4%	15	23.1%	1	1.5%
Auto Alarms & Security Systems	16033	468	285	342	149	52.3%	101	35.4%	35	12.3%
Auto Appraisers	3283	1056	14	578	11	78.6%	3	21.4%	0	0%
Auto Auctions	6369	787	137	456	85	62.0%	50	36.5%	2	1.5%
Auto Body Repair & Painting	415678	25	2765	60	1824	66.0%	901	32.6%	40	1.4%
Auto Body Shop Equipment & Sup	6441	784	133	460	56	42.1%	75	56.4%	2	1.5%
Auto Bumpers, Guards & Grilles	925	1603	26	566	19	73.1%	6	23.1%	1	3.8%
Auto Customizing	12492	548	317	325	140	44.2%	166	52.4%	11	3.5%
Auto Dealers-Antique & Classic	6671	769	119	472	65	54.6%	52	43.7%	2	1.7%
Auto Dealers-Custom Design & Replica	2593	1164	38	554	26	68.4%	11	28.9%	1	2.6%
Auto Dealers-New Cars	1008325	6	25236	2	21457	85.0%	3657	14.5%	122	0.5%
Auto Dealers-Used Cars	556065	14	11291	10	8021	71.0%	3049	27.0%	221	2.0%
Auto Detailing	26459	350	409	288	216	52.8%	183	44.7%	10	2.4%
Auto Diagnostic Service	5123	869	49	543	38	77.6%	11	22.4%	0	0%
Auto Electric Equipment	5847	819	32	560	18	56.3%	13	40.6%	1	3.1%
Auto Electric Service	7145	742	94	499	53	56.4%	41	43.6%	0	0%
Auto Floor Coverings	1407	1431	10	582	7	70.0%	3	30.0%	0	0%
Auto Hand & Foot Controls	321	1956	7	585	2	28.6%	5	71.4%	0	0%
Auto Inspection Stations	5323	855	107	486	69	64.5%	36	33.6%	2	1.9%
Auto Listing Service	2603	1162	20	572	9	45.0%	9	45.0%	2	10.0%
Auto Machine Shops	3426	1036	36	556	21	58.3%	15	41.7%	0	0%
Auto Manufacturers & Distributors	16440	459	1416	122	1347	95.1%	67	4.7%	2	0.1%
Auto Manufacturers Equipment & Supplies	1365	1446	19	573	12	63.2%	7	36.8%	0	0%
Auto Metal & Equipment - Dist. & Mfg.	102	2152	2	590	2	100.0%	0	0%	0	0%
Auto Parts & Supplies-New	143383	81	4352	39	3049	70.1%	1245	28.6%	58	1.3%
Auto Parts & Supplies-Used & Rebuilt	21695	390	456	270	316	69.3%	134	29.4%	6	1.3%
Auto Parts & Supplies-Wholesale & Manufacturers	7013	751	271	352	161	59.4%	108	39.9%	2	0.7%
Auto Perform, Race & Sport Equipment	14777	495	228	382	129	56.6%	92	40.4%	7	3.1%
Auto Race Cars	1861	1315	32	560	27	84.4%	5	15.6%	0	0%
Auto Radios & Stereos-Sales & Repair	12068	562	467	265	262	56.1%	199	42.6%	6	1.3%
Auto Radios & Stereos-Wholesale & Manufacturers	647	1735	21	571	11	52.4%	9	42.9%	1	4.8%
Auto Renting & Leasing	85925	126	2945	55	2262	76.8%	639	21.7%	44	1.5%
Auto Repair - Windshield, Glass Shops	61133	173	594	231	368	62.0%	206	34.7%	20	3.4%
Auto Repair & Service	816901	8	11041	11	7269	65.8%	3569	32.3%	203	1.8%
Auto Repair & Service-Equipment & Supplies	7953	701	158	437	103	65.2%	54	34.2%	1	0.6%
Auto Repair-Mobile	32535	300	501	257	325	64.9%	161	32.1%	15	3.0%
Auto Repairing-Foreign	13414	525	70	522	50	71.4%	20	28.6%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Auto Restoration	3070	1086	41	551	24	58.5%	17	41.5%	0	0%
Auto Seat Covers, Tops & Upholstery	7516	723	75	517	44	58.7%	29	38.7%	2	2.7%
Auto Service - Rust proofing Shops	2697	1144	42	550	29	69.0%	11	26.2%	2	4.8%
Auto Service - Sound Systems Sales & Service.	16309	461	238	375	161	67.6%	74	31.1%	3	1.3%
Auto Service - Specialty Parts	2448	1185	108	485	70	64.8%	36	33.3%	2	1.9%
Auto Service - Steam Cleaning	562	1784	0	0	0	0%	0	0%	0	0%
Auto Service - Window Tinting	18352	436	211	396	93	44.1%	112	53.1%	6	2.8%
Auto Services	49644	208	967	163	628	64.9%	323	33.4%	16	1.7%
Auto Smog Inspection	1698	1352	38	554	21	55.3%	17	44.7%	0	0%
Auto Sunroofs	316	1960	8	584	4	50.0%	4	50.0%	0	0%
Auto Transporters & Drive-Away Companies	199007	55	1164	144	901	77.4%	256	22.0%	7	0.6%
Auto Upholstery Cleaning	560	1785	13	579	2	15.4%	11	84.6%	0	0%
Auto Warranty Processing Service	163724	68	2885	56	2206	76.5%	545	18.9%	134	4.6%
Auto Wrecking	13582	520	203	402	130	64.0%	68	33.5%	5	2.5%
Autograph Dealers	249	2016	1	591	1	100.0%	0	0%	0	0%
Autographic Registers & Supplies	4	2250	1	591	1	100.0%	0	0%	0	0%
Automated Teller Machines	5685	833	45	547	22	48.9%	18	40.0%	5	11.1%
Automation Consultants	1139	1522	2	590	1	50.0%	1	50.0%	0	0%
Automation Systems & Equipment	2387	1195	41	551	38	92.7%	2	4.9%	1	2.4%
Aviation Consultants	1791	1329	8	584	2	25.0%	6	75.0%	0	0%
Aviation Services	35	2219	0	0	0	0%	0	0%	0	0%
Awnings & Canopies	39840	253	241	372	150	62.2%	85	35.3%	6	2.5%
Axles	220	2043	0	0	0	0%	0	0%	0	0%
Babbitt Metals	45	2209	0	0	0	0%	0	0%	0	0%
Babbling	8	2246	0	0	0	0%	0	0%	0	0%
Baby Accessories & Service(s)	9807	630	411	287	177	43.1%	211	51.3%	23	5.6%
Baby Accessories-Wholesale & Manufacturers	968	1586	23	569	10	43.5%	10	43.5%	3	13.0%
Baby Carriages & Strollers	2173	1238	75	517	35	46.7%	38	50.7%	2	2.7%
Baby Foods	53	2201	1	591	1	100.0%	0	0%	0	0%
Baby Formula Service	10	2244	0	0	0	0%	0	0%	0	0%
Baby Shoe Preservation	14	2240	2	590	1	50.0%	1	50.0%	0	0%
Baby Sitters	1916	1300	33	559	1	3.0%	8	24.2%	24	72.7%
Bacteria Control Equipment	1	2253	0	0	0	0%	0	0%	0	0%
Badges	441	1868	4	588	3	75.0%	1	25.0%	0	0%
Badges - Manufacturer+B423 Supplies	66	2188	1	591	0	0%	1	100.0%	0	0%
Badminton Courts-Public	3	2251	0	0	0	0%	0	0%	0	0%
Bag Making Machinery	35	2219	2	590	2	100.0%	0	0%	0	0%
Bag Ties	18	2236	0	0	0	0%	0	0%	0	0%
Bagels	214	2048	2	590	1	50.0%	1	50.0%	0	0%
Bags-Burlap, Canvas & Cotton	685	1710	9	583	7	77.8%	2	22.2%	0	0%
Bags-Paper	160	2098	0	0	0	0%	0	0%	0	0%
Bags-Plastic	374	1919	0	0	0	0%	0	0%	0	0%
Bail Bonds	12443	550	103	490	54	52.4%	42	40.8%	7	6.8%
Bakers Equipment	332	1948	5	587	1	20.0%	4	80.0%	0	0%
Bakers Equipment-Repair	1	2253	0	0	0	0%	0	0%	0	0%
Bakers Supplies	40	2214	1	591	1	100.0%	0	0%	0	0%
Bakers-Retail	24347	367	286	341	173	60.5%	106	37.1%	7	2.4%
Bakers-Wholesale	1167	1513	11	581	5	45.5%	5	45.5%	1	9.1%
Balancing Equipment	3	2251	0	0	0	0%	0	0%	0	0%
Balancing Service-Industrial	42	2212	0	0	0	0%	0	0%	0	0%
Baling Equipment & Supplies	156	2102	0	0	0	0%	0	0%	0	0%
Ballistics Experts	1	2253	0	0	0	0%	0	0%	0	0%
Balloons-Manned	5606	839	118	473	48	40.7%	42	35.6%	28	23.7%
Balloons-Novelty & Toy	1935	1290	33	559	7	21.2%	23	69.7%	3	9.1%
Ballrooms	307	1967	16	576	11	68.8%	2	12.5%	3	18.8%
Balls Steel, Bronze, Ceramic, Etc.	48	2206	1	591	1	100.0%	0	0%	0	0%
Balls-Glass	0	0	1	591	1	100.0%	0	0%	0	0%
Bamboo & Bamboo Products	167	2091	2	590	1	50.0%	1	50.0%	0	0%
Bank Equipment & Supplies	2224	1233	16	576	9	56.3%	7	43.8%	0	0%
Bankruptcy Assistance & Services	1066	1552	11	581	8	72.7%	1	9.1%	2	18.2%
Banks	341413	32	18272	4	17713	96.9%	544	3.0%	15	0.1%
Banquet Facilities	10164	621	202	403	108	53.5%	83	41.1%	11	5.4%
Bar Coding Service	25220	363	2	590	2	100.0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Bar Fixtures	32	2222	1	591	1	100.0%	0	0%	0	0%
Bar Supplies	814	1647	4	588	2	50.0%	2	50.0%	0	0%
Barbecue	2258	1226	13	579	9	69.2%	3	23.1%	1	7.7%
Barbecue Equipment & Supplies	5210	862	126	467	67	53.2%	56	44.4%	3	2.4%
Barber Schools	4553	909	35	557	18	51.4%	15	42.9%	2	5.7%
Barbers	20237	409	212	395	127	59.9%	75	35.4%	10	4.7%
Barbers Equipment & Supplies	24	2230	1	591	1	100.0%	0	0%	0	0%
Barge Lines	186	2075	0	0	0	0%	0	0%	0	0%
Barn Equipment	984	1583	6	586	2	33.3%	4	66.7%	0	0%
Barrels & Drums	132	2124	3	589	3	100.0%	0	0%	0	0%
Barrels & Drums-Equipment & Supplies	9	2245	0	0	0	0%	0	0%	0	0%
Barrels & Drums-Used	11	2243	0	0	0	0%	0	0%	0	0%
Barricades	223	2041	2	590	2	100.0%	0	0%	0	0%
Bartending Service	7610	715	70	522	33	47.1%	36	51.4%	1	1.4%
Barter & Trade Exchanges	1658	1368	11	581	7	63.6%	4	36.4%	0	0%
Baseball Batting Ranges	88	2166	2	590	2	100.0%	0	0%	0	0%
Baseball Cards & Sports Memorabilia	5809	824	175	424	134	76.6%	38	21.7%	3	1.7%
Baseball Clubs	2427	1188	18	574	12	66.7%	6	33.3%	0	0%
Baseball Pitching Machines	21	2233	3	589	2	66.7%	1	33.3%	0	0%
Basketball Clubs	655	1729	7	585	6	85.7%	1	14.3%	0	0%
Baskets-Retail	690	1709	10	582	5	50.0%	5	50.0%	0	0%
Baskets-Wholesale & Manufacturers	227	2037	0	0	0	0%	0	0%	0	0%
Bathing Beaches	35	2219	3	589	0	0%	2	66.7%	1	33.3%
Bathroom Accessories	7189	739	88	504	57	64.8%	29	33.0%	2	2.3%
Baths	4416	921	57	535	56	98.2%	0	0%	1	1.8%
Baths-Equipment & Supplies	3413	1040	154	441	25	16.2%	128	83.1%	1	0.6%
Bathtubs & Sinks-Repair & Refinish	44292	227	307	332	157	51.1%	136	44.3%	14	4.6%
Baton Twirling Instruction	12	2242	1	591	1	100.0%	0	0%	0	0%
Batteries-Dry Cell-Wholesale & Manufacturers	1986	1276	9	583	6	66.7%	3	33.3%	0	0%
Batteries-Storage-Retail	1962	1283	39	553	29	74.4%	10	25.6%	0	0%
Batteries-Storage-Wholesale & Manufacturers	647	1735	3	589	3	100.0%	0	0%	0	0%
Battery Charging Equipment	375	1918	0	0	0	0%	0	0%	0	0%
Battery Repairing & Rebuilding	339	1944	4	588	2	50.0%	2	50.0%	0	0%
Battery Supplies	9131	653	88	504	55	62.5%	27	30.7%	6	6.8%
Beads	2818	1127	11	581	6	54.5%	4	36.4%	1	9.1%
Bearings	476	1843	0	0	0	0%	0	0%	0	0%
Beauty Pageants	5667	835	57	535	45	78.9%	12	21.1%	0	0%
Beauty Salons	84633	127	1658	110	1027	61.9%	531	32.0%	100	6.0%
Beauty Schools	7573	719	73	519	58	79.5%	12	16.4%	3	4.1%
Beauty Supplies & Equipment	19142	423	552	243	339	61.4%	185	33.5%	28	5.1%
Beauty Supplies & Equipment Repair	174	2085	5	587	1	20.0%	3	60.0%	1	20.0%
Bed & Breakfast	13650	518	202	403	140	69.3%	59	29.2%	3	1.5%
Bed Wetting Aids	2	2252	0	0	0	0%	0	0%	0	0%
Bedding	39925	252	953	167	674	70.7%	259	27.2%	20	2.1%
Beds-Renting	18	2236	2	590	2	100.0%	0	0%	0	0%
Beds-Retail	18555	433	432	279	337	78.0%	86	19.9%	9	2.1%
Beds-Wholesale & Manufacturers	876	1621	23	569	15	65.2%	8	34.8%	0	0%
Bedspreads-Retail	1002	1576	7	585	3	42.9%	4	57.1%	0	0%
Bedspreads-Wholesale & Manufacturers	24	2230	1	591	1	100.0%	0	0%	0	0%
Beekeepers	585	1772	7	585	6	85.7%	1	14.3%	0	0%
Beekeepers Supplies	8	2246	3	589	2	66.7%	1	33.3%	0	0%
Beer & Ale-Retail	862	1629	17	575	15	88.2%	1	5.9%	1	5.9%
Beer & Ale-Wholesale	942	1593	4	588	3	75.0%	1	25.0%	0	0%
Beer Dispensing & Cleaning Equipment - Repair	19	2235	3	589	1	33.3%	2	66.7%	0	0%
Beer Dispensing & Cooling Equipment	1789	1330	5	587	5	100.0%	0	0%	0	0%
Beer Home Brewing Equipment & Supplies	1346	1456	17	575	7	41.2%	10	58.8%	0	0%
Bellows	5	2249	2	590	1	50.0%	1	50.0%	0	0%
Belting & Supplies	57	2197	0	0	0	0%	0	0%	0	0%
Benches & Work Tables	387	1909	0	0	0	0%	0	0%	0	0%
Benches-Seating	31	2223	0	0	0	0%	0	0%	0	0%
Beverage Dispensers	791	1659	9	583	1	11.1%	8	88.9%	0	0%
Beverages	5979	806	34	558	26	76.5%	6	17.6%	2	5.9%
Beverages - Whls & Dist.	393	1904	4	588	2	50.0%	2	50.0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Bibles	139	2118	2	590	0	0%	2	100.0%	0	0%
Bicycle Racks & Security Systems	159	2099	9	583	6	66.7%	3	33.3%	0	0%
Bicycle-Dealers	13375	526	270	353	150	55.6%	115	42.6%	5	1.9%
Bicycles-Renting	275	1996	13	579	9	69.2%	3	23.1%	1	7.7%
Bicycles-Repair	946	1592	18	574	12	66.7%	5	27.8%	1	5.6%
Bicycles-Wholesale & Manufacturers	407	1895	22	570	16	72.7%	5	22.7%	1	4.5%
Bid Report Service	46	2208	0	0	0	0%	0	0%	0	0%
Bill Paying Service	6673	768	62	530	47	75.8%	10	16.1%	5	8.1%
Billiard Equipment & Supplies	7418	728	101	492	69	68.3%	28	27.7%	4	4.0%
Billiard Parlors	1506	1406	40	552	6	15.0%	33	82.5%	1	2.5%
Billing Service	29107	329	1284	127	1191	92.8%	88	6.9%	5	0.4%
Binders-Loose Leaf	90	2164	1	591	0	0%	1	100.0%	0	0%
Bindings-Bias & Straight	38	2216	0	0	0	0%	0	0%	0	0%
Bingo & Gaming Halls	433	1875	6	586	2	33.3%	1	16.7%	3	50.0%
Binoculars	531	1805	10	582	9	90.0%	1	10.0%	0	0%
Bins	61	2193	3	589	0	0%	3	100.0%	0	0%
Bio - Chemicals	219	2044	5	587	2	40.0%	3	60.0%	0	0%
Biofeedback Therapists	1095	1540	9	583	3	33.3%	6	66.7%	0	0%
Biological Products	480	1840	5	587	4	80.0%	1	20.0%	0	0%
Bird & Wildlife Supply Shops	2216	1235	22	570	16	72.7%	6	27.3%	0	0%
Bird Barriers, Repellents & Controls	377	1916	2	590	2	100.0%	0	0%	0	0%
Bird Feeders & Houses	516	1812	7	585	6	85.7%	1	14.3%	0	0%
Birth Centers	494	1829	1	591	1	100.0%	0	0%	0	0%
Birth Control Information Centers	192	2070	0	0	0	0%	0	0%	0	0%
Black Light Equipment & Supplies	9	2245	0	0	0	0%	0	0%	0	0%
Blacksmiths	452	1860	5	587	5	100.0%	0	0%	0	0%
Blankets	98	2156	9	583	1	11.1%	7	77.8%	1	11.1%
Blasting Contractors	699	1705	1	591	0	0%	1	100.0%	0	0%
Blasting Equipment & Supplies	22	2232	0	0	0	0%	0	0%	0	0%
Bleachers & Grandstands	244	2021	0	0	0	0%	0	0%	0	0%
Blood Banks & Centers	560	1785	12	580	12	100.0%	0	0%	0	0%
Blowers & Blower Systems	54	2200	1	591	0	0%	1	100.0%	0	0%
Blueprinting	2229	1230	3	589	2	66.7%	1	33.3%	0	0%
Blueprinting Equipment & Supplies	81	2173	0	0	0	0%	0	0%	0	0%
Boarding Houses	903	1610	7	585	5	71.4%	2	28.6%	0	0%
Boards Of Trade	40	2214	6	586	2	33.3%	0	0%	4	66.7%
Boat Builders	4117	952	62	530	45	72.6%	17	27.4%	0	0%
Boat Cleaning	575	1777	3	589	1	33.3%	2	66.7%	0	0%
Boat Covers, Tops & Upholstery	1552	1394	19	573	6	31.6%	13	68.4%	0	0%
Boat Dealers	27349	345	400	295	286	71.5%	107	26.8%	7	1.8%
Boat Equipment & Supplies	4756	894	62	530	40	64.5%	20	32.3%	2	3.2%
Boat Launching	56	2198	2	590	2	100.0%	0	0%	0	0%
Boat Launching Sites	23	2231	1	591	1	100.0%	0	0%	0	0%
Boat Renting & Leasing	2224	1233	53	539	27	50.9%	26	49.1%	0	0%
Boat Repair	12560	545	180	419	105	58.3%	72	40.0%	3	1.7%
Boat Storage	665	1724	14	578	9	64.3%	5	35.7%	0	0%
Boat Transporting	1653	1370	17	575	5	29.4%	12	70.6%	0	0%
Boat Yards	67	2187	1	591	1	100.0%	0	0%	0	0%
Boat-Charter	9520	639	83	509	39	47.0%	44	53.0%	0	0%
Boat-Excursion	224	2040	2	590	2	100.0%	0	0%	0	0%
Boating Instruction	602	1765	9	583	5	55.6%	4	44.4%	0	0%
Boilers-New & Used	1670	1361	4	588	3	75.0%	1	25.0%	0	0%
Boilers-Rental	18	2236	1	591	1	100.0%	0	0%	0	0%
Boilers-Repair & Cleaning	2301	1220	5	587	5	100.0%	0	0%	0	0%
Boilers-Supplies & Parts	32	2222	0	0	0	0%	0	0%	0	0%
Bolts & Nuts	237	2028	2	590	0	0%	0	0%	2	100.0%
Bonds-Surety & Fidelity	1672	1360	12	580	4	33.3%	8	66.7%	0	0%
Book, Compact Disc, & DVD Clubs	12802	538	1675	108	1490	89.0%	182	10.9%	3	0.2%
Bookbinders	648	1734	13	579	9	69.2%	3	23.1%	1	7.7%
Bookbinders Equipment & Supplies	29	2225	0	0	0	0%	0	0%	0	0%
Bookcases	11	2243	1	591	0	0%	1	100.0%	0	0%
Bookkeeping Service	52261	200	168	428	97	57.7%	61	36.3%	10	6.0%
Books-New	27777	340	690	208	328	47.5%	292	42.3%	70	10.1%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Books-Used & Rare	6751	764	146	448	116	79.5%	24	16.4%	6	4.1%
Books-Wholesale	2365	1202	47	545	38	80.9%	8	17.0%	1	2.1%
Booths-Toll, Parking, Etc.	282	1990	31	561	19	61.3%	11	35.5%	1	3.2%
Boots	1667	1363	87	505	34	39.1%	51	58.6%	2	2.3%
Bottle Caps & Seals	43	2211	1	591	1	100.0%	0	0%	0	0%
Bottlers Equipment & Supplies	268	2002	5	587	4	80.0%	1	20.0%	0	0%
Bottles-Used	18	2236	1	591	0	0%	1	100.0%	0	0%
Bottles-Wholesale & Manufacturers	452	1860	4	588	2	50.0%	1	25.0%	1	25.0%
Boutique Items-Wholesale & Manufacturers	1371	1444	94	499	50	53.2%	44	46.8%	0	0%
Boutiques	3373	1047	99	494	56	56.6%	34	34.3%	9	9.1%
Bowling	3473	1033	50	542	34	68.0%	14	28.0%	2	4.0%
Bowling Clothes & Accessories	144	2114	4	588	1	25.0%	3	75.0%	0	0%
Bowling Instruction	46	2208	1	591	1	100.0%	0	0%	0	0%
Bowling Lane Equipment & Supplies	70	2184	2	590	2	100.0%	0	0%	0	0%
Bowling Lane Refinish & Repair	10	2244	0	0	0	0%	0	0%	0	0%
Box Lunches	43	2211	1	591	1	100.0%	0	0%	0	0%
Box Manufacturers Equipment & Supplies	240	2025	5	587	3	60.0%	2	40.0%	0	0%
Boxes-Corrugated & Fiber	1477	1414	3	589	2	66.7%	1	33.3%	0	0%
Boxes-Paper	228	2036	0	0	0	0%	0	0%	0	0%
Boxes-Plastic & Transparent	4	2250	1	591	1	100.0%	0	0%	0	0%
Boxes-Specialty & Fancy	134	2122	1	591	0	0%	1	100.0%	0	0%
Boxes-Wire Bound	2	2252	0	0	0	0%	0	0%	0	0%
Boxes-Wooden	46	2208	0	0	0	0%	0	0%	0	0%
Boy & Girl Organizations - Supplies	41	2213	1	591	1	100.0%	0	0%	0	0%
Boys Clothing & Furnishings - Retail	7862	704	300	334	140	46.7%	158	52.7%	2	0.7%
Boys Clothing & Furnishings - Wholesale & Manufacturers	7	2247	0	0	0	0%	0	0%	0	0%
Braids	224	2040	29	563	12	41.4%	15	51.7%	2	6.9%
Braille Supplies	102	2152	2	590	2	100.0%	0	0%	0	0%
Brake Fluids	2	2252	0	0	0	0%	0	0%	0	0%
Brake Service	54525	192	965	164	734	76.1%	216	22.4%	15	1.6%
Brake Service Equipment	2529	1169	57	535	26	45.6%	31	54.4%	0	0%
Brake Shoe Bonding & Exchanging	7	2247	2	590	1	50.0%	1	50.0%	0	0%
Brakes-Lining-Manufacturers & Distributors	162	2096	1	591	1	100.0%	0	0%	0	0%
Brakes-Manufacturers & Distributors	460	1855	3	589	0	0%	3	100.0%	0	0%
Branding Equipment	8	2246	1	591	1	100.0%	0	0%	0	0%
Bras	641	1741	23	569	13	56.5%	10	43.5%	0	0%
Brass	23	2231	0	0	0	0%	0	0%	0	0%
Brass Fabricators	19	2235	0	0	0	0%	0	0%	0	0%
Brass Products	334	1947	1	591	0	0%	1	100.0%	0	0%
Brazing	73	2181	0	0	0	0%	0	0%	0	0%
Breakfast Nooks & Booths	12	2242	0	0	0	0%	0	0%	0	0%
Brewers	448	1862	6	586	6	100.0%	0	0%	0	0%
Brewers Equipment & Supplies	56	2198	1	591	1	100.0%	0	0%	0	0%
Brick Preservatives	741	1685	19	573	1	5.3%	18	94.7%	0	0%
Brick-Clay-Common & Face	3626	1010	9	583	6	66.7%	1	11.1%	2	22.2%
Brick-Concrete, Pumice, Etc.	4100	955	34	558	13	38.2%	18	52.9%	3	8.8%
Brick-Fire	76	2178	0	0	0	0%	0	0%	0	0%
Brick-Used	1	2253	0	0	0	0%	0	0%	0	0%
Bridal & Millinery Supplies	1282	1475	20	572	9	45.0%	11	55.0%	0	0%
Bridal Gown Preservation	241	2024	16	576	11	68.8%	5	31.3%	0	0%
Bridal Registries	1397	1435	16	576	3	18.8%	5	31.3%	8	50.0%
Bridal Shops	70146	146	1202	137	849	70.6%	313	26.0%	40	3.3%
Bridal Supplies - Wholesale & Mfg.	442	1867	14	578	9	64.3%	5	35.7%	0	0%
Bridge Builders	772	1669	0	0	0	0%	0	0%	0	0%
Bridge Clubs	0	0	1	591	1	100.0%	0	0%	0	0%
Bridge Instruction	1	2253	0	0	0	0%	0	0%	0	0%
Bridge Operators	27	2227	0	0	0	0%	0	0%	0	0%
Broaching	4	2250	0	0	0	0%	0	0%	0	0%
Bronze	64	2190	0	0	0	0%	0	0%	0	0%
Bronzing	553	1789	4	588	3	75.0%	1	25.0%	0	0%
Broom Manufacturers' Equipment & Supplies	7	2247	0	0	0	0%	0	0%	0	0%
Brooms	82	2172	0	0	0	0%	0	0%	0	0%
Brush Manufacturers' Equipment & Supplies	5	2249	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Brushes	54	2200	0	0	0	0%	0	0%	0	0%
Buckets-Digging & Hoisting	81	2173	0	0	0	0%	0	0%	0	0%
Buckles	6	2248	1	591	0	0%	1	100.0%	0	0%
Buffing & Polishing Equipment & Supplies	24	2230	1	591	0	0%	1	100.0%	0	0%
Building Cleaning-Exterior	4534	913	12	580	6	50.0%	5	41.7%	1	8.3%
Building Construction Consultants	42475	238	273	350	152	55.7%	113	41.4%	8	2.9%
Building Contractors	124520	90	770	192	398	51.7%	328	42.6%	44	5.7%
Building Inspection	14927	494	44	548	25	56.8%	18	40.9%	1	2.3%
Building Materials	112922	100	2878	57	2733	95.0%	136	4.7%	9	0.3%
Building Materials-Used	305	1968	2	590	2	100.0%	0	0%	0	0%
Building Restoration & Preservation	14758	496	81	511	35	43.2%	39	48.1%	7	8.6%
Buildings - Pre - Cut, Prefab & Modular - Dealers	30581	313	319	323	259	81.2%	53	16.6%	7	2.2%
Buildings-Concrete	534	1804	5	587	0	0%	4	80.0%	1	20.0%
Buildings-Metal	15816	473	177	422	131	74.0%	44	24.9%	2	1.1%
Buildings-Pole & Post Frame	7082	748	54	538	38	70.4%	14	25.9%	2	3.7%
Buildings-Portable	5462	848	51	541	28	54.9%	22	43.1%	1	2.0%
Bulldozers	675	1717	2	590	1	50.0%	1	50.0%	0	0%
Bullet-Resistant Equipment	18	2236	0	0	0	0%	0	0%	0	0%
Bulletin & Directory Boards	64	2190	3	589	2	66.7%	1	33.3%	0	0%
Burglar Alarm Systems - Dealers, Monitoring & Svc.	81441	130	1239	130	963	77.7%	263	21.2%	13	1.0%
Burial Advisory Service	60	2194	3	589	3	100.0%	0	0%	0	0%
Burial Vaults	1531	1401	2	590	0	0%	2	100.0%	0	0%
Bus Lines	2228	1231	43	549	29	67.4%	14	32.6%	0	0%
Bus Lines Ticket Agencies	95	2159	3	589	3	100.0%	0	0%	0	0%
Buses-Charter & Rental	20788	402	609	226	467	76.7%	134	22.0%	8	1.3%
Buses-Distributors & Manufacturers	293	1980	1	591	0	0%	0	0%	1	100.0%
Buses-Parts & Supplies	22	2232	1	591	1	100.0%	0	0%	0	0%
Buses-Repair & Service	50	2204	0	0	0	0%	0	0%	0	0%
Buses-Used	61	2193	0	0	0	0%	0	0%	0	0%
Bushings	12	2242	0	0	0	0%	0	0%	0	0%
Business & Trade Organizations	32778	298	226	384	189	83.6%	25	11.1%	12	5.3%
Business Brokers	28972	332	135	458	75	55.6%	57	42.2%	3	2.2%
Business Consultants	142805	82	1045	155	692	66.2%	321	30.7%	32	3.1%
Business Forms & Systems	10238	617	586	235	476	81.2%	107	18.3%	3	0.5%
Business Opportunity Companies	328379	33	2184	78	1422	65.1%	528	24.2%	234	10.7%
Business Promotions - General	21191	395	421	282	257	61.0%	151	35.9%	13	3.1%
Business Services (General)	168567	66	2398	69	1354	56.5%	861	35.9%	183	7.6%
Butchering	898	1613	22	570	11	50.0%	10	45.5%	1	4.5%
Butchers Equipment & Supplies	15	2239	0	0	0	0%	0	0%	0	0%
Butter	3	2251	0	0	0	0%	0	0%	0	0%
Buttons-Advertising	166	2092	2	590	2	100.0%	0	0%	0	0%
Buttons-Clothing	41	2213	1	591	1	100.0%	0	0%	0	0%
Buttons-Manufacturers Equipment & Supplies	38	2216	5	587	2	40.0%	3	60.0%	0	0%
Buying Clubs & Group Purchasing Service	72254	139	1816	98	1557	85.7%	193	10.6%	66	3.6%
Cabanas-Beach & Pool	16	2238	2	590	0	0%	2	100.0%	0	0%
Cabinet Equipment & Supplies	6987	753	63	529	35	55.6%	26	41.3%	2	3.2%
Cabinet Manufacturer	56087	185	286	341	175	61.2%	100	35.0%	11	3.8%
Cabinet Refinishers	8276	689	57	535	34	59.6%	23	40.4%	0	0%
Cabinets	40198	249	271	352	147	54.2%	99	36.5%	25	9.2%
Cable Splicing	750	1680	6	586	5	83.3%	1	16.7%	0	0%
Cabs-Tractor, Truck, Etc.	85	2169	8	584	7	87.5%	1	12.5%	0	0%
Caissons-Structural	4	2250	0	0	0	0%	0	0%	0	0%
Cake Decorating Equipment & Supplies	748	1681	5	587	5	100.0%	0	0%	0	0%
Calculating Service	147	2111	0	0	0	0%	0	0%	0	0%
Calculators, Adding Machines & Supplies	250	2015	1	591	1	100.0%	0	0%	0	0%
Calendars	1430	1423	12	580	8	66.7%	4	33.3%	0	0%
Calligraphers	376	1917	3	589	3	100.0%	0	0%	0	0%
Campers-Dealers	3477	1030	64	528	54	84.4%	9	14.1%	1	1.6%
Campers-Rent & Lease	505	1820	20	572	6	30.0%	14	70.0%	0	0%
Campers-Service & Repair	1187	1503	18	574	14	77.8%	4	22.2%	0	0%
Campers-Supplies & Parts	149	2109	8	584	6	75.0%	2	25.0%	0	0%
Campers-Wholesale & Manufacturers	841	1634	48	544	46	95.8%	2	4.2%	0	0%
Campgrounds & RV Parks	9256	647	247	366	179	72.5%	66	26.7%	2	0.8%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Camping Equipment	4027	963	40	552	29	72.5%	10	25.0%	1	2.5%
Camping Equipment-Renting	448	1862	6	586	4	66.7%	2	33.3%	0	0%
Camps	4121	951	80	512	51	63.8%	29	36.3%	0	0%
Cams-Grinding & Cutting	67	2187	1	591	1	100.0%	0	0%	0	0%
Candle Making Supplies	911	1608	2	590	1	50.0%	1	50.0%	0	0%
Candles-Retail	5450	849	54	538	25	46.3%	28	51.9%	1	1.9%
Candles-Wholesale & Manufacturers	865	1627	31	561	19	61.3%	11	35.5%	1	3.2%
Candy & Confectionery - Wholesale & Manufacturers	3655	1006	23	569	9	39.1%	13	56.5%	1	4.3%
Candy & Confectionery Brokers	1063	1554	3	589	2	66.7%	1	33.3%	0	0%
Candy & Confectionery Manufacturer Equip & Supplies	46	2208	1	591	0	0%	0	0%	1	100.0%
Candy & Confectionery Manufacturers Supplies	130	2126	2	590	1	50.0%	1	50.0%	0	0%
Candy & Confectionery-Retail	8634	674	50	542	28	56.0%	19	38.0%	3	6.0%
Canes	364	1927	0	0	0	0%	0	0%	0	0%
Caning	3	2251	0	0	0	0%	0	0%	0	0%
Canners	24	2230	1	591	1	100.0%	0	0%	0	0%
Canners Equipment & Supplies	5	2249	0	0	0	0%	0	0%	0	0%
Cans	43	2211	0	0	0	0%	0	0%	0	0%
Cans Manufacturers Machinery	9	2245	1	591	0	0%	1	100.0%	0	0%
Canvas Goods	182	2079	6	586	6	100.0%	0	0%	0	0%
Canvas-Wholesale & Manufacturers	73	2181	3	589	2	66.7%	1	33.3%	0	0%
Capacitors	8	2246	0	0	0	0%	0	0%	0	0%
Caps & Gowns	78	2176	7	585	7	100.0%	0	0%	0	0%
Caps-Wholesale & Manufacturers	161	2097	1	591	1	100.0%	0	0%	0	0%
Car Loading & Unloading	277	1995	32	560	15	46.9%	17	53.1%	0	0%
Car Pool Information	75	2179	0	0	0	0%	0	0%	0	0%
Car Wash & Polish	30184	316	1181	141	791	67.0%	349	29.6%	41	3.5%
Car Wash & Polish Equipment & Supplies	1570	1390	37	555	24	64.9%	12	32.4%	1	2.7%
Carbide Metals & Products	250	2015	0	0	0	0%	0	0%	0	0%
Carbon Products	39	2215	2	590	1	50.0%	1	50.0%	0	0%
Carbon-Activated	2	2252	0	0	0	0%	0	0%	0	0%
Carburetors	136	2120	4	588	2	50.0%	2	50.0%	0	0%
Cardboard	19	2235	0	0	0	0%	0	0%	0	0%
Career & Outplacement Counseling	33021	296	244	369	141	57.8%	95	38.9%	8	3.3%
Cargo & Freight Containers	1260	1480	31	561	17	54.8%	14	45.2%	0	0%
Carnival Supplies	37	2217	0	0	0	0%	0	0%	0	0%
Carnivals	65	2189	1	591	1	100.0%	0	0%	0	0%
Carpenters	47366	214	188	414	74	39.4%	107	56.9%	7	3.7%
Carpet & Rug Binding Machines	103	2151	6	586	5	83.3%	1	16.7%	0	0%
Carpet & Rug Cleaners	282063	35	2047	81	1268	61.9%	690	33.7%	89	4.3%
Carpet & Rug Cleaning Equipment-Rental	442	1867	10	582	4	40.0%	5	50.0%	1	10.0%
Carpet & Rug Cleaning Equipment& Supplies	4851	887	21	571	17	81.0%	2	9.5%	2	9.5%
Carpet & Rug Dealers-New	284178	34	2635	63	2061	78.2%	514	19.5%	60	2.3%
Carpet & Rug Dealers-Used	3843	983	39	553	19	48.7%	18	46.2%	2	5.1%
Carpet & Rug Distributors & Manufacturers	10555	606	55	537	45	81.8%	6	10.9%	4	7.3%
Carpet & Rug Dyers	406	1896	7	585	2	28.6%	5	71.4%	0	0%
Carpet & Rug Measuring	90	2164	2	590	2	100.0%	0	0%	0	0%
Carpet & Rug Pads, Linings & Accessories	698	1706	7	585	6	85.7%	1	14.3%	0	0%
Carpet & Rug Renting	17	2237	0	0	0	0%	0	0%	0	0%
Carpet & Rug Repair	1709	1350	28	564	14	50.0%	12	42.9%	2	7.1%
Carpet & Rug Weavers	83	2171	16	576	7	43.8%	8	50.0%	1	6.3%
Carpet Layers	14730	498	153	442	83	54.2%	60	39.2%	10	6.5%
Carpet Layers Equipment & Supplies	492	1830	6	586	3	50.0%	3	50.0%	0	0%
Carpet Workrooms	643	1739	0	0	0	0%	0	0%	0	0%
Carports	4790	890	116	475	76	65.5%	36	31.0%	4	3.4%
Carriages-Horse	684	1711	14	578	9	64.3%	4	28.6%	1	7.1%
Cash Registers & Supplies	5241	860	52	540	45	86.5%	5	9.6%	2	3.8%
Casinos	6645	771	95	498	76	80.0%	15	15.8%	4	4.2%
Caskets	647	1735	7	585	5	71.4%	2	28.6%	0	0%
Casters & Glides	112	2144	1	591	1	100.0%	0	0%	0	0%
Catalog Designers & Compilers	63	2191	1	591	1	100.0%	0	0%	0	0%
Catalog Showrooms	17911	444	112	481	95	84.8%	13	11.6%	4	3.6%
Caterer Equipment & Supplies	76	2178	3	589	0	0%	2	66.7%	1	33.3%
Caterers	59855	176	347	310	183	52.7%	146	42.1%	18	5.2%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Caulking Contractors	934	1599	3	589	0	0%	3	100.0%	0	0%
Caulking Materials & Equipment	289	1983	0	0	0	0%	0	0%	0	0%
Caverns	91	2163	0	0	0	0%	0	0%	0	0%
Ceiling Cleaning	651	1732	2	590	0	0%	2	100.0%	0	0%
Ceiling Contractors	6033	804	20	572	16	80.0%	3	15.0%	1	5.0%
Ceiling Materials	57	2197	0	0	0	0%	0	0%	0	0%
Cellophane, Cell Materials & Products	348	1939	27	565	9	33.3%	17	63.0%	1	3.7%
Cellular Phones Service & Equipment	239330	42	33643	1	31037	92.3%	2506	7.4%	100	0.3%
Cement-Retail	485	1836	15	577	7	46.7%	6	40.0%	2	13.3%
Cement-Wholesale & Manufacturers	910	1609	4	588	2	50.0%	2	50.0%	0	0%
Cemeteries	7881	703	138	455	96	69.6%	42	30.4%	0	0%
Cemetery Equipment & Supplies	1191	1502	18	574	13	72.2%	5	27.8%	0	0%
Centrifugal Machinery	1	2253	0	0	0	0%	0	0%	0	0%
Ceramic Products-Decorative	1154	1518	18	574	9	50.0%	8	44.4%	1	5.6%
Ceramic Products-Industrial	9	2245	0	0	0	0%	0	0%	0	0%
Ceramics-Equipment & Supplies	1363	1448	6	586	3	50.0%	3	50.0%	0	0%
Cereals	10	2244	0	0	0	0%	0	0%	0	0%
Chain Letters	1838	1319	9	583	1	11.1%	8	88.9%	0	0%
Chains	20	2234	0	0	0	0%	0	0%	0	0%
Chairs-Orthopedic & Lift	1479	1412	14	578	12	85.7%	2	14.3%	0	0%
Chairs-Rent	4968	879	141	453	74	52.5%	63	44.7%	4	2.8%
Chairs-Wholesale & Manufacturers	710	1700	15	577	0	0%	14	93.3%	1	6.7%
Chalkboards	3	2251	0	0	0	0%	0	0%	0	0%
Chambers Of Commerce	57170	182	13	579	10	76.9%	2	15.4%	1	7.7%
Chamois Skins	2	2252	0	0	0	0%	0	0%	0	0%
Charcoal	10	2244	0	0	0	0%	0	0%	0	0%
Charity - Local	237458	44	248	365	200	80.6%	46	18.5%	2	0.8%
Charity - National	22681	382	20	572	16	80.0%	4	20.0%	0	0%
Charity-Advertising for Publications	301	1972	3	589	2	66.7%	1	33.3%	0	0%
Charts	24	2230	2	590	0	0%	2	100.0%	0	0%
Chauffeur Service	925	1603	5	587	0	0%	5	100.0%	0	0%
Check Cashing Protection Systems	4342	929	281	345	274	97.5%	6	2.1%	1	0.4%
Check Cashing Service	36254	278	731	200	596	81.5%	124	17.0%	11	1.5%
Check Protection & Signing Machines	349	1938	14	578	2	14.3%	12	85.7%	0	0%
Check Room Service	1	2253	0	0	0	0%	0	0%	0	0%
Checks-Printing	11695	573	186	416	176	94.6%	9	4.8%	1	0.5%
Cheese	412	1891	5	587	5	100.0%	0	0%	0	0%
Chemical Cleaning-Industrial	2898	1111	11	581	8	72.7%	3	27.3%	0	0%
Chemical Milling	48	2206	0	0	0	0%	0	0%	0	0%
Chemical Plant Equipment & Supplies	586	1771	3	589	3	100.0%	0	0%	0	0%
Chemicals	2862	1118	25	567	15	60.0%	9	36.0%	1	4.0%
Chemicals-Reclaiming	59	2195	0	0	0	0%	0	0%	0	0%
Chemists-Analytical & Consulting	214	2048	1	591	0	0%	1	100.0%	0	0%
Chemists-Manufacturers	365	1926	0	0	0	0%	0	0%	0	0%
Chess Instruction	26	2228	1	591	0	0%	1	100.0%	0	0%
Chewing Gum	16	2238	1	591	0	0%	0	0%	1	100.0%
Child Care Centers	98496	113	588	234	399	67.9%	168	28.6%	21	3.6%
Children's & Infants Wear - Wholesale & Mfrs.	245	2020	5	587	3	60.0%	2	40.0%	0	0%
Children's & Infants Wear-Retail	7615	714	225	385	123	54.7%	94	41.8%	8	3.6%
Chillers-Liquid	5	2249	0	0	0	0%	0	0%	0	0%
Chimes & Bells	4568	907	203	402	157	77.3%	46	22.7%	0	0%
Chimney Builders & Repair	30146	317	121	471	54	44.6%	63	52.1%	4	3.3%
Chimney Cleaning	89511	119	268	355	163	60.8%	92	34.3%	13	4.9%
Chimney Cleaning Equipment & Supplies	597	1768	2	590	1	50.0%	1	50.0%	0	0%
Chimney Lining Materials	112	2144	0	0	0	0%	0	0%	0	0%
Chimneys-Prefabricated	29	2225	0	0	0	0%	0	0%	0	0%
China & Crystal-Repair	218	2045	3	589	2	66.7%	1	33.3%	0	0%
China & Glassware-Retail	2865	1117	22	570	19	86.4%	3	13.6%	0	0%
China Decorators	4	2250	0	0	0	0%	0	0%	0	0%
China-Wholesale & Manufacturers	138	2119	0	0	0	0%	0	0%	0	0%
Chinese Food Products	128	2128	9	583	4	44.4%	5	55.6%	0	0%
Chiropractor Information Bureaus	27	2227	1	591	1	100.0%	0	0%	0	0%
Chiropractors D.C.	50777	206	368	307	297	80.7%	70	19.0%	1	0.3%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Chiropractors' Equipment & Supplies	498	1825	8	584	4	50.0%	4	50.0%	0	0%
Chlorinators	17	2237	0	0	0	0%	0	0%	0	0%
Chocolate & Cocoa	934	1599	7	585	3	42.9%	3	42.9%	1	14.3%
Choreographers	1	2253	0	0	0	0%	0	0%	0	0%
Christian Science Practitioners	3	2251	0	0	0	0%	0	0%	0	0%
Christian Science Reading Rooms	48	2206	0	0	0	0%	0	0%	0	0%
Christmas Lights & Decorations	1046	1558	28	564	12	42.9%	15	53.6%	1	3.6%
Christmas Trees	804	1651	14	578	5	35.7%	7	50.0%	2	14.3%
Church Furnishings	246	2019	1	591	0	0%	1	100.0%	0	0%
Church Supplies	266	2004	3	589	2	66.7%	1	33.3%	0	0%
Churches	5854	817	50	542	33	66.0%	14	28.0%	3	6.0%
Cigar & Cigarette & Tobacco Dealers-Retail	8503	677	130	463	78	60.0%	50	38.5%	2	1.5%
Cigar & Cigarette & Tobacco Dealers-Wholesale	270	2000	3	589	3	100.0%	0	0%	0	0%
Cigar & Cigarette Lighters	120	2136	3	589	2	66.7%	1	33.3%	0	0%
Cigar, Cigarette & Tobacco Manufacturers	132	2124	3	589	2	66.7%	1	33.3%	0	0%
Cinders	13	2241	0	0	0	0%	0	0%	0	0%
Circuit Breakers	5	2249	0	0	0	0%	0	0%	0	0%
Circulation Auditors	54	2200	0	0	0	0%	0	0%	0	0%
Circus Companies	68	2186	4	588	1	25.0%	3	75.0%	0	0%
City & Town Planners	1194	1499	2	590	2	100.0%	0	0%	0	0%
Clamps	28	2226	1	591	1	100.0%	0	0%	0	0%
Clay	281	1991	0	0	0	0%	0	0%	0	0%
Clay Products	515	1813	1	591	1	100.0%	0	0%	0	0%
Clean Room Facilities	698	1706	2	590	1	50.0%	1	50.0%	0	0%
Clean Rooms - Installation & Equipment	304	1969	2	590	1	50.0%	1	50.0%	0	0%
Cleaners & Dyers Equipment & Supplies	79	2175	6	586	2	33.3%	3	50.0%	1	16.7%
Cleaners & Dyers Supplies	27	2227	0	0	0	0%	0	0%	0	0%
Cleaning Compounds	683	1712	6	586	4	66.7%	1	16.7%	1	16.7%
Cleaning Supplies	5809	824	123	469	95	77.2%	26	21.1%	2	1.6%
Cleaning Supplies by Internet	67	2187	8	584	3	37.5%	5	62.5%	0	0%
Cleaning Supplies by Mail	139	2118	2	590	2	100.0%	0	0%	0	0%
Cleaning Supplies Direct Door-to-Door	1966	1282	16	576	14	87.5%	2	12.5%	0	0%
Cleaning Systems Press, Chemical, Etc	3715	996	34	558	20	58.8%	12	35.3%	2	5.9%
Clinics	36980	272	1031	157	724	70.2%	295	28.6%	12	1.2%
Clipping Service	104	2150	0	0	0	0%	0	0%	0	0%
Clocks-Components	13	2241	0	0	0	0%	0	0%	0	0%
Clocks-Dealers	3610	1013	41	551	21	51.2%	17	41.5%	3	7.3%
Clocks-Service & Repair	4394	924	109	484	64	58.7%	43	39.4%	2	1.8%
Clocks-Wholesale & Manufacturers	134	2122	8	584	3	37.5%	5	62.5%	0	0%
Closet Systems & Accessories	25485	359	87	505	69	79.3%	15	17.2%	3	3.4%
Closures-Industrial-Protective	18	2236	0	0	0	0%	0	0%	0	0%
Cloth Cutting	18	2236	0	0	0	0%	0	0%	0	0%
Clothes-Consignment & Resale	9091	655	318	324	171	53.8%	110	34.6%	37	11.6%
Clothing - Retail	10161	622	665	213	405	60.9%	221	33.2%	39	5.9%
Clubs	12068	562	371	305	300	80.9%	62	16.7%	9	2.4%
Clutches	286	1986	17	575	15	88.2%	1	5.9%	1	5.9%
Coal & Coke-Retail	334	1947	0	0	0	0%	0	0%	0	0%
Coal & Coke-Wholesale	28	2226	0	0	0	0%	0	0%	0	0%
Coal Brokers	198	2064	0	0	0	0%	0	0%	0	0%
Coal Miners & Shippers	376	1917	1	591	0	0%	1	100.0%	0	0%
Coal Washing	1	2253	0	0	0	0%	0	0%	0	0%
Coat Fronts	3	2251	1	591	0	0%	1	100.0%	0	0%
Coated Fabrics	51	2203	2	590	2	100.0%	0	0%	0	0%
Coatings-Protective	9631	635	411	287	385	93.7%	21	5.1%	5	1.2%
Coatings-Vacuum Deposition	192	2070	6	586	4	66.7%	2	33.3%	0	0%
Coats-Wholesale & Manufacturers	105	2149	5	587	1	20.0%	4	80.0%	0	0%
Cocktail Lounges	798	1656	39	553	22	56.4%	15	38.5%	2	5.1%
Cocktail Mixes	3	2251	0	0	0	0%	0	0%	0	0%
Coffee & Tea	14603	505	179	420	103	57.5%	72	40.2%	4	2.2%
Coffee Break Service & Supplies	7142	743	64	528	46	71.9%	14	21.9%	4	6.3%
Coffee Brewing Devices	1240	1483	28	564	22	78.6%	6	21.4%	0	0%
Coffee Roasting & Handling Equipment	642	1740	3	589	1	33.3%	1	33.3%	1	33.3%
Coil Winding	13	2241	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Coils-Electric	322	1955	8	584	7	87.5%	0	0%	1	12.5%
Coils-Fin	83	2171	1	591	1	100.0%	0	0%	0	0%
Coils-Plate	23	2231	0	0	0	0%	0	0%	0	0%
Coin & Bill Change Machines	135	2121	2	590	2	100.0%	0	0%	0	0%
Coin & Bill Count,Sort,Wrap Machines	278	1994	4	588	4	100.0%	0	0%	0	0%
Coin & Bill Count,Sort,Wrap Services	1	2253	0	0	0	0%	0	0%	0	0%
Coin Cards	31	2223	1	591	0	0%	1	100.0%	0	0%
Coin Dealers, Supplies, Etc.	26222	351	234	379	173	73.9%	50	21.4%	11	4.7%
Coins & Tokens-Manufacturers	1084	1547	33	559	28	84.8%	5	15.2%	0	0%
Cold Type Composition	1	2253	0	0	0	0%	0	0%	0	0%
Collectibles	19357	419	619	223	392	63.3%	182	29.4%	45	7.3%
Collection Agencies	369595	30	14579	6	12570	86.2%	1809	12.4%	200	1.4%
Collection Systems	30577	314	1497	116	1111	74.2%	375	25.1%	11	0.7%
Colon Hydrotherapy- Colonic Therapy	491	1831	2	590	2	100.0%	0	0%	0	0%
Color Cards	4	2250	0	0	0	0%	0	0%	0	0%
Color Consultants	472	1846	2	590	1	50.0%	1	50.0%	0	0%
Color Matching Service & Equipment	5	2249	0	0	0	0%	0	0%	0	0%
Color Separations-Offset , Photo Engraving	326	1952	2	590	0	0%	0	0%	2	100.0%
Colors & Pigment	22	2232	0	0	0	0%	0	0%	0	0%
Columns	61	2193	1	591	1	100.0%	0	0%	0	0%
Combustion Controls	29	2225	0	0	0	0%	0	0%	0	0%
Comic Books	3351	1050	55	537	24	43.6%	29	52.7%	2	3.6%
Commercial Products Manufacturers	24824	364	309	330	239	77.3%	67	21.7%	3	1.0%
Commercial Products Wholesale & Distributor	32658	299	195	409	137	70.3%	51	26.2%	7	3.6%
Commercials-Radio & Television	648	1734	4	588	2	50.0%	2	50.0%	0	0%
Commissary Contractors	53	2201	3	589	2	66.7%	1	33.3%	0	0%
Commodity Brokers	7582	718	24	568	15	62.5%	9	37.5%	0	0%
Communication Consultants	9322	642	96	497	58	60.4%	33	34.4%	5	5.2%
Compact Disc, Tapes, Record - Whls & Mfrs.	2102	1252	106	487	69	65.1%	36	34.0%	1	0.9%
Compact Discs, Tapes & Records - Retail	12221	558	190	413	103	54.2%	76	40.0%	11	5.8%
Compactors - Waste - Household - Dealers	41	2213	6	586	6	100.0%	0	0%	0	0%
Compactors - Waste - Industrial & Commercial	651	1732	5	587	4	80.0%	1	20.0%	0	0%
Compactors-Waste-Service & Repair	118	2138	3	589	3	100.0%	0	0%	0	0%
Compactors-Waste-Supplies & Parts	14	2240	4	588	1	25.0%	3	75.0%	0	0%
Compactors-Waste-Wholesale & Manufacturers	22	2232	2	590	2	100.0%	0	0%	0	0%
Comparators	2	2252	0	0	0	0%	0	0%	0	0%
Compressors	3005	1097	5	587	4	80.0%	1	20.0%	0	0%
Compressors-Rent	19	2235	0	0	0	0%	0	0%	0	0%
Compressors-Repair	18	2236	1	591	0	0%	0	0%	1	100.0%
Computer Gaming Centers	314	1961	51	541	42	82.4%	9	17.6%	0	0%
Computer Software Publishers & Developers	44844	224	406	290	292	71.9%	85	20.9%	29	7.1%
Computers - Network Security	1177	1510	10	582	7	70.0%	2	20.0%	1	10.0%
Computers - Rooms - Installation & Equipment	516	1812	7	585	5	71.4%	1	14.3%	1	14.3%
Computers - Security Equip & Systems	1213	1496	61	531	23	37.7%	37	60.7%	1	1.6%
Computers Software & Services	259587	38	7486	22	6396	85.4%	1021	13.6%	69	0.9%
Computers-Bulletin Boards	116	2140	4	588	2	50.0%	2	50.0%	0	0%
Computers-Cable & Installation	9258	646	151	444	122	80.8%	26	17.2%	3	2.0%
Computers-Dealers	239306	43	9890	12	8591	86.9%	1226	12.4%	73	0.7%
Computers-Disaster Recovery	9046	660	113	479	47	41.6%	63	55.8%	3	2.7%
Computers-Furniture	1652	1371	19	573	16	84.2%	2	10.5%	1	5.3%
Computers-Graphics	3093	1085	21	571	10	47.6%	8	38.1%	3	14.3%
Computers-Multimedia	13078	533	114	477	81	71.1%	28	24.6%	5	4.4%
Computers-Networks	42767	235	210	397	120	57.1%	85	40.5%	5	2.4%
Computers-Rent & Lease	14746	497	47	545	28	59.6%	18	38.3%	1	2.1%
Computers-Service & Repair	110488	101	1380	124	904	65.5%	429	31.1%	47	3.4%
Computers-Supplies & Parts	119363	96	8078	19	7088	87.7%	970	12.0%	20	0.2%
Computers-Sys Designers & Consult	118001	97	393	297	288	73.3%	88	22.4%	17	4.3%
Computers-Time Share	106	2148	0	0	0	0%	0	0%	0	0%
Computers-Training	43098	233	442	274	386	87.3%	52	11.8%	4	0.9%
Computers-Used	5904	812	103	490	69	67.0%	30	29.1%	4	3.9%
Computers-Wholesale & Manufacturers	19627	417	282	344	267	94.7%	14	5.0%	1	0.4%
Concert Bureaus	296	1977	14	578	12	85.7%	2	14.3%	0	0%
Concert Halls	445	1864	11	581	8	72.7%	3	27.3%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Concessionaires	242	2023	2	590	1	50.0%	1	50.0%	0	0%
Concrete Additives	253	2012	0	0	0	0%	0	0%	0	0%
Concrete Aggregates	656	1728	1	591	1	100.0%	0	0%	0	0%
Concrete Block & Product Molding Machine	1146	1519	30	562	10	33.3%	17	56.7%	3	10.0%
Concrete Blocks & Shapes	3929	974	15	577	6	40.0%	9	60.0%	0	0%
Concrete Breaking Equipment	160	2098	0	0	0	0%	0	0%	0	0%
Concrete Breaking, Cutting, Sawing	2289	1222	2	590	1	50.0%	1	50.0%	0	0%
Concrete Construction Forms & Accessories.	4665	901	24	568	11	45.8%	11	45.8%	2	8.3%
Concrete Contractors	261325	37	1830	96	858	46.9%	847	46.3%	125	6.8%
Concrete Curing & Treating Materials	1438	1422	11	581	5	45.5%	6	54.5%	0	0%
Concrete Mixers	381	1914	5	587	3	60.0%	2	40.0%	0	0%
Concrete Mixers-Renting	217	2046	1	591	0	0%	1	100.0%	0	0%
Concrete Mixing Plant Equipment	106	2148	0	0	0	0%	0	0%	0	0%
Concrete Patching Compounds	400	1898	4	588	1	25.0%	3	75.0%	0	0%
Concrete Products	10169	620	60	532	36	60.0%	21	35.0%	3	5.0%
Concrete Pumping Service	1724	1346	5	587	3	60.0%	2	40.0%	0	0%
Concrete Reinforcements	3059	1088	6	586	0	0%	1	16.7%	5	83.3%
Concrete Vibrators	630	1748	0	0	0	0%	0	0%	0	0%
Concrete-Prestressed	2926	1107	0	0	0	0%	0	0%	0	0%
Concrete-Ready Mixed	5876	815	30	562	18	60.0%	12	40.0%	0	0%
Condiments & Sauces	155	2103	0	0	0	0%	0	0%	0	0%
Condominiums	9001	662	180	419	106	58.9%	67	37.2%	7	3.9%
Conduit & Fittings	7	2247	0	0	0	0%	0	0%	0	0%
Conference Centers	1506	1406	21	571	17	81.0%	4	19.0%	0	0%
Connectors-Electric	2447	1186	131	462	117	89.3%	14	10.7%	0	0%
Consignment Service	5596	842	221	387	98	44.3%	104	47.1%	19	8.6%
Construction & Remodeling Services	815896	9	5756	30	2877	50.0%	2555	44.4%	324	5.6%
Construction Estimates	815	1646	6	586	2	33.3%	4	66.7%	0	0%
Construction Management	16139	465	61	531	29	47.5%	27	44.3%	5	8.2%
Construction Reports	737	1686	1	591	1	100.0%	0	0%	0	0%
Consulates & Other F.Gov Reprs	1117	1533	0	0	0	0%	0	0%	0	0%
Consumer Finance & Loan Co.	175898	60	4633	36	4142	89.4%	387	8.4%	104	2.2%
Consumers Cooperative Organizations	2845	1120	53	539	20	37.7%	13	24.5%	20	37.7%
Contact Lenses	18484	434	381	302	289	75.9%	87	22.8%	5	1.3%
Containerized Freight Service	900	1612	8	584	4	50.0%	3	37.5%	1	12.5%
Contest Arranging & Judging	1123	1530	6	586	3	50.0%	2	33.3%	1	16.7%
Contract Manufacturing	18062	442	676	210	429	63.5%	244	36.1%	3	0.4%
Contractors Equipment & Supplies - Rent & Lease	4929	882	39	553	22	56.4%	13	33.3%	4	10.3%
Contractors Equipment & Supplies-Dealers & Ser	7824	706	31	561	24	77.4%	7	22.6%	0	0%
Contractors-General	1291123	4	9117	15	4564	50.1%	4124	45.2%	429	4.7%
Controls, Control Sys & Regulators	38435	263	13	579	10	76.9%	3	23.1%	0	0%
Convenience Stores	11229	586	279	346	167	59.9%	98	35.1%	14	5.0%
Convention Information	292	1981	1	591	0	0%	1	100.0%	0	0%
Convention Services & Facilities	7804	707	60	532	40	66.7%	14	23.3%	6	10.0%
Convents & Monasteries	1	2253	0	0	0	0%	0	0%	0	0%
Converters-Electric	14	2240	1	591	1	100.0%	0	0%	0	0%
Conveyors & Conveying Equipment	2411	1191	3	589	2	66.7%	1	33.3%	0	0%
Cookies & Crackers	1166	1514	8	584	6	75.0%	1	12.5%	1	12.5%
Cooking Instruction	793	1658	15	577	5	33.3%	10	66.7%	0	0%
Cooking Utensils	27822	339	247	366	222	89.9%	22	8.9%	3	1.2%
Cooling Towers	106	2148	1	591	1	100.0%	0	0%	0	0%
Copiers & Copier Supplies	20774	403	314	327	231	73.6%	81	25.8%	2	0.6%
Copper Products	91	2163	3	589	3	100.0%	0	0%	0	0%
Coppersmiths	55	2199	0	0	0	0%	0	0%	0	0%
Copy & Duplicating Service	38839	260	212	395	140	66.0%	69	32.5%	3	1.4%
Copyright Service	497	1826	2	590	2	100.0%	0	0%	0	0%
Cord Sets & Cords-Electric	50	2204	0	0	0	0%	0	0%	0	0%
Cork & Cork Products	5	2249	0	0	0	0%	0	0%	0	0%
Corn Products	12	2242	1	591	1	100.0%	0	0%	0	0%
Cornices-Building	6	2248	0	0	0	0%	0	0%	0	0%
Corporation Supplies	75	2179	2	590	1	50.0%	1	50.0%	0	0%
Correspondence Schools	63862	162	307	332	283	92.2%	11	3.6%	13	4.2%
Corrosion Control	384	1911	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Corsets & Girdles	45	2209	2	590	1	50.0%	1	50.0%	0	0%
Cosmetic & Toiletry Preparations - Manufacturers	517	1811	10	582	7	70.0%	3	30.0%	0	0%
Cosmetic Sales	21166	396	91	501	45	49.5%	45	49.5%	1	1.1%
Cosmetic Sales by Internet	205	2057	72	520	54	75.0%	18	25.0%	0	0%
Cosmetic Sales by Mail	9	2245	13	579	4	30.8%	9	69.2%	0	0%
Cosmetic Sales Direct Door-to-Door	432	1876	33	559	20	60.6%	13	39.4%	0	0%
Cosmetics - Wholesale & Manufacturers	2905	1110	11	581	9	81.8%	2	18.2%	0	0%
Cosmetics & Perfumes-Retail	19619	418	335	316	159	47.5%	167	49.9%	9	2.7%
Costume Fabrics, Trim & Accessories	786	1662	20	572	14	70.0%	6	30.0%	0	0%
Costumes-Masquerade & Theatrical	6309	790	192	411	107	55.7%	80	41.7%	5	2.6%
Cotton	35	2219	0	0	0	0%	0	0%	0	0%
Cotton Ginning Equipment & Supplies	1	2253	0	0	0	0%	0	0%	0	0%
Cotton Gins	48	2206	0	0	0	0%	0	0%	0	0%
Cotton Goods Brokers	3	2251	0	0	0	0%	0	0%	0	0%
Cotton Goods-Wholesale & Manufacturers	40	2214	0	0	0	0%	0	0%	0	0%
Cotton Picking Machinery	2	2252	0	0	0	0%	0	0%	0	0%
Cottonseed Products	100	2154	0	0	0	0%	0	0%	0	0%
Counter Tops	57883	180	369	306	244	66.1%	116	31.4%	9	2.4%
Counterfeit Money Detection Devices	32	2222	0	0	0	0%	0	0%	0	0%
Couplings	22	2232	0	0	0	0%	0	0%	0	0%
Coupon Book Promotions	7702	710	272	351	221	81.3%	46	16.9%	5	1.8%
Covers-Book, Catalog, Etc.	349	1938	16	576	16	100.0%	0	0%	0	0%
Covers-Protective	640	1742	23	569	20	87.0%	3	13.0%	0	0%
Craft Galleries & Dealers	2738	1138	45	547	32	71.1%	13	28.9%	0	0%
Craft Instruction	3202	1068	4	588	4	100.0%	0	0%	0	0%
Craft Supplies	13072	535	221	387	95	43.0%	105	47.5%	21	9.5%
Crane Service	2753	1135	4	588	3	75.0%	1	25.0%	0	0%
Cranes	1934	1292	1	591	0	0%	1	100.0%	0	0%
Cranes-Accessories & Parts	28	2226	2	590	1	50.0%	0	0%	1	50.0%
Crankshaft Grinding	3	2251	0	0	0	0%	0	0%	0	0%
Crankshaft Manufacturers	12	2242	0	0	0	0%	0	0%	0	0%
Credit & Debt Counseling	416867	24	1704	105	1318	77.3%	297	17.4%	89	5.2%
Credit Card Processing Service	37989	265	1980	85	1875	94.7%	89	4.5%	16	0.8%
Credit Cards & Plans	173068	63	7743	21	7017	90.6%	558	7.2%	168	2.2%
Credit Cards & Plans-Equipment & Supplies	38752	261	639	219	528	82.6%	98	15.3%	13	2.0%
Credit Cards-Protection Service	38104	264	960	166	800	83.3%	151	15.7%	9	0.9%
Credit Repair Services	94530	114	716	204	298	41.6%	373	52.1%	45	6.3%
Credit Reporting Agencies	58048	179	2652	62	2462	92.8%	180	6.8%	10	0.4%
Credit Services	63091	168	758	196	568	74.9%	163	21.5%	27	3.6%
Credit Unions	64933	159	973	162	895	92.0%	74	7.6%	4	0.4%
Credit-Debt Consolidation Services	149381	77	1454	120	1052	72.4%	353	24.3%	49	3.4%
Cremation Services	11367	579	15	577	15	100.0%	0	0%	0	0%
Cremation Urns	393	1904	1	591	1	100.0%	0	0%	0	0%
Crematories	1367	1445	0	0	0	0%	0	0%	0	0%
Criminologists	1	2253	0	0	0	0%	0	0%	0	0%
Crisis Intervention Service	178	2081	0	0	0	0%	0	0%	0	0%
Cruises	23663	371	621	222	438	70.5%	175	28.2%	8	1.3%
Crushing & Pulverizing Equipment	15	2239	0	0	0	0%	0	0%	0	0%
Crushing & Pulverizing Service	15	2239	0	0	0	0%	0	0%	0	0%
Crutches	4	2250	0	0	0	0%	0	0%	0	0%
Cryogenics	24	2230	1	591	1	100.0%	0	0%	0	0%
Crystals-Industrial	8	2246	0	0	0	0%	0	0%	0	0%
Culverts	20	2234	0	0	0	0%	0	0%	0	0%
Cupolas	4	2250	0	0	0	0%	0	0%	0	0%
Curtains-Wholesale & Manufacturers	88	2166	0	0	0	0%	0	0%	0	0%
Cushions	820	1643	44	548	32	72.7%	12	27.3%	0	0%
Custom Brokers	1570	1390	4	588	4	100.0%	0	0%	0	0%
Custom Framing	1315	1464	25	567	20	80.0%	5	20.0%	0	0%
Customs Consultant	55	2199	2	590	1	50.0%	1	50.0%	0	0%
Cutlery	13355	527	53	539	36	67.9%	7	13.2%	10	18.9%
Cutting & Slitting Service	42	2212	0	0	0	0%	0	0%	0	0%
Cylinders-Air & Hydraulic	250	2015	1	591	1	100.0%	0	0%	0	0%
Cylinders-Gas	73	2181	6	586	6	100.0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Cylinders-Hydrostatic Testing	13	2241	0	0	0	0%	0	0%	0	0%
Cylinders-Rebuild & Repair	17	2237	1	591	1	100.0%	0	0%	0	0%
Dairies	1320	1463	28	564	12	42.9%	16	57.1%	0	0%
Dairy Consultants	21	2233	1	591	0	0%	1	100.0%	0	0%
Dairy Equipment & Supplies	183	2078	1	591	0	0%	1	100.0%	0	0%
Dairy Equipment Repair	6	2248	0	0	0	0%	0	0%	0	0%
Dairy Products-Wholesale	1299	1471	9	583	6	66.7%	3	33.3%	0	0%
Dance Companies	5623	838	102	491	59	57.8%	35	34.3%	8	7.8%
Dancing Instruction	27842	338	103	490	67	65.0%	34	33.0%	2	1.9%
Dancing Supplies	2092	1254	47	545	39	83.0%	7	14.9%	1	2.1%
Darts & Dart Boards	146	2112	57	535	28	49.1%	29	50.9%	0	0%
Data Communications Equipment & Systems	18069	441	1487	117	1442	97.0%	45	3.0%	0	0%
Data Processing Equipment	339	1944	0	0	0	0%	0	0%	0	0%
Data Processing Equipment-Maintenance	33	2221	0	0	0	0%	0	0%	0	0%
Data Processing Service	30109	318	90	502	70	77.8%	14	15.6%	6	6.7%
Data Processing Supplies	132	2124	3	589	3	100.0%	0	0%	0	0%
Data Systems - Consultants & Designers	3187	1072	13	579	10	76.9%	2	15.4%	1	7.7%
Dating Service	63080	169	2283	72	1989	87.1%	266	11.7%	28	1.2%
Day Care-Adults	6902	760	23	569	18	78.3%	4	17.4%	1	4.3%
Day Spas	12014	565	398	296	199	50.0%	133	33.4%	66	16.6%
Debt Negotiation Companies	99303	111	144	450	143	99.3%	1	0.7%	0	0%
Decals	1080	1550	29	563	7	24.1%	20	69.0%	2	6.9%
Decoration Contractors-Party, Convention, Etc	1412	1429	25	567	13	52.0%	11	44.0%	1	4.0%
Dehumidifying Equipment	169	2089	1	591	1	100.0%	0	0%	0	0%
Dehydrating Equipment	1	2253	0	0	0	0%	0	0%	0	0%
Dehydrating Service	15	2239	0	0	0	0%	0	0%	0	0%
Delicatessens	3301	1055	26	566	18	69.2%	5	19.2%	3	11.5%
Delivery Service	32085	303	1151	146	1036	90.0%	104	9.0%	11	1.0%
Demagnetizers	4	2250	0	0	0	0%	0	0%	0	0%
Demolition Contractors	12401	552	42	550	32	76.2%	10	23.8%	0	0%
Demonstration Services	204	2058	0	0	0	0%	0	0%	0	0%
Dental Equipment & Supplies	3649	1008	94	499	63	67.0%	31	33.0%	0	0%
Dental Equipment-Repair & Refinish	239	2026	1	591	1	100.0%	0	0%	0	0%
Dental Hygienists	1231	1488	49	543	39	79.6%	10	20.4%	0	0%
Dental Laboratories	20434	407	772	191	543	70.3%	229	29.7%	0	0%
Dental Service Plans	20919	400	171	426	147	86.0%	24	14.0%	0	0%
Dentist Information Bureaus	214	2048	4	588	3	75.0%	1	25.0%	0	0%
Dentistry-Children	2805	1128	42	550	33	78.6%	8	19.0%	1	2.4%
Dentistry-Cosmetic	3515	1026	49	543	41	83.7%	8	16.3%	0	0%
Dentists	206659	53	3289	48	2651	80.6%	612	18.6%	26	0.8%
Dentists-Orthodontics	12214	559	106	487	83	78.3%	15	14.2%	8	7.5%
Deodorants	9	2245	0	0	0	0%	0	0%	0	0%
Deodorizing & Disinfecting	239	2026	1	591	0	0%	1	100.0%	0	0%
Deodorizing Equipment	150	2108	0	0	0	0%	0	0%	0	0%
Department Stores	43237	230	7246	23	7131	98.4%	98	1.4%	17	0.2%
Designers-Apparel	4005	965	472	264	279	59.1%	192	40.7%	1	0.2%
Designers-Industrial	2359	1205	24	568	13	54.2%	10	41.7%	1	4.2%
Desk Pads & Accessories	42	2212	4	588	0	0%	0	0%	4	100.0%
Desktop Publishing	6621	773	22	570	10	45.5%	11	50.0%	1	4.5%
Detective Agencies	2103	1251	14	578	8	57.1%	3	21.4%	3	21.4%
Diabetes Service(s) & Supplies	1930	1294	12	580	12	100.0%	0	0%	0	0%
Diamond Buyers	1999	1273	17	575	12	70.6%	5	29.4%	0	0%
Diamond Cutters	204	2058	0	0	0	0%	0	0%	0	0%
Diamond Setters	2	2252	0	0	0	0%	0	0%	0	0%
Diamonds	11073	589	18	574	18	100.0%	0	0%	0	0%
Diamonds-Industrial	6	2248	0	0	0	0%	0	0%	0	0%
Diaper Service	604	1763	6	586	2	33.3%	4	66.7%	0	0%
Dictating Machines & Supplies	207	2055	0	0	0	0%	0	0%	0	0%
Die Castings	305	1968	2	590	1	50.0%	1	50.0%	0	0%
Die Cutting	443	1866	0	0	0	0%	0	0%	0	0%
Die Cutting Equipment & Supplies	4	2250	0	0	0	0%	0	0%	0	0%
Diesel Fuel	552	1790	2	590	2	100.0%	0	0%	0	0%
Dietitians	325	1953	10	582	9	90.0%	1	10.0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Dining Car Builders	6	2248	0	0	0	0%	0	0%	0	0%
Dining Club Plans	253	2012	12	580	8	66.7%	4	33.3%	0	0%
Dinner Theatres	565	1782	17	575	11	64.7%	6	35.3%	0	0%
Disability Access Equipment	1544	1399	4	588	4	100.0%	0	0%	0	0%
Disc Jockeys	45219	223	779	188	525	67.4%	242	31.1%	12	1.5%
Discotheques	9	2245	0	0	0	0%	0	0%	0	0%
Discount Stores	68244	150	1587	113	1164	73.3%	400	25.2%	23	1.4%
Dishwashing Machines - Service & Repair	61	2193	0	0	0	0%	0	0%	0	0%
Dishwashing Machines-Dealers	42	2212	2	590	1	50.0%	1	50.0%	0	0%
Dishwashing Machines-Supplies & Parts	9	2245	0	0	0	0%	0	0%	0	0%
Disinfectants & Germicides	22	2232	0	0	0	0%	0	0%	0	0%
Display Designers & Producers	3659	1004	21	571	12	57.1%	9	42.9%	0	0%
Display Fixtures & Materials	690	1709	5	587	5	100.0%	0	0%	0	0%
Display Installation Service	190	2072	4	588	1	25.0%	3	75.0%	0	0%
Disposable Products	40	2214	1	591	0	0%	0	0%	1	100.0%
Distillers	38	2216	1	591	1	100.0%	0	0%	0	0%
Distributing Service-Circular, Sample	2859	1119	13	579	8	61.5%	4	30.8%	1	7.7%
Divers	721	1695	3	589	3	100.0%	0	0%	0	0%
Divers Equipment & Supplies	5927	810	41	551	30	73.2%	11	26.8%	0	0%
Diving Instruction	2243	1228	35	557	15	42.9%	18	51.4%	2	5.7%
Divorce Assistance	2605	1161	81	511	31	38.3%	24	29.6%	26	32.1%
Dock Builders	2358	1206	10	582	5	50.0%	5	50.0%	0	0%
Docks	3531	1024	9	583	6	66.7%	3	33.3%	0	0%
Dog Breeders	2057	1255	82	510	33	40.2%	47	57.3%	2	2.4%
Doll Clothing & Accessories	203	2059	12	580	6	50.0%	6	50.0%	0	0%
Doll Houses & Accessories	3167	1074	11	581	7	63.6%	4	36.4%	0	0%
Doll Manufacturers Equipment & Supplies	62	2192	1	591	0	0%	1	100.0%	0	0%
Dolls-Collectors	269	2001	5	587	5	100.0%	0	0%	0	0%
Dolls-Repairing	45	2209	5	587	4	80.0%	1	20.0%	0	0%
Dolls-Retail	1214	1495	29	563	16	55.2%	13	44.8%	0	0%
Dolls-Wholesale & Manufacturers	4151	946	29	563	26	89.7%	3	10.3%	0	0%
Dome Structures	173	2086	0	0	0	0%	0	0%	0	0%
Door & Gate Operating Devices	12182	560	40	552	26	65.0%	13	32.5%	1	2.5%
Door Closers & Checks	279	1993	0	0	0	0%	0	0%	0	0%
Door Closers & Checks-Repairing	105	2149	2	590	0	0%	2	100.0%	0	0%
Door Frames	249	2016	0	0	0	0%	0	0%	0	0%
Doors	36202	279	310	329	196	63.2%	99	31.9%	15	4.8%
Doors-Repair	32286	301	272	351	153	56.3%	105	38.6%	14	5.1%
Doughnut Machines & Supplies	1	2253	0	0	0	0%	0	0%	0	0%
Doughnuts	2338	1209	18	574	12	66.7%	5	27.8%	1	5.6%
Dowels	19	2235	0	0	0	0%	0	0%	0	0%
Drafting Equipment & Supplies	469	1848	1	591	0	0%	1	100.0%	0	0%
Drafting Services	4547	911	22	570	9	40.9%	12	54.5%	1	4.5%
Drainage Contractors	9640	634	56	536	27	48.2%	23	41.1%	6	10.7%
Drama Instruction	3578	1021	3	589	2	66.7%	1	33.3%	0	0%
Draperies & Curtains - Retail & Custom	33946	293	275	348	181	65.8%	80	29.1%	14	5.1%
Draperies-Wholesale & Manufacturers	292	1981	2	590	1	50.0%	1	50.0%	0	0%
Drapery & Curtain Cleaners	1365	1446	18	574	9	50.0%	8	44.4%	1	5.6%
Drapery & Curtain Fabric - Wholesale & Manufacturers	55	2199	1	591	1	100.0%	0	0%	0	0%
Drapery & Curtain Fabrics-Retail	1851	1318	41	551	9	22.0%	32	78.0%	0	0%
Drapery & Curtain Fixtures	60	2194	1	591	0	0%	1	100.0%	0	0%
Drapery Installation Service	1696	1353	17	575	4	23.5%	13	76.5%	0	0%
Drapery Trimmings	28	2226	0	0	0	0%	0	0%	0	0%
Drawing Materials	77	2177	14	578	8	57.1%	6	42.9%	0	0%
Dredging	41	2213	0	0	0	0%	0	0%	0	0%
Dress Forms-Wholesale & Manufacturers	10	2244	2	590	1	50.0%	0	0%	1	50.0%
Dress Trimmings	13	2241	0	0	0	0%	0	0%	0	0%
Dresses-Wholesale & Manufacturers	355	1933	7	585	2	28.6%	5	71.4%	0	0%
Dressmakers	1384	1439	36	556	20	55.6%	15	41.7%	1	2.8%
Dressmakers Supplies	3	2251	0	0	0	0%	0	0%	0	0%
Dressmaking Schools	48	2206	10	582	6	60.0%	4	40.0%	0	0%
Drilling & Boring Contractors	2987	1101	12	580	12	100.0%	0	0%	0	0%
Drilling & Boring Equipment & Supplies	650	1733	5	587	4	80.0%	1	20.0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Drills	93	2161	2	590	1	50.0%	1	50.0%	0	0%
Drive Shafts	196	2066	1	591	1	100.0%	0	0%	0	0%
Driving Instruction	28229	336	388	299	219	56.4%	141	36.3%	28	7.2%
Driving Proficiency Test Service	14622	503	101	492	64	63.4%	29	28.7%	8	7.9%
Driving Training Equipment	431	1877	5	587	3	60.0%	2	40.0%	0	0%
Drop Cloths	13	2241	2	590	0	0%	2	100.0%	0	0%
Drug & Alcohol Screening & Testing	1165	1515	4	588	3	75.0%	1	25.0%	0	0%
Drug Abuse & Addiction - Info & Treatment	6800	763	37	555	27	73.0%	10	27.0%	0	0%
Drug Brokers	260	2008	7	585	3	42.9%	2	28.6%	2	28.6%
Drug Manufacturers	314	1961	2	590	2	100.0%	0	0%	0	0%
Druggists-Wholesale	1002	1576	7	585	3	42.9%	4	57.1%	0	0%
Dry Cleaners	93581	118	4418	38	2266	51.3%	2056	46.5%	96	2.2%
Dry Cleaners - Equipment - Wholesales	112	2144	19	573	14	73.7%	4	21.1%	1	5.3%
Dry Cleaners - Self Service	342	1942	15	577	9	60.0%	6	40.0%	0	0%
Dry Goods-Retail	629	1749	63	529	53	84.1%	10	15.9%	0	0%
Dry Ice	564	1783	0	0	0	0%	0	0%	0	0%
Dryers-Hand	30	2224	0	0	0	0%	0	0%	0	0%
Drying Compounds	5	2249	0	0	0	0%	0	0%	0	0%
Drying Equipment-Industrial	6	2248	0	0	0	0%	0	0%	0	0%
Drying Service	21	2233	2	590	0	0%	2	100.0%	0	0%
Drywall Contractors	73972	137	159	436	63	39.6%	88	55.3%	8	5.0%
Drywall Contractors Equipment & Supplies	922	1604	5	587	2	40.0%	3	60.0%	0	0%
Duct & Duct Fittings	7552	721	4	588	3	75.0%	0	0%	1	25.0%
Duct Cleaning	74475	133	429	280	248	57.8%	113	26.3%	68	15.9%
Dumbwaiters	14	2240	2	590	1	50.0%	1	50.0%	0	0%
Dune Buggies	589	1770	17	575	7	41.2%	8	47.1%	2	11.8%
Duplicating Machines & Supplies	216	2047	4	588	4	100.0%	0	0%	0	0%
Dust Collecting Systems	36	2218	0	0	0	0%	0	0%	0	0%
Dust Control Materials	5	2249	0	0	0	0%	0	0%	0	0%
Dusters & Dusting Cloths	40	2214	4	588	2	50.0%	2	50.0%	0	0%
Duty Free Shops	13091	532	215	392	124	57.7%	90	41.9%	1	0.5%
Dyers	12	2242	1	591	0	0%	0	0%	1	100.0%
Dyers-Industrial	3	2251	0	0	0	0%	0	0%	0	0%
Dyes & Dyestuff	4	2250	0	0	0	0%	0	0%	0	0%
Dynamometers	5	2249	0	0	0	0%	0	0%	0	0%
Ear Piercing	1302	1470	7	585	6	85.7%	1	14.3%	0	0%
Earthworms	189	2073	14	578	4	28.6%	10	71.4%	0	0%
Easels-Wholesale & Manufacturers	77	2177	0	0	0	0%	0	0%	0	0%
Economic Research & Analysis	1573	1389	21	571	11	52.4%	10	47.6%	0	0%
Editorial Services	1252	1481	9	583	7	77.8%	2	22.2%	0	0%
Educational Consultants	64688	160	597	230	443	74.2%	114	19.1%	40	6.7%
Educational Research	2123	1247	32	560	28	87.5%	3	9.4%	1	3.1%
Egg Processing & Shipping Equip. & Supplies	7	2247	0	0	0	0%	0	0%	0	0%
Eggs	160	2098	5	587	1	20.0%	4	80.0%	0	0%
Elastic Stockings	30	2224	4	588	1	25.0%	3	75.0%	0	0%
Electric Cars	1672	1360	18	574	6	33.3%	12	66.7%	0	0%
Electric Companies	53250	196	2209	77	2082	94.3%	120	5.4%	7	0.3%
Electric Contractors	454832	22	1425	121	904	63.4%	475	33.3%	46	3.2%
Electric Equipment & Supplies-Retail	14178	511	131	462	98	74.8%	31	23.7%	2	1.5%
Electric Equipment & Supplies-Wholesale	6395	785	61	531	17	27.9%	44	72.1%	0	0%
Electric Equipment-Manufacturers	3305	1054	27	565	17	63.0%	5	18.5%	5	18.5%
Electric Equipment-Service & Repair	21473	392	649	217	480	74.0%	147	22.7%	22	3.4%
Electric Equipment-Used	63	2191	0	0	0	0%	0	0%	0	0%
Electric Heating Elements	774	1668	7	585	6	85.7%	1	14.3%	0	0%
Electric Heating Equipment-Wholesale & Manufacturers	513	1815	5	587	3	60.0%	2	40.0%	0	0%
Electric Instruments	621	1755	2	590	0	0%	1	50.0%	1	50.0%
Electric Motor Controls-Wholesale & Manufacturers	342	1942	0	0	0	0%	0	0%	0	0%
Electric Motors-Dealers & Repairing	6735	765	140	454	72	51.4%	67	47.9%	1	0.7%
Electric Motors-Manufacturers & Distributors	369	1924	7	585	6	85.7%	1	14.3%	0	0%
Electric Motors-Supplies & Parts	365	1926	9	583	5	55.6%	2	22.2%	2	22.2%
Electric Motors-Used	271	1999	0	0	0	0%	0	0%	0	0%
Electric Supplies-Manufacturers	808	1649	10	582	7	70.0%	2	20.0%	1	10.0%
Electric Switchboards	9	2245	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Electrical Discharge Machines & Supplies	193	2069	1	591	0	0%	1	100.0%	0	0%
Electrical Discharge Machining	28	2226	0	0	0	0%	0	0%	0	0%
Electrical Power Systems Maintenance	6370	786	20	572	13	65.0%	6	30.0%	1	5.0%
Electrolysis	5345	853	37	555	15	40.5%	13	35.1%	9	24.3%
Electrolysis Equipment & Supplies	500	1824	3	589	3	100.0%	0	0%	0	0%
Electronic Equipment & Suppliers - Service & Repair	39138	255	1150	147	768	66.8%	344	29.9%	38	3.3%
Electronic Equipment & Supplies - Wholesale & Manufacturers	14366	508	583	236	355	60.9%	222	38.1%	6	1.0%
Electronic Equipment & Supplies-Dealers	207044	52	8095	18	7616	94.1%	410	5.1%	69	0.9%
Electronic Instruments	9256	647	61	531	59	96.7%	2	3.3%	0	0%
Electronic Mail Service	4079	957	159	436	30	18.9%	129	81.1%	0	0%
Electronic Power Supplies	793	1658	14	578	6	42.9%	8	57.1%	0	0%
Electronic Product Waste Management & E Waste Services	36	2218	0	0	0	0%	0	0%	0	0%
Electronic Testing Equipment	321	1956	3	589	1	33.3%	2	66.7%	0	0%
Electronics Research & Development	1666	1364	55	537	49	89.1%	6	10.9%	0	0%
Electrotype Equipment & Supplies	42	2212	4	588	1	25.0%	3	75.0%	0	0%
Elevator Consultants	369	1924	3	589	2	66.7%	1	33.3%	0	0%
Elevators-Parts	110	2146	0	0	0	0%	0	0%	0	0%
Elevators-Sales & Service	8316	687	36	556	23	63.9%	13	36.1%	0	0%
Embalmers	33	2221	0	0	0	0%	0	0%	0	0%
Emblems	311	1963	0	0	0	0%	0	0%	0	0%
Embossing	13	2241	0	0	0	0%	0	0%	0	0%
Embossing Equipment & Supplies	111	2145	0	0	0	0%	0	0%	0	0%
Embroideries-Uniform	234	2031	10	582	6	60.0%	4	40.0%	0	0%
Embroidering Machines	19	2235	0	0	0	0%	0	0%	0	0%
Embroidery	11796	570	82	510	44	53.7%	37	45.1%	1	1.2%
Embroidery Design Punching	257	2010	2	590	0	0%	2	100.0%	0	0%
Embroidery Supplies	234	2031	10	582	7	70.0%	3	30.0%	0	0%
Emergency Shelters	170	2088	2	590	1	50.0%	1	50.0%	0	0%
Employment Agencies	142232	83	467	265	274	58.7%	162	34.7%	31	6.6%
Employment Contractors-Temporary Help	17399	448	63	529	47	74.6%	14	22.2%	2	3.2%
Employment Service - Employee Leasing	13286	529	22	570	19	86.4%	3	13.6%	0	0%
Employment Service - Government, Co, Fraternal, Etc.	2171	1239	13	579	7	53.8%	5	38.5%	1	7.7%
Employment Training	15522	477	203	402	88	43.3%	96	47.3%	19	9.4%
Encyclopedia & Book Sales	1128	1527	31	561	13	41.9%	17	54.8%	1	3.2%
Encyclopedia & Book Sales by Internet	147	2111	8	584	6	75.0%	2	25.0%	0	0%
Encyclopedia & Book Sales by Mail	48	2206	2	590	0	0%	2	100.0%	0	0%
Encyclopedias	863	1628	18	574	13	72.2%	5	27.8%	0	0%
Energy Conservation Products & Services	13302	528	65	527	38	58.5%	25	38.5%	2	3.1%
Energy Conservation Products & Services	941	1594	4	588	2	50.0%	2	50.0%	0	0%
Energy Conservation Products-Wholesale & Manufacturers	801	1654	1	591	1	100.0%	0	0%	0	0%
Energy Management & Conservation Const	13709	516	71	521	55	77.5%	16	22.5%	0	0%
Engineering Contractors-General	10977	593	53	539	35	66.0%	18	34.0%	0	0%
Engineering Equipment & Supplies	1158	1516	10	582	3	30.0%	7	70.0%	0	0%
Engineering Reports	593	1769	6	586	4	66.7%	2	33.3%	0	0%
Engineers - Civil	8249	690	5	587	5	100.0%	0	0%	0	0%
Engineers - Electrical	3778	988	23	569	11	47.8%	11	47.8%	1	4.3%
Engineers - Mechanical	1488	1411	17	575	7	41.2%	9	52.9%	1	5.9%
Engineers - Structural	3674	1001	17	575	14	82.4%	3	17.6%	0	0%
Engineers-Professional	34423	289	64	528	47	73.4%	15	23.4%	2	3.1%
Engines - Fuel Injection Service & Parts	1694	1355	11	581	7	63.6%	4	36.4%	0	0%
Engines-Diesel	1585	1386	18	574	8	44.4%	10	55.6%	0	0%
Engines-Fuel Conversion	301	1972	15	577	12	80.0%	3	20.0%	0	0%
Engines-Gas	883	1618	15	577	7	46.7%	8	53.3%	0	0%
Engines-Gasoline	63	2191	2	590	0	0%	1	50.0%	1	50.0%
Engines-Rebuild & Exchange	27954	337	557	242	352	63.2%	198	35.5%	7	1.3%
Engines-Supplies, Equipment & Parts	3896	979	71	521	35	49.3%	32	45.1%	4	5.6%
Engravers-Mechanical	603	1764	7	585	2	28.6%	5	71.4%	0	0%
Engravers-Metal	1124	1529	1	591	1	100.0%	0	0%	0	0%
Engravers-Photo	47	2207	6	586	0	0%	4	66.7%	2	33.3%
Engravers-Plastic, Wood, Etc.	655	1729	11	581	5	45.5%	6	54.5%	0	0%
Engravers-Stationery	679	1714	20	572	19	95.0%	1	5.0%	0	0%
Engraving Equipment & Supplies	660	1727	6	586	4	66.7%	2	33.3%	0	0%
Entertainers	18812	428	123	469	75	61.0%	40	32.5%	8	6.5%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Entertainment Bureaus	9411	640	89	503	49	55.1%	29	32.6%	11	12.4%
Envelopes-Retail	302	1971	11	581	5	45.5%	6	54.5%	0	0%
Envelopes-Wholesale & Manufacturers	667	1722	0	0	0	0%	0	0%	0	0%
Environmental & Ecological Services	33618	295	64	528	46	71.9%	18	28.1%	0	0%
Environmental, Conservationist & Ecol Org	3107	1081	9	583	6	66.7%	3	33.3%	0	0%
Equestrian Services	735	1688	33	559	20	60.6%	13	39.4%	0	0%
Escort Service-Personal	478	1842	2	590	1	50.0%	0	0%	1	50.0%
Escrow Service	28706	334	381	302	237	62.2%	135	35.4%	9	2.4%
Estate Planning & Management	33960	291	64	528	29	45.3%	35	54.7%	0	0%
Estates - Appraisals, Sales & Auctions	2965	1104	45	547	26	57.8%	17	37.8%	2	4.4%
Etched Products-Metal, Glass, Etc.	373	1920	3	589	2	66.7%	0	0%	1	33.3%
Etching Equipment & Supplies	30	2224	1	591	0	0%	1	100.0%	0	0%
Evaporating Apparatus	140	2117	1	591	1	100.0%	0	0%	0	0%
Event Planners	1341	1457	12	580	7	58.3%	3	25.0%	2	16.7%
Eviction Service	1953	1286	30	562	9	30.0%	21	70.0%	0	0%
Excavating Contractors	78379	131	212	395	120	56.6%	79	37.3%	13	6.1%
Excavating Equipment	504	1821	4	588	1	25.0%	3	75.0%	0	0%
Excelsior	5	2249	0	0	0	0%	0	0%	0	0%
Executive Search Consultants	15602	475	33	559	31	93.9%	2	6.1%	0	0%
Exercise & Physical Fitness Programs	38847	259	1358	126	945	69.6%	353	26.0%	60	4.4%
Exercise Equipment	21064	398	615	224	514	83.6%	86	14.0%	15	2.4%
Expanded Metals	5	2249	0	0	0	0%	0	0%	0	0%
Expansion Joints	5	2249	0	0	0	0%	0	0%	0	0%
Experimental Work	9	2245	1	591	1	100.0%	0	0%	0	0%
Explosives	48	2206	0	0	0	0%	0	0%	0	0%
Export Management	369	1924	0	0	0	0%	0	0%	0	0%
Exporters	5647	837	18	574	12	66.7%	5	27.8%	1	5.6%
Express & Transfer Service	391	1905	10	582	7	70.0%	2	20.0%	1	10.0%
Extended Warranty Contract Service Companies	19893	412	390	298	317	81.3%	37	9.5%	36	9.2%
Eye Banks	55	2199	8	584	0	0%	8	100.0%	0	0%
Eyelets	9	2245	5	587	3	60.0%	2	40.0%	0	0%
Eyesight Training	3790	987	89	503	53	59.6%	36	40.4%	0	0%
Fabric Laminating & Bonding	8	2246	0	0	0	0%	0	0%	0	0%
Fabric Shops	7083	747	106	487	69	65.1%	34	32.1%	3	2.8%
Fabrics-Wholesale & Manufacturers	1610	1380	39	553	15	38.5%	24	61.5%	0	0%
Factors	1129	1526	5	587	5	100.0%	0	0%	0	0%
Factory Locating Consultants	11	2243	0	0	0	0%	0	0%	0	0%
Fairgrounds	65	2189	5	587	5	100.0%	0	0%	0	0%
Fallout Shelter Equipment & Supplies	90	2164	1	591	1	100.0%	0	0%	0	0%
Fallout Shelters - Consultants	45	2209	0	0	0	0%	0	0%	0	0%
Family Planning - Abortion Alternatives	606	1762	3	589	2	66.7%	1	33.3%	0	0%
Family Planning - Abortion Services	495	1828	9	583	7	77.8%	2	22.2%	0	0%
Fan Clubs	145	2113	7	585	1	14.3%	5	71.4%	1	14.3%
Fans-Household	1503	1408	21	571	14	66.7%	7	33.3%	0	0%
Fans-Industrial & Commercial	287	1985	9	583	7	77.8%	2	22.2%	0	0%
Fans-Repair	62	2192	0	0	0	0%	0	0%	0	0%
Fare Registers & Meters	2	2252	0	0	0	0%	0	0%	0	0%
Farm Equipment	12003	566	127	466	97	76.4%	27	21.3%	3	2.4%
Farm Equipment-Repair & Parts	1958	1285	27	565	18	66.7%	9	33.3%	0	0%
Farm Management	536	1802	0	0	0	0%	0	0%	0	0%
Farm Management Systems	12	2242	0	0	0	0%	0	0%	0	0%
Farm Supplies	824	1639	9	583	9	100.0%	0	0%	0	0%
Farming Service	1009	1573	6	586	5	83.3%	1	16.7%	0	0%
Farms	2624	1153	24	568	13	54.2%	11	45.8%	0	0%
Fashion Consultants	5152	865	29	563	20	69.0%	8	27.6%	1	3.4%
Fashion Designers	308	1966	17	575	7	41.2%	8	47.1%	2	11.8%
Fashion Show Producers	105	2149	6	586	5	83.3%	1	16.7%	0	0%
Fasteners-Industrial & Construction	1990	1275	5	587	4	80.0%	1	20.0%	0	0%
Fasteners-Textile & Apparel	161	2097	9	583	4	44.4%	4	44.4%	1	11.1%
Fax Equipment & Systems	1430	1423	6	586	4	66.7%	0	0%	2	33.3%
Fax Transmission Service	992	1580	33	559	13	39.4%	17	51.5%	3	9.1%
Feather Goods	316	1960	3	589	3	100.0%	0	0%	0	0%
Feed Concentrates & Supplements	346	1940	1	591	1	100.0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Feed Dealers	5302	856	12	580	5	41.7%	7	58.3%	0	0%
Feed Mill Equipment & Supplies	67	2187	0	0	0	0%	0	0%	0	0%
Feed-Wholesale & Manufacturers	537	1801	4	588	3	75.0%	1	25.0%	0	0%
Feeders-Industrial	7	2247	0	0	0	0%	0	0%	0	0%
Fence Contractors	280111	36	1888	90	1098	58.2%	709	37.6%	81	4.3%
Fence Posts & Fittings	1689	1356	33	559	17	51.5%	15	45.5%	1	3.0%
Fencing Instruction	10506	608	97	496	62	63.9%	32	33.0%	3	3.1%
Ferries	38	2216	3	589	3	100.0%	0	0%	0	0%
Fertilizer Plant Equipment	33	2221	0	0	0	0%	0	0%	0	0%
Fertilizers	2268	1224	14	578	9	64.3%	5	35.7%	0	0%
Fiber & Fiber Products	190	2072	0	0	0	0%	0	0%	0	0%
Fiber Glass Fabricators	709	1701	4	588	4	100.0%	0	0%	0	0%
Fiber Glass Materials	218	2045	3	589	1	33.3%	2	66.7%	0	0%
Fiber Glass Products	247	2018	10	582	4	40.0%	5	50.0%	1	10.0%
Fiber Optics	1757	1338	13	579	6	46.2%	7	53.8%	0	0%
Filing Equipment, Systems & Supplies	355	1933	0	0	0	0%	0	0%	0	0%
Filling Machinery	48	2206	0	0	0	0%	0	0%	0	0%
Film Scrap	44	2210	0	0	0	0%	0	0%	0	0%
Filtering Materials & Supplies	367	1925	8	584	4	50.0%	4	50.0%	0	0%
Filters Air & Gas Cleaning	467	1850	11	581	8	72.7%	3	27.3%	0	0%
Filters-Air & Gas	917	1606	12	580	10	83.3%	2	16.7%	0	0%
Filters-Liquid	334	1947	2	590	1	50.0%	1	50.0%	0	0%
Financial Planning Consultants	161582	72	690	208	513	74.3%	132	19.1%	45	6.5%
Financial Services	392133	27	9288	14	8228	88.6%	861	9.3%	199	2.1%
Financing	26834	348	465	266	430	92.5%	31	6.7%	4	0.9%
Financing Consultants	14688	499	45	547	32	71.1%	13	28.9%	0	0%
Fingernail Salons	2335	1211	252	363	145	57.5%	85	33.7%	22	8.7%
Fingerprinting	346	1940	6	586	5	83.3%	1	16.7%	0	0%
Fingerprinting Equipment	47	2207	2	590	2	100.0%	0	0%	0	0%
Fire & Smoke Alarm Systems	22483	384	147	447	119	81.0%	17	11.6%	11	7.5%
Fire & Water Damage Restoration	104146	107	574	238	465	81.0%	102	17.8%	7	1.2%
Fire Department Equipment & Supplies	408	1894	8	584	5	62.5%	3	37.5%	0	0%
Fire Departments	13	2241	0	0	0	0%	0	0%	0	0%
Fire Escapes	10	2244	0	0	0	0%	0	0%	0	0%
Fire Exit Devices	37	2217	0	0	0	0%	0	0%	0	0%
Fire Extinguishers	2781	1131	15	577	7	46.7%	8	53.3%	0	0%
Fire Extinguishing Fluid	6	2248	0	0	0	0%	0	0%	0	0%
Fire Hose	11	2243	0	0	0	0%	0	0%	0	0%
Fire Hydrants	15	2239	1	591	1	100.0%	0	0%	0	0%
Fire Lookout Stations	5	2249	0	0	0	0%	0	0%	0	0%
Fire Protection Consultants	3208	1066	6	586	4	66.7%	2	33.3%	0	0%
Fire Protection Equipment & Supplies	8484	678	44	548	16	36.4%	25	56.8%	3	6.8%
Fireplace Equipment-Retail	13544	522	167	429	107	64.1%	58	34.7%	2	1.2%
Fireplace Equipment-Wholesale & Manufacturers	1013	1571	32	560	21	65.6%	11	34.4%	0	0%
Fireplaces	18675	429	152	443	108	71.1%	38	25.0%	6	3.9%
Fireproofing	423	1881	2	590	2	100.0%	0	0%	0	0%
Fireproofing Materials	67	2187	0	0	0	0%	0	0%	0	0%
Firewood	2433	1187	24	568	12	50.0%	11	45.8%	1	4.2%
Fireworks	2361	1204	5	587	5	100.0%	0	0%	0	0%
First Aid Instruction	1464	1417	6	586	5	83.3%	1	16.7%	0	0%
First Aid Supplies	713	1698	6	586	4	66.7%	2	33.3%	0	0%
Fish & Seafood Brokers	113	2143	1	591	1	100.0%	0	0%	0	0%
Fish & Seafood-Retail	3731	994	27	565	16	59.3%	11	40.7%	0	0%
Fish & Seafood-Wholesale	637	1745	6	586	3	50.0%	2	33.3%	1	16.7%
Fish By-Products	39	2215	2	590	2	100.0%	0	0%	0	0%
Fish Hatcheries	264	2006	5	587	2	40.0%	1	20.0%	2	40.0%
Fish Nets	7	2247	0	0	0	0%	0	0%	0	0%
Fish Processors	434	1874	1	591	1	100.0%	0	0%	0	0%
Fish Processors Equipment	4	2250	0	0	0	0%	0	0%	0	0%
Fishermen-Commercial	141	2116	0	0	0	0%	0	0%	0	0%
Fishermens Supplies	624	1753	7	585	6	85.7%	0	0%	1	14.3%
Fishery Consultants	395	1903	0	0	0	0%	0	0%	0	0%
Fishing Bait	515	1813	5	587	2	40.0%	3	60.0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Fishing Parties	1659	1367	22	570	10	45.5%	11	50.0%	1	4.5%
Fishing Piers	27	2227	1	591	0	0%	1	100.0%	0	0%
Fishing Tackle Dealers	2153	1241	26	566	8	30.8%	16	61.5%	2	7.7%
Fishing Tackle-Repair & Parts	204	2058	2	590	1	50.0%	1	50.0%	0	0%
Fishing Tackle-Wholesale & Manufacturers	286	1986	1	591	1	100.0%	0	0%	0	0%
Fix-It Shops	320	1957	5	587	2	40.0%	3	60.0%	0	0%
Flag Poles	559	1786	4	588	4	100.0%	0	0%	0	0%
Flags & Banners	5036	873	58	534	33	56.9%	19	32.8%	6	10.3%
Flags & Banners-Manufacturers Supplies	1192	1501	11	581	3	27.3%	8	72.7%	0	0%
Flanges	2	2252	0	0	0	0%	0	0%	0	0%
Flashers-Electric	13	2241	0	0	0	0%	0	0%	0	0%
Flatware-Table	432	1876	3	589	3	100.0%	0	0%	0	0%
Flavoring Extracts	52	2202	0	0	0	0%	0	0%	0	0%
Flavoring Extracts-Raw Materials	6	2248	0	0	0	0%	0	0%	0	0%
Flea Markets	4138	948	22	570	11	50.0%	11	50.0%	0	0%
Flight School	2461	1179	17	575	7	41.2%	6	35.3%	4	23.5%
Floats-Mechanical	15	2239	0	0	0	0%	0	0%	0	0%
Flood Control Equipment	244	2021	1	591	1	100.0%	0	0%	0	0%
Floodlights & Search Lights	79	2175	1	591	0	0%	1	100.0%	0	0%
Floor Laying, Refinishing & Resurfacing	165242	67	985	161	548	55.6%	385	39.1%	52	5.3%
Floor Machines	31	2223	1	591	0	0%	1	100.0%	0	0%
Floor Machines-Rent	283	1989	0	0	0	0%	0	0%	0	0%
Floor Machines-Repair	125	2131	3	589	2	66.7%	1	33.3%	0	0%
Floor Materials	87753	123	734	199	523	71.3%	179	24.4%	32	4.4%
Floor Treatment Compounds	709	1701	3	589	0	0%	3	100.0%	0	0%
Floor Waxing, Polishing & Cleaning	7500	727	38	554	21	55.3%	14	36.8%	3	7.9%
Floors-Industrial	7156	741	52	540	32	61.5%	19	36.5%	1	1.9%
Floors-Raised	5469	847	46	546	23	50.0%	22	47.8%	1	2.2%
Floral Design Instruction	585	1772	4	588	3	75.0%	1	25.0%	0	0%
Florists Supplies	2125	1246	10	582	8	80.0%	2	20.0%	0	0%
Florists-Retail	69949	148	2359	71	1810	76.7%	497	21.1%	52	2.2%
Florists-Wholesale	2662	1147	78	514	21	26.9%	57	73.1%	0	0%
Flour	121	2135	0	0	0	0%	0	0%	0	0%
Flowers-Preserved	1180	1506	33	559	13	39.4%	19	57.6%	1	3.0%
Foam & Sponge Rubber	248	2017	6	586	6	100.0%	0	0%	0	0%
Folding Machines	3	2251	0	0	0	0%	0	0%	0	0%
Food & Beverage Consultants	512	1816	5	587	1	20.0%	4	80.0%	0	0%
Food & Beverage Services	9303	644	177	422	110	62.1%	49	27.7%	18	10.2%
Food Brokers	1012	1572	10	582	4	40.0%	4	40.0%	2	20.0%
Food Facilities Consultants	118	2138	2	590	1	50.0%	1	50.0%	0	0%
Food Manufacturers, Wholesalers, Dist.	33964	290	262	358	200	76.3%	59	22.5%	3	1.1%
Food Plans	5651	836	67	525	43	64.2%	22	32.8%	2	3.0%
Food Processing Equipment & Supplies	1416	1427	14	578	11	78.6%	3	21.4%	0	0%
Food Products	10400	611	112	481	70	62.5%	39	34.8%	3	2.7%
Food Products Mfg. Equipment	289	1983	0	0	0	0%	0	0%	0	0%
Food Products Reconditioning	3	2251	0	0	0	0%	0	0%	0	0%
Food ServiceManagement	2745	1136	33	559	30	90.9%	3	9.1%	0	0%
Foods-Carry Out	38996	257	557	242	319	57.3%	227	40.8%	11	2.0%
Foods-Dehydrated & Freeze-Dried	702	1703	1	591	1	100.0%	0	0%	0	0%
Foot Appliances	634	1746	7	585	4	57.1%	3	42.9%	0	0%
Football Clubs	580	1775	14	578	10	71.4%	4	28.6%	0	0%
Foreclosure Services	18186	439	314	327	295	93.9%	18	5.7%	1	0.3%
Foreign Exchange Brokers	7271	735	214	393	72	33.6%	142	66.4%	0	0%
Foresters-Consulting	1168	1512	2	590	0	0%	1	50.0%	1	50.0%
Forging Equipment	1	2253	0	0	0	0%	0	0%	0	0%
Forgings	38	2216	0	0	0	0%	0	0%	0	0%
Formal Wear	10656	603	285	342	173	60.7%	102	35.8%	10	3.5%
Foster Child Care	96	2158	0	0	0	0%	0	0%	0	0%
Foundation Contractors	211461	50	687	209	512	74.5%	147	21.4%	28	4.1%
Foundations - Education, Philanthropy, Research	11335	581	44	548	30	68.2%	10	22.7%	4	9.1%
Foundries	3930	973	9	583	5	55.6%	4	44.4%	0	0%
Foundry Equipment & Supplies	297	1976	1	591	1	100.0%	0	0%	0	0%
Fountains-Drinking	9	2245	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Fountains-Garden, Display, Etc.	3755	991	54	538	27	50.0%	23	42.6%	4	7.4%
Franchising	14333	509	476	262	444	93.3%	30	6.3%	2	0.4%
Fraternal Organizations	2382	1196	10	582	7	70.0%	3	30.0%	0	0%
Fraternal Regalia & Supplies	18	2236	0	0	0	0%	0	0%	0	0%
Fraternities & Sororities	109	2147	6	586	2	33.3%	4	66.7%	0	0%
Freight Consolidating	684	1711	2	590	0	0%	2	100.0%	0	0%
Freight Forwarding	33957	292	630	221	540	85.7%	86	13.7%	4	0.6%
Freight Traffic Service	2398	1192	29	563	26	89.7%	3	10.3%	0	0%
Frog Dealers	2	2252	2	590	2	100.0%	0	0%	0	0%
Frozen Custard Machines	9	2245	0	0	0	0%	0	0%	0	0%
Frozen Food Locker Plants	481	1839	2	590	0	0%	0	0%	2	100.0%
Frozen Foods-Processors	110	2146	0	0	0	0%	0	0%	0	0%
Frozen Foods-Retail	2735	1139	78	514	37	47.4%	39	50.0%	2	2.6%
Fruit & Vegetable Growers & Shippers	935	1598	89	503	7	7.9%	69	77.5%	13	14.6%
Fruits & Vegetables-Retail	2460	1180	16	576	12	75.0%	4	25.0%	0	0%
Fruits & Vegetables-Wholesale	479	1841	5	587	5	100.0%	0	0%	0	0%
Fruits-Dried	28	2226	0	0	0	0%	0	0%	0	0%
Fruits-Glace	4	2250	0	0	0	0%	0	0%	0	0%
Fuel Economizers	1984	1277	52	540	6	11.5%	46	88.5%	0	0%
Fuel Injection Equipment	372	1921	5	587	4	80.0%	1	20.0%	0	0%
Fulfillment Services	21113	397	3037	50	2774	91.3%	205	6.8%	58	1.9%
Fund Raising Counselors & Orgs	18653	430	76	516	40	52.6%	35	46.1%	1	1.3%
Fund Raising Games, Merchandise, Supplies	3886	981	44	548	24	54.5%	17	38.6%	3	6.8%
Funeral Directors	63864	161	201	404	149	74.1%	49	24.4%	3	1.5%
Funeral Directors Equipment & Supplies	247	2018	1	591	1	100.0%	0	0%	0	0%
Funeral Related Services	29569	325	217	390	140	64.5%	69	31.8%	8	3.7%
Fungicides	20	2234	0	0	0	0%	0	0%	0	0%
Funnels	5	2249	0	0	0	0%	0	0%	0	0%
Fur Business-Retail	2052	1257	10	582	1	10.0%	7	70.0%	2	20.0%
Fur Business-Wholesale & Manufacturers	863	1628	33	559	13	39.4%	13	39.4%	7	21.2%
Fur Cleaning & Dyeing-Retail	117	2139	7	585	6	85.7%	1	14.3%	0	0%
Fur Cleaning & Dyeing-Wholesale	173	2086	5	587	3	60.0%	2	40.0%	0	0%
Fur Cuttings	2	2252	2	590	1	50.0%	1	50.0%	0	0%
Fur Designers	62	2192	1	591	1	100.0%	0	0%	0	0%
Fur Dressers & Dyers	154	2104	0	0	0	0%	0	0%	0	0%
Fur Farms-Equipment & Supplies	6	2248	0	0	0	0%	0	0%	0	0%
Fur Novelties & Accessories	82	2172	1	591	1	100.0%	0	0%	0	0%
Fur Skin Dealers & Brokers	18	2236	0	0	0	0%	0	0%	0	0%
Fur Storage	29	2225	2	590	2	100.0%	0	0%	0	0%
Furnaces-Industrial	2859	1119	20	572	12	60.0%	8	40.0%	0	0%
Furniture Cleaning	398	1900	17	575	13	76.5%	4	23.5%	0	0%
Furniture Cleaning Equipment & Supplies	27	2227	1	591	0	0%	1	100.0%	0	0%
Furniture Designers & Custom Builders	21471	393	434	278	283	65.2%	137	31.6%	14	3.2%
Furniture Frames	115	2141	2	590	0	0%	2	100.0%	0	0%
Furniture Manufacturers	15165	487	420	283	292	69.5%	122	29.0%	6	1.4%
Furniture Manufacturers Equipment & Supplies	557	1787	5	587	3	60.0%	2	40.0%	0	0%
Furniture Pads	40	2214	3	589	0	0%	3	100.0%	0	0%
Furniture Rent & Lease	10665	602	599	229	458	76.5%	139	23.2%	2	0.3%
Furniture Repair & Refinish	17614	446	202	403	88	43.6%	108	53.5%	6	3.0%
Furniture Repair & Refinish Supplies	150	2108	7	585	4	57.1%	3	42.9%	0	0%
Furniture Stripping	74	2180	2	590	1	50.0%	0	0%	1	50.0%
Furniture-Childrens	9194	650	138	455	95	68.8%	32	23.2%	11	8.0%
Furniture-Outdoor	13073	534	257	360	172	66.9%	77	30.0%	8	3.1%
Furniture-Retail	433815	23	14009	8	10365	74.0%	3160	22.6%	484	3.5%
Furniture-Unfinished	3133	1077	41	551	24	58.5%	12	29.3%	5	12.2%
Furniture-Used	3667	1002	111	482	53	47.7%	55	49.5%	3	2.7%
Furniture-Wholesale	16291	462	136	457	91	66.9%	41	30.1%	4	2.9%
Fuses-Electric	3	2251	0	0	0	0%	0	0%	0	0%
Galvanizing	43	2211	0	0	0	0%	0	0%	0	0%
Gambling Abuse & Addiction Info & Treatment	208	2054	2	590	1	50.0%	0	0%	1	50.0%
Game Farms	153	2105	2	590	0	0%	2	100.0%	0	0%
Game-Birds, Venison, Etc.	21	2233	1	591	1	100.0%	0	0%	0	0%
Games & Supplies	153338	76	615	224	425	69.1%	184	29.9%	6	1.0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Garage Builders	35944	280	329	320	226	68.7%	97	29.5%	6	1.8%
Garbage Disposal Equipment - Industrial & Commercial	1054	1555	69	523	56	81.2%	12	17.4%	1	1.4%
Garbage Disposal Equipment - Supplies & Parts	359	1931	6	586	6	100.0%	0	0%	0	0%
Garbage Disposals-Household	583	1773	78	514	55	70.5%	23	29.5%	0	0%
Garden Centers	5842	820	71	521	35	49.3%	34	47.9%	2	2.8%
Garment Hangers	38	2216	2	590	0	0%	2	100.0%	0	0%
Garment Racks	2	2252	0	0	0	0%	0	0%	0	0%
Garments-Printing & Lettering	4322	932	44	548	22	50.0%	20	45.5%	2	4.5%
Gas - Industrial & Medical - Cylinder & Bulk	1576	1387	10	582	8	80.0%	2	20.0%	0	0%
Gas Boosters	199	2063	3	589	0	0%	3	100.0%	0	0%
Gas Burners	21	2233	1	591	0	0%	1	100.0%	0	0%
Gas Detectors	22	2232	1	591	0	0%	1	100.0%	0	0%
Gas Lights	29	2225	0	0	0	0%	0	0%	0	0%
Gas Plant Equipment	36	2218	0	0	0	0%	0	0%	0	0%
Gas Recycling Plants	34	2220	2	590	1	50.0%	1	50.0%	0	0%
Gas Well Drilling	294	1979	5	587	2	40.0%	3	60.0%	0	0%
Gas-Propane	12938	536	437	275	359	82.2%	76	17.4%	2	0.5%
Gas-Propane-Equipment & Supplies	12420	551	334	317	270	80.8%	62	18.6%	2	0.6%
Gaskets	301	1972	0	0	0	0%	0	0%	0	0%
Gasoline Additives-Manufacturers & Distributors	327	1951	3	589	1	33.3%	1	33.3%	1	33.3%
Gasoline Plant Equipment	14	2240	0	0	0	0%	0	0%	0	0%
Gasoline-Wholesale	1085	1546	29	563	20	69.0%	8	27.6%	1	3.4%
Gates	2701	1143	50	542	23	46.0%	26	52.0%	1	2.0%
Gauges & Gages	609	1760	1	591	1	100.0%	0	0%	0	0%
Gazebos	2364	1203	20	572	12	60.0%	6	30.0%	2	10.0%
Gears & Gear Cutting	47	2207	2	590	2	100.0%	0	0%	0	0%
Genealogists	2988	1100	83	509	74	89.2%	8	9.6%	1	1.2%
Genealogy Services	2516	1172	44	548	40	90.9%	4	9.1%	0	0%
General Merchandise-Retail	109052	105	2966	54	1787	60.2%	1123	37.9%	56	1.9%
General Merchandise-Wholesale	4951	880	70	522	49	70.0%	19	27.1%	2	2.9%
Generators-Electric	5647	837	57	535	41	71.9%	15	26.3%	1	1.8%
Generators-Steam	43	2211	0	0	0	0%	0	0%	0	0%
Geochemists	92	2162	9	583	6	66.7%	3	33.3%	0	0%
Geographers	12	2242	0	0	0	0%	0	0%	0	0%
Geologists	1081	1549	4	588	1	25.0%	3	75.0%	0	0%
Geologists Supplies	2	2252	0	0	0	0%	0	0%	0	0%
Geophysical Apparatus	117	2139	0	0	0	0%	0	0%	0	0%
Geophysicists	138	2119	0	0	0	0%	0	0%	0	0%
Gift Baskets & Parcels	10832	598	86	506	60	69.8%	23	26.7%	3	3.5%
Gift Shops	26014	354	376	304	243	64.6%	115	30.6%	18	4.8%
Gift Wrapping Materials	87	2167	0	0	0	0%	0	0%	0	0%
Gift Wrapping Service	23	2231	0	0	0	0%	0	0%	0	0%
Giftware - Wholesale & Manufacturers	1416	1427	11	581	5	45.5%	4	36.4%	2	18.2%
Girls Apparel	224	2040	23	569	8	34.8%	15	65.2%	0	0%
Glass - Beveled, Carved, Ornamental, Etc.	3984	967	47	545	17	36.2%	28	59.6%	2	4.3%
Glass Beads-Industrial	6	2248	0	0	0	0%	0	0%	0	0%
Glass Blowers	58	2196	3	589	2	66.7%	1	33.3%	0	0%
Glass Board-Up Service	231	2033	3	589	0	0%	3	100.0%	0	0%
Glass Circles & Specialty Shapes	559	1786	2	590	2	100.0%	0	0%	0	0%
Glass Coating & Tinting	19771	414	87	505	51	58.6%	28	32.2%	8	9.2%
Glass Coating & Tinting Machinery	168	2090	0	0	0	0%	0	0%	0	0%
Glass Coating & Tinting Materials	163	2095	2	590	1	50.0%	0	0%	1	50.0%
Glass Rods & Tubing	8	2246	0	0	0	0%	0	0%	0	0%
Glass-Auto, Plate,Window, Etc.	86705	125	519	252	311	59.9%	196	37.8%	12	2.3%
Glass-Block	7961	700	25	567	17	68.0%	6	24.0%	2	8.0%
Glass-Broken	1023	1566	13	579	7	53.8%	6	46.2%	0	0%
Glass-Stained & Leaded	6519	778	48	544	14	29.2%	32	66.7%	2	4.2%
Glassware Decorators	190	2072	1	591	1	100.0%	0	0%	0	0%
Glassware-Wholesale & Manufacturers	3820	984	39	553	19	48.7%	16	41.0%	4	10.3%
Glaziers	1408	1430	15	577	12	80.0%	2	13.3%	1	6.7%
Global Positioning Systems	310	1964	11	581	7	63.6%	3	27.3%	1	9.1%
Gloves - Cleaning & Repairing	13	2241	0	0	0	0%	0	0%	0	0%
Gloves - Work & Industrial	89	2165	2	590	1	50.0%	1	50.0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Gloves & Mittens - Dress	280	1992	5	587	1	20.0%	4	80.0%	0	0%
Go-Karts	1547	1397	44	548	36	81.8%	7	15.9%	1	2.3%
Go-Karts Manufacturers	20	2234	1	591	0	0%	1	100.0%	0	0%
Gold Leaf	7	2247	1	591	1	100.0%	0	0%	0	0%
Gold Stamping	6	2248	0	0	0	0%	0	0%	0	0%
Gold, Silver & Platinum Dealers	11025	591	52	540	32	61.5%	20	38.5%	0	0%
Golf Carts	3496	1029	54	538	41	75.9%	10	18.5%	3	5.6%
Golf Course Architects	163	2095	0	0	0	0%	0	0%	0	0%
Golf Course Construction	969	1585	1	591	0	0%	1	100.0%	0	0%
Golf Course Equipment & Supplies	938	1596	6	586	5	83.3%	0	0%	1	16.7%
Golf Courses-Miniature	331	1949	7	585	5	71.4%	2	28.6%	0	0%
Golf Courses-Private	6274	791	58	534	39	67.2%	19	32.8%	0	0%
Golf Courses-Public	2628	1152	36	556	28	77.8%	8	22.2%	0	0%
Golf Equipment & Supplies-Retail	16270	463	332	319	233	70.2%	89	26.8%	10	3.0%
Golf Equipment & Supplies-Wholesale & Manufacturers	580	1775	15	577	5	33.3%	10	66.7%	0	0%
Golf Instruction	1383	1440	29	563	19	65.5%	9	31.0%	1	3.4%
Golf Practice Ranges	458	1857	4	588	3	75.0%	0	0%	1	25.0%
Gourmet Shops	3871	982	27	565	9	33.3%	17	63.0%	1	3.7%
Government - Auctions & Job Listing Services	1477	1414	18	574	11	61.1%	6	33.3%	1	5.6%
Government Grant Services	42165	239	1235	131	227	18.4%	859	69.6%	149	12.1%
Government Offices	4414	922	44	548	28	63.6%	15	34.1%	1	2.3%
Government Offices-Foreign-Reps	26	2228	0	0	0	0%	0	0%	0	0%
Government-City-Village & Township	1232	1487	5	587	4	80.0%	1	20.0%	0	0%
Government-County	410	1893	4	588	3	75.0%	0	0%	1	25.0%
Government-State	302	1971	2	590	1	50.0%	1	50.0%	0	0%
Government-US.	683	1712	2	590	1	50.0%	1	50.0%	0	0%
Grain Brokers	50	2204	0	0	0	0%	0	0%	0	0%
Grain Dealers	157	2101	2	590	1	50.0%	1	50.0%	0	0%
Grain Drying	18	2236	0	0	0	0%	0	0%	0	0%
Grain Elevator Builders	58	2196	0	0	0	0%	0	0%	0	0%
Grain Elevators	56	2198	0	0	0	0%	0	0%	0	0%
Grain Elevators-Equipment & Supplies	39	2215	1	591	1	100.0%	0	0%	0	0%
Grain Inspection	10	2244	0	0	0	0%	0	0%	0	0%
Grain Inspection Supplies	8	2246	0	0	0	0%	0	0%	0	0%
Granite	36666	275	277	347	175	63.2%	93	33.6%	9	3.2%
Grant - Scholarship - Financial Aid Finder Service	377	1916	4	588	1	25.0%	3	75.0%	0	0%
Graphic Designers	37798	269	884	171	176	19.9%	613	69.3%	95	10.7%
Gratings	39	2215	0	0	0	0%	0	0%	0	0%
Grease Traps	541	1797	1	591	0	0%	1	100.0%	0	0%
Greenhouse Builders	926	1602	2	590	1	50.0%	1	50.0%	0	0%
Greenhouse Equipment & Supplies	771	1670	4	588	3	75.0%	1	25.0%	0	0%
Greenhouses	1590	1384	20	572	7	35.0%	11	55.0%	2	10.0%
Greeting Card Manufacturers Supplies	622	1754	1	591	0	0%	1	100.0%	0	0%
Greeting Cards-Retail	1197	1497	23	569	15	65.2%	7	30.4%	1	4.3%
Greeting Cards-Wholesale & Manufacturers	1168	1512	11	581	8	72.7%	3	27.3%	0	0%
Grilles, Registers & Diffusers	200	2062	2	590	2	100.0%	0	0%	0	0%
Grinding Machines	28	2226	1	591	1	100.0%	0	0%	0	0%
Grinding Wheel Dressers	1	2253	0	0	0	0%	0	0%	0	0%
Grinding Wheels	177	2082	0	0	0	0%	0	0%	0	0%
Grinding-Precision & Production	362	1929	3	589	2	66.7%	1	33.3%	0	0%
Grocers-Retail	51661	203	659	215	509	77.2%	143	21.7%	7	1.1%
Grocers-Wholesale	2374	1199	10	582	9	90.0%	1	10.0%	0	0%
Grocery - Bulk Food Stores	5603	841	163	432	109	66.9%	45	27.6%	9	5.5%
Grommets	8	2246	0	0	0	0%	0	0%	0	0%
Group Homes	1695	1354	5	587	4	80.0%	1	20.0%	0	0%
Grouting Compounds	3220	1064	13	579	10	76.9%	3	23.1%	0	0%
Guard Dogs	283	1989	9	583	3	33.3%	6	66.7%	0	0%
Guardian Services - Adult & Child	184	2077	1	591	0	0%	0	0%	1	100.0%
Guards - Door & Window	666	1723	5	587	3	60.0%	2	40.0%	0	0%
Guards - Machine	9	2245	0	0	0	0%	0	0%	0	0%
Guide Service	954	1588	12	580	6	50.0%	6	50.0%	0	0%
Gun Safety & Marksmanship Instruction	387	1909	32	560	17	53.1%	14	43.8%	1	3.1%
Gun sights, Scopes & Mounts	555	1788	31	561	15	48.4%	12	38.7%	4	12.9%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Guns & Gunsmiths	13423	524	337	315	208	61.7%	112	33.2%	17	5.0%
Gutters & Downspouts	154820	75	931	168	531	57.0%	361	38.8%	39	4.2%
Gymnasiums	6456	781	342	313	221	64.6%	105	30.7%	16	4.7%
Gymnasiums-Equipment & Supplies	2048	1261	38	554	27	71.1%	11	28.9%	0	0%
Gymnastic Equipment & Supplies	873	1623	11	581	10	90.9%	1	9.1%	0	0%
Gymnastic Instruction	9321	643	103	490	58	56.3%	38	36.9%	7	6.8%
Gypsum & Gypsum Products	29	2225	1	591	0	0%	1	100.0%	0	0%
Hair Curlers	94	2160	10	582	6	60.0%	2	20.0%	2	20.0%
Hair Dryers	12	2242	2	590	1	50.0%	1	50.0%	0	0%
Hair Ornaments	874	1622	13	579	9	69.2%	4	30.8%	0	0%
Hair Removal - Laser & Electrolysis	23497	372	413	286	212	51.3%	116	28.1%	85	20.6%
Hair Removing Equipment & Supplies	123	2133	1	591	1	100.0%	0	0%	0	0%
Hair Replacement	39098	256	291	339	201	69.1%	62	21.3%	28	9.6%
Halls & Auditoriums	838	1635	39	553	22	56.4%	16	41.0%	1	2.6%
Hand Painting & Decorating	1570	1390	41	551	21	51.2%	14	34.1%	6	14.6%
Handbags	10374	612	338	314	126	37.3%	208	61.5%	4	1.2%
Handbags - Repairing	14	2240	3	589	2	66.7%	1	33.3%	0	0%
Handbags-Manufacturers Equipment & Supplies	20	2234	3	589	2	66.7%	1	33.3%	0	0%
Handball Courts	55	2199	0	0	0	0%	0	0%	0	0%
Handles-Wholesale & Manufacturers	139	2118	0	0	0	0%	0	0%	0	0%
Handwriting Analysts	95	2159	3	589	0	0%	3	100.0%	0	0%
Handwriting Experts	15	2239	0	0	0	0%	0	0%	0	0%
Handyman Services	48132	212	368	307	188	51.1%	143	38.9%	37	10.1%
Hang Gliding & Instruction	58	2196	0	0	0	0%	0	0%	0	0%
Hardware Consultants	639	1743	2	590	1	50.0%	0	0%	1	50.0%
Hardware-Builders	582	1774	7	585	4	57.1%	3	42.9%	0	0%
Hardware-Marine	20	2234	1	591	0	0%	1	100.0%	0	0%
Hardware-Retail	34870	288	285	342	205	71.9%	76	26.7%	4	1.4%
Hardware-Wholesale & Manufacturers	1374	1441	20	572	16	80.0%	4	20.0%	0	0%
Hardwood Floor Contractors	19072	424	194	410	85	43.8%	98	50.5%	11	5.7%
Hatcheries-Poultry	47	2207	3	589	2	66.7%	1	33.3%	0	0%
Hats-Clean & Renovate	312	1962	5	587	5	100.0%	0	0%	0	0%
Hats-Retail	421	1883	14	578	9	64.3%	5	35.7%	0	0%
Hats-Wholesale & Manufacturers	214	2048	2	590	2	100.0%	0	0%	0	0%
Hawaiian Goods	327	1951	5	587	3	60.0%	2	40.0%	0	0%
Hay	1358	1450	3	589	1	33.3%	2	66.7%	0	0%
Hay Rides	59	2195	0	0	0	0%	0	0%	0	0%
Hazardous & Medical Waste Services	2876	1115	38	554	19	50.0%	18	47.4%	1	2.6%
Health & Diet Food Products - Wholesale & Manufacturing	9303	644	323	322	114	35.3%	190	58.8%	19	5.9%
Health & Diet Products - Retail	137810	84	1784	102	1264	70.9%	484	27.1%	36	2.0%
Health & Fitness Program Consultants	18334	437	274	349	218	79.6%	55	20.1%	1	0.4%
Health & Medical (General)	127791	87	1649	111	1261	76.5%	321	19.5%	67	4.1%
Health & Medical Products - Scientifically Unproven	410	1893	0	0	0	0%	0	0%	0	0%
Health Clubs	123444	92	5781	28	4374	75.7%	1261	21.8%	146	2.5%
Health Maintenance Organizations	15113	489	197	407	140	71.1%	51	25.9%	6	3.0%
Health Recording Service	65	2189	4	588	0	0%	4	100.0%	0	0%
Health Resorts	6966	757	123	469	70	56.9%	48	39.0%	5	4.1%
Hearing Aids & Assistive Devices	61848	171	401	294	309	77.1%	81	20.2%	11	2.7%
Heat Exchangers	153	2105	0	0	0	0%	0	0%	0	0%
Heat Pumps	437	1871	7	585	7	100.0%	0	0%	0	0%
Heat Recovery Equipment & Systems	10	2244	0	0	0	0%	0	0%	0	0%
Heat Sealing	131	2125	1	591	0	0%	1	100.0%	0	0%
Heat Sealing Equipment & Supplies	2	2252	0	0	0	0%	0	0%	0	0%
Heat Supply Companies	196	2066	5	587	4	80.0%	1	20.0%	0	0%
Heat Treating-Metal	536	1802	0	0	0	0%	0	0%	0	0%
Heat Treating-Metal-Equipment & Supplies	40	2214	2	590	1	50.0%	1	50.0%	0	0%
Heaters-Automotive	20	2234	3	589	1	33.3%	2	66.7%	0	0%
Heating & Air Conditioning	602441	11	3520	46	2603	73.9%	822	23.4%	95	2.7%
Heating Contractors	158084	73	807	183	580	71.9%	207	25.7%	20	2.5%
Heating Equipment	6559	776	56	536	45	80.4%	8	14.3%	3	5.4%
Heating Equipment & Systems Cleaning & Repair	13187	530	79	513	51	64.6%	23	29.1%	5	6.3%
Herbs	5241	860	460	269	387	84.1%	73	15.9%	0	0%
Hides	7	2247	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Hinges	11	2243	1	591	0	0%	1	100.0%	0	0%
Historical Places	209	2053	1	591	1	100.0%	0	0%	0	0%
Hobby & Model Construction Supplies - Retail	7607	716	155	440	75	48.4%	72	46.5%	8	5.2%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	936	1597	16	576	13	81.3%	2	12.5%	1	6.3%
Hockey Clubs	480	1840	3	589	1	33.3%	2	66.7%	0	0%
Hog Farms	15	2239	0	0	0	0%	0	0%	0	0%
Hoists	190	2072	0	0	0	0%	0	0%	0	0%
Holding Companies	3095	1084	67	525	56	83.6%	9	13.4%	2	3.0%
Holistic Practitioners	4370	926	74	518	61	82.4%	12	16.2%	1	1.4%
Home Automation	3423	1037	12	580	11	91.7%	1	8.3%	0	0%
Home Builders	825456	7	6527	25	4852	74.3%	1528	23.4%	147	2.3%
Home Centers	14043	513	91	501	55	60.4%	31	34.1%	5	5.5%
Home Demonstrations	1672	1360	7	585	4	57.1%	3	42.9%	0	0%
Home Design & Planning	20196	410	134	459	80	59.7%	51	38.1%	3	2.2%
Home Economics Consultants	628	1750	4	588	3	75.0%	1	25.0%	0	0%
Home Health Services	99178	112	218	389	175	80.3%	40	18.3%	3	1.4%
Home Improvements	590289	12	3781	43	2348	62.1%	1263	33.4%	170	4.5%
Home Inspection Service	148823	78	544	246	396	72.8%	143	26.3%	5	0.9%
Home Sitting Services	634	1746	3	589	0	0%	3	100.0%	0	0%
Home Theater	29771	323	429	280	107	24.9%	320	74.6%	2	0.5%
Homeopaths	751	1679	7	585	6	85.7%	1	14.3%	0	0%
Honey	63	2191	3	589	2	66.7%	1	33.3%	0	0%
Honing Machines & Equipment	65	2189	0	0	0	0%	0	0%	0	0%
Horse Breeders	1873	1311	51	541	31	60.8%	17	33.3%	3	5.9%
Horse Dealers	568	1779	26	566	8	30.8%	18	69.2%	0	0%
Horse Shoeing	259	2009	3	589	2	66.7%	1	33.3%	0	0%
Horse Training	1145	1520	8	584	3	37.5%	5	62.5%	0	0%
Horse Transporting	221	2042	8	584	4	50.0%	2	25.0%	2	25.0%
Horseshoe Equipment & Supplies	159	2099	7	585	5	71.4%	2	28.6%	0	0%
Horticultural Consultants	191	2071	0	0	0	0%	0	0%	0	0%
Hose & Tubing-Flexible Metal	43	2211	2	590	0	0%	2	100.0%	0	0%
Hose & Tubing-Rubber & Plastic	259	2009	2	590	2	100.0%	0	0%	0	0%
Hose Couplings & Fittings	82	2172	4	588	0	0%	3	75.0%	1	25.0%
Hosiery-Retail	3249	1062	41	551	40	97.6%	1	2.4%	0	0%
Hosiery-Wholesale & Manufacturers	95	2159	1	591	0	0%	1	100.0%	0	0%
Hospices	5479	846	1	591	0	0%	1	100.0%	0	0%
Hospital & Medical Equipment & Supplies	55900	186	856	174	602	70.3%	226	26.4%	28	3.3%
Hospital Consultants	1855	1317	34	558	24	70.6%	10	29.4%	0	0%
Hospitalization, Medical & Surgical Plans	31209	308	415	284	319	76.9%	89	21.4%	7	1.7%
Hospitals	38621	262	833	178	700	84.0%	131	15.7%	2	0.2%
Hostels	59	2195	6	586	2	33.3%	4	66.7%	0	0%
Hotel Product Sales	670	1720	27	565	18	66.7%	9	33.3%	0	0%
Hotels	93899	117	4897	33	3342	68.2%	1525	31.1%	30	0.6%
Hotels-Reservations	9971	627	145	449	106	73.1%	39	26.9%	0	0%
House & Building Movers	6674	767	63	529	20	31.7%	33	52.4%	10	15.9%
House Cleaning	135902	85	847	175	545	64.3%	282	33.3%	20	2.4%
House Cleaning Equipment & Supplies	764	1673	19	573	7	36.8%	11	57.9%	1	5.3%
House Furnishings & Services	2600	1163	54	538	36	66.7%	18	33.3%	0	0%
Housewares-Retail	10593	604	201	404	134	66.7%	67	33.3%	0	0%
Housewares-Wholesale & Manufacturers	430	1878	6	586	5	83.3%	1	16.7%	0	0%
Housing Authorities	267	2003	10	582	7	70.0%	2	20.0%	1	10.0%
Human Factors-Research & Development	742	1684	4	588	2	50.0%	2	50.0%	0	0%
Human Resources	5985	805	26	566	19	73.1%	7	26.9%	0	0%
Human Services Organizations	2057	1255	3	589	3	100.0%	0	0%	0	0%
Humane Societies	539	1799	15	577	14	93.3%	1	6.7%	0	0%
Humidifying Apparatus	162	2096	3	589	1	33.3%	1	33.3%	1	33.3%
Hunting & Fishing Services	2149	1243	86	506	40	46.5%	40	46.5%	6	7.0%
Hydraulic Equipment & Supplies	1694	1355	6	586	5	83.3%	1	16.7%	0	0%
Hydraulic Equipment Repair	901	1611	5	587	4	80.0%	1	20.0%	0	0%
Hydrologists	55	2199	0	0	0	0%	0	0%	0	0%
Hydroponics-Equipment & Supplies	599	1767	5	587	3	60.0%	0	0%	2	40.0%
Hypnotherapists - Hypnotists	8779	668	41	551	24	58.5%	12	29.3%	5	12.2%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Ice	1217	1494	3	589	2	66.7%	1	33.3%	0	0%
Ice Cream & Frozen Desserts - Mfg & Dist	516	1812	6	586	5	83.3%	1	16.7%	0	0%
Ice Cream & Frozen Desserts-Dealers	4176	943	51	541	26	51.0%	24	47.1%	1	2.0%
Ice Cream Cone Manufacturers & Distributors	17	2237	2	590	1	50.0%	1	50.0%	0	0%
Ice Cream Freezers	49	2205	1	591	0	0%	1	100.0%	0	0%
Ice Cream Manufacturers Equipment	377	1916	1	591	1	100.0%	0	0%	0	0%
Ice Cream Manufacturers Supplies	49	2205	1	591	0	0%	0	0%	1	100.0%
Ice Cream Mixes	37	2217	4	588	3	75.0%	1	25.0%	0	0%
Ice Making Equipment & Machines	527	1808	5	587	3	60.0%	2	40.0%	0	0%
Ice Melting Equipment & Supplies	25	2229	0	0	0	0%	0	0%	0	0%
Identification Bureaus	327	1951	1	591	0	0%	1	100.0%	0	0%
Identification Card Service	1505	1407	18	574	15	83.3%	1	5.6%	2	11.1%
Identification Equipment & Supplies	1234	1486	3	589	2	66.7%	1	33.3%	0	0%
Identity Theft Protection & Prevention Services	20838	401	38	554	36	94.7%	1	2.6%	1	2.6%
Immigration & Naturalization Consultants	8483	679	76	516	32	42.1%	39	51.3%	5	6.6%
Import Representatives	85	2169	1	591	0	0%	1	100.0%	0	0%
Importers	9222	649	106	487	64	60.4%	34	32.1%	8	7.5%
Impregnating	2	2252	0	0	0	0%	0	0%	0	0%
Impregnating Apparatus	0	0	1	591	1	100.0%	0	0%	0	0%
Imprinting	897	1614	28	564	19	67.9%	9	32.1%	0	0%
Incense	72	2182	0	0	0	0%	0	0%	0	0%
Incentive Programs	1721	1347	43	549	36	83.7%	7	16.3%	0	0%
Incorporating Companies	14625	501	137	456	111	81.0%	25	18.2%	1	0.7%
Indexing Service-Book, Periodical, Etc.	105	2149	8	584	4	50.0%	4	50.0%	0	0%
Indian Goods	299	1974	4	588	0	0%	3	75.0%	1	25.0%
Induction Heating Equipment	93	2161	2	590	1	50.0%	1	50.0%	0	0%
Industrial Consultants	713	1698	7	585	2	28.6%	5	71.4%	0	0%
Industrial Developments	865	1627	1	591	1	100.0%	0	0%	0	0%
Industrial Equipment & Supplies	10555	606	38	554	29	76.3%	9	23.7%	0	0%
Industrial Hygiene Consultants	539	1799	0	0	0	0%	0	0%	0	0%
Industrial Manufacturers	8242	692	50	542	36	72.0%	14	28.0%	0	0%
Industrial Products Wholesalers & Distributors	12264	557	33	559	16	48.5%	16	48.5%	1	3.0%
Infomercials	1574	1388	787	185	725	92.1%	40	5.1%	22	2.8%
Information Bureaus	42825	234	1368	125	1102	80.6%	238	17.4%	28	2.0%
Information Processing & Retrieval Equipment & Systems	1031	1563	9	583	8	88.9%	1	11.1%	0	0%
Infrared Equipment	11	2243	0	0	0	0%	0	0%	0	0%
Infrared Inspection	320	1957	4	588	2	50.0%	2	50.0%	0	0%
Inks-Manufacturers Materials	1373	1442	19	573	12	63.2%	7	36.8%	0	0%
Inks-Print & Lithograph	442	1867	10	582	5	50.0%	5	50.0%	0	0%
Inks-Writing & Marking	197	2065	12	580	0	0%	12	100.0%	0	0%
Insect Control Devices	473	1845	1	591	1	100.0%	0	0%	0	0%
Insecticides	423	1881	2	590	0	0%	1	50.0%	1	50.0%
Inspection Devices-Industrial	73	2181	0	0	0	0%	0	0%	0	0%
Instrument Cases	228	2036	0	0	0	0%	0	0%	0	0%
Insulation Contractors	71613	142	151	444	109	72.2%	38	25.2%	4	2.6%
Insulation Contractors Equipment & Supplies	1613	1379	8	584	8	100.0%	0	0%	0	0%
Insulation Materials	2943	1106	7	585	7	100.0%	0	0%	0	0%
Insulation Materials-Electric	290	1982	0	0	0	0%	0	0%	0	0%
Insurance - Employee Benefits	567	1780	7	585	7	100.0%	0	0%	0	0%
Insurance - Viatical	12675	541	78	514	49	62.8%	26	33.3%	3	3.8%
Insurance Claim Processing Services	12620	544	206	399	151	73.3%	52	25.2%	3	1.5%
Insurance Companies	502343	19	5528	31	4707	85.1%	774	14.0%	47	0.9%
Insurance Consultants	11691	574	49	543	42	85.7%	7	14.3%	0	0%
Insurance Inspection & Audits	670	1720	3	589	3	100.0%	0	0%	0	0%
Insurance Rating Bureaus	121	2135	2	590	2	100.0%	0	0%	0	0%
Insurance Services	181767	59	2250	75	1999	88.8%	222	9.9%	29	1.3%
Insurance-Accident & Health	9806	631	71	521	56	78.9%	13	18.3%	2	2.8%
Insurance-Auto	38909	258	739	198	651	88.1%	80	10.8%	8	1.1%
Insurance-Aviation	94	2160	5	587	3	60.0%	2	40.0%	0	0%
Insurance-Bonding	651	1732	2	590	0	0%	2	100.0%	0	0%
Insurance-Crop	87	2167	1	591	1	100.0%	0	0%	0	0%
Insurance-Dental	1642	1373	34	558	32	94.1%	2	5.9%	0	0%
Insurance-Disability	463	1853	8	584	7	87.5%	0	0%	1	12.5%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Insurance-Fire & Flood Specialists	377	1916	6	586	3	50.0%	3	50.0%	0	0%
Insurance-Funeral	676	1716	11	581	6	54.5%	5	45.5%	0	0%
Insurance-Health	31786	305	573	239	467	81.5%	98	17.1%	8	1.4%
Insurance-Homeowners	12765	539	209	398	191	91.4%	18	8.6%	0	0%
Insurance-Liability	1065	1553	16	576	15	93.8%	1	6.3%	0	0%
Insurance-Life	23400	373	105	488	81	77.1%	21	20.0%	3	2.9%
Insurance-Long Term Care	4287	937	0	0	0	0%	0	0%	0	0%
Insurance-Marine	185	2076	0	0	0	0%	0	0%	0	0%
Insurance-Property	6091	803	64	528	57	89.1%	7	10.9%	0	0%
Insurance-Rental	867	1626	11	581	11	100.0%	0	0%	0	0%
Insurance-Senior Products	3028	1092	15	577	15	100.0%	0	0%	0	0%
Insurance-Workers Compensation	1304	1469	13	579	9	69.2%	4	30.8%	0	0%
Insured Property Replacement Service	1185	1504	79	513	76	96.2%	0	0%	3	3.8%
Intercoms Systems & Service(s)	652	1731	5	587	4	80.0%	1	20.0%	0	0%
Interior Decorators & Designers	69389	149	465	266	258	55.5%	177	38.1%	30	6.5%
Interior Decorators & Designers Supplies	2528	1170	23	569	13	56.5%	9	39.1%	1	4.3%
Interior Decorators & Designers-Workroom	336	1945	3	589	1	33.3%	2	66.7%	0	0%
International Trade Consultants	2054	1256	12	580	6	50.0%	5	41.7%	1	8.3%
Internet - Based Telephone Service	2503	1176	80	512	30	37.5%	48	60.0%	2	2.5%
Internet - Web Hosting	54561	191	1137	148	705	62.0%	337	29.6%	95	8.4%
Internet Cafes	9	2245	0	0	0	0%	0	0%	0	0%
Internet Gaming	1756	1339	59	533	44	74.6%	15	25.4%	0	0%
Internet Marketing Services	248297	40	2365	70	1695	71.7%	582	24.6%	88	3.7%
Internet Selling Services	2051	1258	269	354	88	32.7%	158	58.7%	23	8.6%
Internet Services	400783	26	14350	7	12285	85.6%	1853	12.9%	212	1.5%
Internet Shopping	522174	16	18980	3	11965	63.0%	6268	33.0%	747	3.9%
Inventors	3682	999	5	587	4	80.0%	1	20.0%	0	0%
Inventory Service	3588	1017	17	575	1	5.9%	14	82.4%	2	11.8%
Investigators	54058	194	310	329	161	51.9%	130	41.9%	19	6.1%
Investment Advisory Service	71475	143	403	292	264	65.5%	125	31.0%	14	3.5%
Investment Castings	87	2167	0	0	0	0%	0	0%	0	0%
Investment Securities	47733	213	204	401	145	71.1%	44	21.6%	15	7.4%
Investment Seminars	26148	352	213	394	174	81.7%	35	16.4%	4	1.9%
Invitations & Announcements	4646	903	76	516	55	72.4%	19	25.0%	2	2.6%
Iron	631	1747	10	582	4	40.0%	6	60.0%	0	0%
Iron Work	12164	561	101	492	43	42.6%	54	53.5%	4	4.0%
Ironing Boards	1	2253	0	0	0	0%	0	0%	0	0%
Irrigation Consultants	2653	1149	22	570	16	72.7%	6	27.3%	0	0%
Irrigation Systems & Equipment	37807	268	185	417	109	58.9%	67	36.2%	9	4.9%
Italian Food Products	104	2150	3	589	3	100.0%	0	0%	0	0%
Ivory Goods	0	0	1	591	0	0%	1	100.0%	0	0%
Jacks	728	1690	1	591	1	100.0%	0	0%	0	0%
Jacks-Repair	4	2250	0	0	0	0%	0	0%	0	0%
Jade & Jade Goods	1	2253	0	0	0	0%	0	0%	0	0%
Jai-Alai Exhibitions	38	2216	0	0	0	0%	0	0%	0	0%
Jail Equipment	19	2235	1	591	1	100.0%	0	0%	0	0%
Jalousies	4	2250	0	0	0	0%	0	0%	0	0%
Janitor Service	101496	109	243	370	154	63.4%	82	33.7%	7	2.9%
Janitors Equipment & Supplies	8640	673	29	563	26	89.7%	3	10.3%	0	0%
Japanese Food Products	33	2221	7	585	4	57.1%	3	42.9%	0	0%
Jeans	2608	1160	8	584	5	62.5%	3	37.5%	0	0%
Jewelers-Retail	233516	46	2584	64	1784	69.0%	748	28.9%	52	2.0%
Jewelers-Wholesale	7235	737	38	554	30	78.9%	8	21.1%	0	0%
Jewelers'-Supplies	1928	1295	24	568	7	29.2%	17	70.8%	0	0%
Jewelry Buyers	35638	284	24	568	16	66.7%	7	29.2%	1	4.2%
Jewelry Castings	39	2215	1	591	1	100.0%	0	0%	0	0%
Jewelry Designers	7859	705	82	510	54	65.9%	23	28.0%	5	6.1%
Jewelry Engravers	82	2172	2	590	1	50.0%	1	50.0%	0	0%
Jewelry Findings	210	2052	10	582	6	60.0%	4	40.0%	0	0%
Jewelry Manufacturers	5568	844	52	540	38	73.1%	11	21.2%	3	5.8%
Jewelry Polishing & Plating	65	2189	6	586	5	83.3%	1	16.7%	0	0%
Jewelry Repair	5178	863	129	464	75	58.1%	49	38.0%	5	3.9%
Jewels-Imitation	183	2078	2	590	1	50.0%	1	50.0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Job Listing & Advisory Services	53140	197	443	273	306	69.1%	83	18.7%	54	12.2%
Job Listing & Advisory Services - Advanced Fee	2514	1173	9	583	8	88.9%	0	0%	1	11.1%
Job Lot Merchandise	10	2244	0	0	0	0%	0	0%	0	0%
Juice Extractors	99	2155	1	591	0	0%	1	100.0%	0	0%
Juices	597	1768	0	0	0	0%	0	0%	0	0%
Juke Boxes	141	2116	7	585	2	28.6%	4	57.1%	1	14.3%
Junk Dealers	436	1872	3	589	1	33.3%	2	66.7%	0	0%
Karaoke Machines & Tapes	1069	1551	8	584	7	87.5%	1	12.5%	0	0%
Karts - Motorized	677	1715	15	577	9	60.0%	6	40.0%	0	0%
Kennels & Pet Boarding	51818	202	535	249	330	61.7%	196	36.6%	9	1.7%
Kennels Equipment & Supplies	161	2097	8	584	3	37.5%	5	62.5%	0	0%
Kerosene	120	2136	1	591	1	100.0%	0	0%	0	0%
Key Control Systems	419	1885	10	582	8	80.0%	2	20.0%	0	0%
Key Holders	47	2207	4	588	4	100.0%	0	0%	0	0%
Kilns	116	2140	0	0	0	0%	0	0%	0	0%
Kitchen & Bath - Design & Remodeling	161719	71	820	180	468	57.1%	294	35.9%	58	7.1%
Kitchen Accessories	14662	500	143	451	104	72.7%	37	25.9%	2	1.4%
Kitchen Cabinets & Equipment-Household	55276	187	291	339	202	69.4%	76	26.1%	13	4.5%
Kites	986	1582	9	583	6	66.7%	3	33.3%	0	0%
Knife Sharpening Devices	157	2101	12	580	7	58.3%	5	41.7%	0	0%
Knit Goods-Retail	272	1998	2	590	2	100.0%	0	0%	0	0%
Knit Goods-Wholesale & Manufacturers	2	2252	0	0	0	0%	0	0%	0	0%
Knitted Fabrics	79	2175	2	590	2	100.0%	0	0%	0	0%
Knitting Instruction	466	1851	3	589	1	33.3%	2	66.7%	0	0%
Knitting Machines	5	2249	0	0	0	0%	0	0%	0	0%
Knives-Machine	535	1803	8	584	3	37.5%	4	50.0%	1	12.5%
Knobs	602	1765	9	583	0	0%	9	100.0%	0	0%
Kosher Food Products	23	2231	1	591	0	0%	1	100.0%	0	0%
Labeling	793	1658	2	590	2	100.0%	0	0%	0	0%
Labeling Equipment	545	1796	0	0	0	0%	0	0%	0	0%
Labels-Fabric	15	2239	2	590	1	50.0%	1	50.0%	0	0%
Labels-Paper	2028	1267	13	579	11	84.6%	2	15.4%	0	0%
Labels-Plastic, Metal, Foil, Etc	1360	1449	2	590	1	50.0%	1	50.0%	0	0%
Labor Organizations	1121	1531	7	585	4	57.1%	2	28.6%	1	14.3%
Labor Relations Consultants	235	2030	1	591	0	0%	1	100.0%	0	0%
Laboratories-Medical	15496	480	316	326	247	78.2%	68	21.5%	1	0.3%
Laboratories-Research & Development	3388	1044	18	574	6	33.3%	10	55.6%	2	11.1%
Laboratories-Testing	10777	599	77	515	40	51.9%	26	33.8%	11	14.3%
Laboratories-Veterinary	463	1853	8	584	7	87.5%	1	12.5%	0	0%
Laboratory Equipment & Supplies	2117	1249	28	564	25	89.3%	3	10.7%	0	0%
Laces	13	2241	0	0	0	0%	0	0%	0	0%
Lacquers-Manufacturers	5	2249	0	0	0	0%	0	0%	0	0%
Ladders	385	1910	3	589	1	33.3%	2	66.7%	0	0%
Ladders-Renting	1	2253	0	0	0	0%	0	0%	0	0%
Laminated Structural Products	371	1922	1	591	1	100.0%	0	0%	0	0%
Laminating Equipment & Supplies	288	1984	1	591	1	100.0%	0	0%	0	0%
Laminations-Motor & Transformer	10	2244	0	0	0	0%	0	0%	0	0%
Laminations-Plastic, Paper, Etc	685	1710	3	589	3	100.0%	0	0%	0	0%
Lamp Shade Covers	12	2242	1	591	1	100.0%	0	0%	0	0%
Lamp Shade Frames & Supplies	20	2234	0	0	0	0%	0	0%	0	0%
Lamp Shades-Cleaning & Repairing	21	2233	0	0	0	0%	0	0%	0	0%
Lamp Shades-Wholesale & Manufacturers	19	2235	2	590	2	100.0%	0	0%	0	0%
Lamps & Lamp Shades-Retail	3435	1035	47	545	32	68.1%	15	31.9%	0	0%
Lamps-Health	158	2100	0	0	0	0%	0	0%	0	0%
Lamps-Repair	189	2073	4	588	2	50.0%	2	50.0%	0	0%
Lamps-Supplies & Parts	25	2229	2	590	1	50.0%	1	50.0%	0	0%
Lamps-Wholesale & Manufacturers	79	2175	3	589	3	100.0%	0	0%	0	0%
Land Clearing & Leveling	10248	615	26	566	13	50.0%	13	50.0%	0	0%
Land Companies	6459	780	36	556	23	63.9%	10	27.8%	3	8.3%
Landfills-Sanitary	583	1773	1	591	0	0%	1	100.0%	0	0%
Landscape Architects	35420	286	270	353	147	54.4%	108	40.0%	15	5.6%
Landscape Contractors	390968	28	3461	47	1727	49.9%	1593	46.0%	141	4.1%
Landscape Designers	35761	283	236	377	138	58.5%	83	35.2%	15	6.4%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Landscape Lighting	3997	966	35	557	23	65.7%	12	34.3%	0	0%
Landscaping Equipment & Supplies	11243	585	130	463	69	53.1%	55	42.3%	6	4.6%
Language Schools	9631	636	39	553	32	82.1%	7	17.9%	0	0%
Language Training Aids	3921	975	28	564	18	64.3%	10	35.7%	0	0%
Lapidaries	43	2211	0	0	0	0%	0	0%	0	0%
Lapidary Equipment & Supplies	2	2252	0	0	0	0%	0	0%	0	0%
Laser Vision Correction	5436	850	17	575	16	94.1%	0	0%	1	5.9%
Lasers	3515	1026	50	542	24	48.0%	23	46.0%	3	6.0%
Latex Products	22	2232	2	590	2	100.0%	0	0%	0	0%
Lath	1	2253	0	0	0	0%	0	0%	0	0%
Lathes	1	2253	0	0	0	0%	0	0%	0	0%
Lathing Contractors	80	2174	0	0	0	0%	0	0%	0	0%
Laundries	4310	934	98	495	45	45.9%	47	48.0%	6	6.1%
Laundries-Self Service	1515	1403	81	511	36	44.4%	36	44.4%	9	11.1%
Laundry Consultants	514	1814	48	544	23	47.9%	24	50.0%	1	2.1%
Laundry Equipment	2775	1132	15	577	9	60.0%	4	26.7%	2	13.3%
Laundry Supplies	299	1974	9	583	6	66.7%	3	33.3%	0	0%
Law & Financial Printers	32	2222	0	0	0	0%	0	0%	0	0%
Law Books	57	2197	1	591	1	100.0%	0	0%	0	0%
Lawn & Garden Equipment & Supplies	22922	378	273	350	210	76.9%	58	21.2%	5	1.8%
Lawn & Garden Equipment & Supplies - Rental	589	1770	7	585	4	57.1%	2	28.6%	1	14.3%
Lawn & Garden Pond Dealers & Supplies	4274	938	43	549	29	67.4%	13	30.2%	1	2.3%
Lawn & Garden Sprinkler Systems	40323	247	292	338	180	61.6%	105	36.0%	7	2.4%
Lawn Maintenance	168701	65	2973	53	2023	68.0%	892	30.0%	58	2.0%
Lawn Mowers	4072	960	86	506	62	72.1%	19	22.1%	5	5.8%
Lawn Mowers-Sharpen & Repair	5142	867	99	494	65	65.7%	32	32.3%	2	2.0%
Lawyer Referral Service	101	2153	2	590	2	100.0%	0	0%	0	0%
Lawyer Service Bureaus	3963	969	128	465	79	61.7%	48	37.5%	1	0.8%
Lawyers	239689	41	1693	106	1133	66.9%	525	31.0%	35	2.1%
Lawyers	9069	658	28	564	21	75.0%	7	25.0%	0	0%
Lawyers - Patent	1340	1458	9	583	7	77.8%	2	22.2%	0	0%
Lawyers - Trademark	156	2102	3	589	2	66.7%	1	33.3%	0	0%
Lawyers Service Bureaus	86	2168	20	572	8	40.0%	12	60.0%	0	0%
Lawyers-Appellate	181	2080	3	589	3	100.0%	0	0%	0	0%
Lawyers-Bankruptcy & Taxes	16676	455	78	514	65	83.3%	10	12.8%	3	3.8%
Lawyers-Criminal	8114	696	45	547	31	68.9%	13	28.9%	1	2.2%
Lawyers-Divorce	2656	1148	49	543	33	67.3%	7	14.3%	9	18.4%
Lawyers-Employment & Workers Comp.	1832	1321	8	584	4	50.0%	4	50.0%	0	0%
Lawyers-Employment Litigation	116	2140	3	589	2	66.7%	1	33.3%	0	0%
Lawyers-Estate Planning	2358	1206	10	582	7	70.0%	2	20.0%	1	10.0%
Lawyers-Immigration & Naturalization	619	1756	3	589	1	33.3%	2	66.7%	0	0%
Lawyers-Litigation	1383	1440	3	589	3	100.0%	0	0%	0	0%
Lawyers-Mediation & Arbitration	1239	1485	3	589	1	33.3%	2	66.7%	0	0%
Lawyers-Personal Injury & Property Damage	7313	732	18	574	17	94.4%	1	5.6%	0	0%
Layouts-Office, Factory, Etc	2328	1213	37	555	6	16.2%	31	83.8%	0	0%
Lead	77	2177	2	590	0	0%	2	100.0%	0	0%
Lead Burning	6	2248	0	0	0	0%	0	0%	0	0%
Lead Products	699	1705	27	565	12	44.4%	15	55.6%	0	0%
Leak Detecting Instruments	2003	1272	16	576	13	81.3%	2	12.5%	1	6.3%
Leasing Service	15126	488	436	276	400	91.7%	34	7.8%	2	0.5%
Leather	1019	1569	32	560	15	46.9%	17	53.1%	0	0%
Leather Cleaning	253	2012	3	589	3	100.0%	0	0%	0	0%
Leather Clothing-Retail	3118	1079	112	481	66	58.9%	44	39.3%	2	1.8%
Leather Clothing-Wholesale & Manufacturers	100	2154	2	590	1	50.0%	1	50.0%	0	0%
Leather Finishers	6	2248	2	590	1	50.0%	1	50.0%	0	0%
Leather Finishes	40	2214	0	0	0	0%	0	0%	0	0%
Leather Goods Manufacturers Supplies	45	2209	2	590	1	50.0%	1	50.0%	0	0%
Leather Goods-Dealers	3251	1061	44	548	24	54.5%	19	43.2%	1	2.3%
Leather Goods-Repair	1239	1484	10	582	5	50.0%	5	50.0%	0	0%
Leather Goods-Wholesale & Manufacturers	242	2023	7	585	3	42.9%	4	57.1%	0	0%
Lecture & Seminar Bureaus	7263	736	68	524	58	85.3%	10	14.7%	0	0%
Legal Clinics	5891	814	74	518	29	39.2%	30	40.5%	15	20.3%
Legal Forms	31177	309	296	336	169	57.1%	127	42.9%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Legal Services Plans	45848	221	226	384	191	84.5%	30	13.3%	5	2.2%
Lenses	123	2133	11	581	9	81.8%	2	18.2%	0	0%
Letter Shop Service	56	2198	2	590	2	100.0%	0	0%	0	0%
Lettering Machines	7	2247	0	0	0	0%	0	0%	0	0%
Letters-Sign	489	1833	19	573	10	52.6%	9	47.4%	0	0%
Levels	7	2247	1	591	1	100.0%	0	0%	0	0%
Libraries-Circulating & Rental	33	2221	0	0	0	0%	0	0%	0	0%
Libraries-Institutional	209	2053	1	591	1	100.0%	0	0%	0	0%
Libraries-Public	1549	1396	9	583	7	77.8%	2	22.2%	0	0%
Library Equipment & Supplies	59	2195	1	591	0	0%	1	100.0%	0	0%
Library Research Service	114	2142	1	591	1	100.0%	0	0%	0	0%
License Services	2528	1170	24	568	12	50.0%	6	25.0%	6	25.0%
Lie Detection Service	160	2098	0	0	0	0%	0	0%	0	0%
Life Raft Inflation Equipment	527	1808	0	0	0	0%	0	0%	0	0%
Lifts	1951	1287	13	579	12	92.3%	0	0%	1	7.7%
Lighting Consultants	2639	1151	6	586	4	66.7%	1	16.7%	1	16.7%
Lighting Equipment-Emergency	414	1889	7	585	7	100.0%	0	0%	0	0%
Lighting Fixtures - Repair & Maintenance	479	1841	7	585	3	42.9%	3	42.9%	1	14.3%
Lighting Fixtures-Retail	22095	388	318	324	159	50.0%	150	47.2%	9	2.8%
Lighting Fixtures-Supplies & Parts	796	1657	12	580	7	58.3%	5	41.7%	0	0%
Lighting Fixtures-Wholesale & Manufacturers	1625	1376	14	578	12	85.7%	1	7.1%	1	7.1%
Lighting Plants	424	1880	0	0	0	0%	0	0%	0	0%
Lighting Systems & Equipment	4386	925	15	577	7	46.7%	8	53.3%	0	0%
Lightning Protection Equipment	1887	1310	20	572	11	55.0%	8	40.0%	1	5.0%
Lights Bulbs & Tubes	1908	1305	32	560	22	68.8%	10	31.3%	0	0%
Lime	25	2229	0	0	0	0%	0	0%	0	0%
Limestone	224	2040	0	0	0	0%	0	0%	0	0%
Limousine Service	144857	80	1274	128	627	49.2%	596	46.8%	51	4.0%
Linen Supply Service	1898	1308	18	574	16	88.9%	1	5.6%	1	5.6%
Linens-Retail	4224	941	161	434	115	71.4%	45	28.0%	1	0.6%
Linens-Wholesale & Manufacturers	420	1884	40	552	10	25.0%	30	75.0%	0	0%
Lingerie	6491	779	476	262	239	50.2%	233	48.9%	4	0.8%
Linings-Clothing	24	2230	2	590	1	50.0%	1	50.0%	0	0%
Linings-Plastic, Membrane, Etc	236	2029	3	589	2	66.7%	1	33.3%	0	0%
Linoleum Dealers	3618	1012	31	561	15	48.4%	14	45.2%	2	6.5%
Linoleum Layers Equipment & Supplies	42	2212	0	0	0	0%	0	0%	0	0%
Linoleum-Wholesale & Manufacturers	26	2228	0	0	0	0%	0	0%	0	0%
Liquidators	5903	813	99	494	41	41.4%	58	58.6%	0	0%
Liquor Brokers	84	2170	4	588	2	50.0%	2	50.0%	0	0%
Liquor Stores	6245	794	68	524	48	70.6%	18	26.5%	2	2.9%
Liquors-Wholesale	547	1794	2	590	0	0%	2	100.0%	0	0%
Literary Agents	5579	843	5	587	3	60.0%	2	40.0%	0	0%
Lithographers	758	1676	1	591	1	100.0%	0	0%	0	0%
Livestock Auction Markets	619	1756	12	580	1	8.3%	7	58.3%	4	33.3%
Livestock Breeders	1718	1348	55	537	33	60.0%	21	38.2%	1	1.8%
Livestock Buyers	33	2221	0	0	0	0%	0	0%	0	0%
Livestock Equipment & Supplies	443	1866	2	590	1	50.0%	1	50.0%	0	0%
Livestock Feeding	98	2156	2	590	0	0%	2	100.0%	0	0%
Livestock Grooming	7	2247	1	591	1	100.0%	0	0%	0	0%
Livestock Hauling	144	2114	1	591	0	0%	1	100.0%	0	0%
Livestock Order Buyers	2	2252	0	0	0	0%	0	0%	0	0%
Livestock Spraying	1	2253	0	0	0	0%	0	0%	0	0%
Livestock-Commission	1	2253	0	0	0	0%	0	0%	0	0%
Loading Dock Equipment	307	1967	2	590	2	100.0%	0	0%	0	0%
Loans	174789	61	2562	66	1489	58.1%	792	30.9%	281	11.0%
Loans-Small Business	56247	184	1682	107	1264	75.1%	416	24.7%	2	0.1%
Lobbyists	1769	1336	4	588	1	25.0%	2	50.0%	1	25.0%
Lockers	355	1933	1	591	0	0%	1	100.0%	0	0%
Locks & Locksmiths	70225	145	420	283	241	57.4%	158	37.6%	21	5.0%
Locks-Wholesale & Manufacturers	251	2014	5	587	3	60.0%	1	20.0%	1	20.0%
Locksmiths Equipment & Supplies	3581	1020	13	579	7	53.8%	6	46.2%	0	0%
Locomotives	344	1941	0	0	0	0%	0	0%	0	0%
Log Cabins, Homes & Buildings	19777	413	80	512	51	63.8%	27	33.8%	2	2.5%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Log Splitting Equipment	38	2216	3	589	2	66.7%	0	0%	1	33.3%
Logging Companies	3422	1038	17	575	4	23.5%	12	70.6%	1	5.9%
Logging Equipment & Supplies	102	2152	2	590	1	50.0%	1	50.0%	0	0%
Lotteries-Foreign	29072	331	150	445	6	4.0%	32	21.3%	112	74.7%
Lotteries-Local	3036	1090	13	579	0	0%	8	61.5%	5	38.5%
Lotteries-State	3255	1058	8	584	3	37.5%	4	50.0%	1	12.5%
Louvers	130	2126	1	591	1	100.0%	0	0%	0	0%
Lubricants	515	1813	2	590	1	50.0%	1	50.0%	0	0%
Lubricating Devices & Systems	243	2022	2	590	1	50.0%	1	50.0%	0	0%
Lubricating Service - Automotive	35906	281	1228	133	920	74.9%	293	23.9%	15	1.2%
Luggage Carriers	212	2050	2	590	1	50.0%	1	50.0%	0	0%
Luggage Manufacturers Equipment & Supplies	225	2039	5	587	0	0%	5	100.0%	0	0%
Luggage Repair	36	2218	5	587	5	100.0%	0	0%	0	0%
Luggage-Retail	5955	807	97	496	80	82.5%	17	17.5%	0	0%
Luggage-Wholesale & Manufacturers	44	2210	4	588	3	75.0%	1	25.0%	0	0%
Lumber Carriers	286	1986	10	582	8	80.0%	2	20.0%	0	0%
Lumber Inspectors	20	2234	0	0	0	0%	0	0%	0	0%
Lumber Mill Representatives	65	2189	1	591	1	100.0%	0	0%	0	0%
Lumber Treating	234	2031	0	0	0	0%	0	0%	0	0%
Lumber-Drying	17	2237	0	0	0	0%	0	0%	0	0%
Lumber-Retail	16057	467	157	438	123	78.3%	33	21.0%	1	0.6%
Lumber-Used	19	2235	0	0	0	0%	0	0%	0	0%
Lumber-Wholesale	2804	1129	10	582	6	60.0%	3	30.0%	1	10.0%
Machine Shops	23284	374	57	535	36	63.2%	21	36.8%	0	0%
Machine Tools	4830	888	50	542	42	84.0%	7	14.0%	1	2.0%
Machine Tools-Repair & Rebuild	2610	1159	40	552	28	70.0%	10	25.0%	2	5.0%
Machinery Cleaning	5	2249	0	0	0	0%	0	0%	0	0%
Machinery Movers & Erectors	622	1754	3	589	2	66.7%	1	33.3%	0	0%
Machinery Rebuild & Repair	1364	1447	20	572	12	60.0%	7	35.0%	1	5.0%
Machinery-New	1337	1459	29	563	11	37.9%	16	55.2%	2	6.9%
Machinery-Specially Designed	1354	1451	17	575	5	29.4%	12	70.6%	0	0%
Machinery-Used	131	2125	6	586	5	83.3%	1	16.7%	0	0%
Magazine Sales	46566	218	3050	49	2172	71.2%	774	25.4%	104	3.4%
Magazine Sales by Mail	5048	872	379	303	313	82.6%	55	14.5%	11	2.9%
Magazine Sales by Telephone	1668	1362	178	421	169	94.9%	9	5.1%	0	0%
Magazines - Back Number	88	2166	3	589	1	33.3%	1	33.3%	1	33.3%
Magazines - Dealers	16466	458	316	326	254	80.4%	55	17.4%	7	2.2%
Magazines - Distributors	5343	854	513	255	333	64.9%	155	30.2%	25	4.9%
Magazines - Subscription Agents	23195	375	2282	73	1502	65.8%	730	32.0%	50	2.2%
Magazines Sold Door-to-Door	10982	592	508	256	359	70.7%	114	22.4%	35	6.9%
Magicians	654	1730	7	585	0	0%	4	57.1%	3	42.9%
Magicians Supplies	102	2152	10	582	9	90.0%	1	10.0%	0	0%
Magnetic Inspection Equipment	3	2251	0	0	0	0%	0	0%	0	0%
Magnetic Inspection Service	12	2242	0	0	0	0%	0	0%	0	0%
Magnets & Magnetic Devices	1022	1567	7	585	5	71.4%	2	28.6%	0	0%
Magnifying Glasses	96	2158	1	591	0	0%	1	100.0%	0	0%
Maids' & Butlers' Service	26582	349	205	400	131	63.9%	72	35.1%	2	1.0%
Mail Box Rental & Receiving	4742	896	135	458	81	60.0%	54	40.0%	0	0%
Mail Boxes-Manufacturers & Distributors	1557	1392	15	577	8	53.3%	7	46.7%	0	0%
Mail Order & Catalog Shopping	113076	99	6044	26	4457	73.7%	1422	23.5%	165	2.7%
Mailing Containers	441	1868	0	0	0	0%	0	0%	0	0%
Mailing Lists	19645	415	451	271	296	65.6%	147	32.6%	8	1.8%
Mailing Machines & Equipment	2366	1201	118	473	106	89.8%	12	10.2%	0	0%
Mailing Services	63769	163	1818	97	1589	87.4%	219	12.0%	10	0.6%
Management Consultants	15989	471	266	356	116	43.6%	111	41.7%	39	14.7%
Management Training	3651	1007	17	575	6	35.3%	10	58.8%	1	5.9%
Manhole Covers	335	1946	0	0	0	0%	0	0%	0	0%
Manicuring	340	1943	19	573	15	78.9%	3	15.8%	1	5.3%
Mannequins-Display Fixture	89	2165	0	0	0	0%	0	0%	0	0%
Manufactured Home Dealers	8581	676	160	435	142	88.8%	15	9.4%	3	1.9%
Manufacturers & Producers	163321	69	2760	61	2348	85.1%	377	13.7%	35	1.3%
Manufacturers Agents & Representatives	6668	770	91	501	69	75.8%	19	20.9%	3	3.3%
Mapping Services	1814	1327	2	590	2	100.0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Maps-Dealers	1271	1476	191	412	175	91.6%	15	7.9%	1	0.5%
Maps-Publishers & Distributors	1898	1308	14	578	11	78.6%	2	14.3%	1	7.1%
Marble & Terrazzo Cleaning & Service	2260	1225	11	581	5	45.5%	6	54.5%	0	0%
Marble-Cultured	9076	657	35	557	20	57.1%	14	40.0%	1	2.9%
Marble-Natural	20439	406	105	488	66	62.9%	37	35.2%	2	1.9%
Marinas	8091	697	109	484	74	67.9%	35	32.1%	0	0%
Marine Contractors	7061	749	31	561	15	48.4%	15	48.4%	1	3.2%
Marine Electric Service	502	1823	0	0	0	0%	0	0%	0	0%
Marine Electronic Equipment & Supplies	2681	1146	44	548	33	75.0%	10	22.7%	1	2.3%
Marine Equipment & Supplies	4027	963	32	560	19	59.4%	13	40.6%	0	0%
Marine Sales & Service	10441	610	216	391	139	64.4%	77	35.6%	0	0%
Marine Surveyors	508	1819	1	591	0	0%	1	100.0%	0	0%
Market Research & Analysis	84026	129	309	330	261	84.5%	34	11.0%	14	4.5%
Market Survey Companies	54718	189	250	364	200	80.0%	36	14.4%	14	5.6%
Marketing Consultants	40230	248	393	297	261	66.4%	114	29.0%	18	4.6%
Marketing Programs & Services	200136	54	1877	92	1074	57.2%	686	36.5%	117	6.2%
Marking & Coding Equipment	19	2235	0	0	0	0%	0	0%	0	0%
Marriage Brokers	37	2217	2	590	1	50.0%	0	0%	1	50.0%
Marriage, Family, Child, Individual Counselors	6270	792	34	558	25	73.5%	8	23.5%	1	2.9%
Martial Arts	27430	343	368	307	250	67.9%	115	31.3%	3	0.8%
Martial Arts Supplies & Equipment	539	1799	9	583	4	44.4%	4	44.4%	1	11.1%
Mason Contractors	135551	86	493	258	225	45.6%	233	47.3%	35	7.1%
Mason Contractors Equipment & Supplies	4971	878	8	584	4	50.0%	4	50.0%	0	0%
Masonry Panels-Prefabricated	1004	1575	18	574	8	44.4%	9	50.0%	1	5.6%
Massage Equipment & Supplies	2049	1260	60	532	17	28.3%	16	26.7%	27	45.0%
Massage Therapeutic	2040	1263	32	560	17	53.1%	11	34.4%	4	12.5%
Massage Therapists	22963	377	167	429	111	66.5%	44	26.3%	12	7.2%
Masts & Spars	20	2234	0	0	0	0%	0	0%	0	0%
Material Handling Equipment	3797	986	14	578	12	85.7%	2	14.3%	0	0%
Maternity Clothes	897	1614	55	537	26	47.3%	29	52.7%	0	0%
Mathematicians	1	2253	0	0	0	0%	0	0%	0	0%
Mats & Matting	463	1853	1	591	0	0%	1	100.0%	0	0%
Mattress Makers Supplies	685	1710	9	583	5	55.6%	4	44.4%	0	0%
Mattresses	60297	174	1227	134	887	72.3%	312	25.4%	28	2.3%
Mattresses-Renovating	645	1737	14	578	6	42.9%	7	50.0%	1	7.1%
Mausoleums	546	1795	4	588	1	25.0%	3	75.0%	0	0%
Mayonnaise & Salad Dressings	16	2238	0	0	0	0%	0	0%	0	0%
Measuring Machines	183	2078	0	0	0	0%	0	0%	0	0%
Measuring Tapes & Rules	2	2252	0	0	0	0%	0	0%	0	0%
Meat Brokers	1001	1577	37	555	22	59.5%	15	40.5%	0	0%
Meat Choppers & Grinders	148	2110	2	590	2	100.0%	0	0%	0	0%
Meat Packers	5278	857	66	526	31	47.0%	34	51.5%	1	1.5%
Meat Packers Equipment & Supplies	117	2139	0	0	0	0%	0	0%	0	0%
Meat-Retail	11143	587	198	406	107	54.0%	79	39.9%	12	6.1%
Meat-Wholesale	3245	1063	37	555	26	70.3%	8	21.6%	3	8.1%
Mechanical Contractors	17993	443	61	531	41	67.2%	18	29.5%	2	3.3%
Mediation Services	6191	799	25	567	18	72.0%	7	28.0%	0	0%
Medical - Dental Discount Plans	11058	590	300	334	151	50.3%	129	43.0%	20	6.7%
Medical Alarms	30084	319	131	462	119	90.8%	11	8.4%	1	0.8%
Medical Business Administration	5151	866	66	526	48	72.7%	16	24.2%	2	3.0%
Medical Record Service	5817	823	52	540	34	65.4%	15	28.8%	3	5.8%
Medical Service Organizations	11564	575	65	527	45	69.2%	20	30.8%	0	0%
Medical Staffing	1689	1356	11	581	8	72.7%	2	18.2%	1	9.1%
Medical Testing Companies	12735	540	110	483	76	69.1%	31	28.2%	3	2.7%
Medicines-Patent & Proprietary	2619	1155	45	547	21	46.7%	19	42.2%	5	11.1%
Meditation Instruction	352	1936	5	587	1	20.0%	4	80.0%	0	0%
Men's Clothing & Furnishings - Retail	9687	633	246	367	176	71.5%	67	27.2%	3	1.2%
Men's Clothing & Furnishings - Wholesale & Manufacturers	694	1708	21	571	16	76.2%	5	23.8%	0	0%
Mental Health Services	7275	734	32	560	28	87.5%	4	12.5%	0	0%
Mental Retardtn/Dev Disabled Services	774	1668	10	582	8	80.0%	2	20.0%	0	0%
Menu Service	21	2233	2	590	1	50.0%	1	50.0%	0	0%
Merchandise Brokers	2326	1215	23	569	9	39.1%	12	52.2%	2	8.7%
Merchandising Service	4694	899	65	527	30	46.2%	32	49.2%	3	4.6%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Messenger Service	7397	730	19	573	10	52.6%	8	42.1%	1	5.3%
Metal Cleaning	585	1772	3	589	2	66.7%	1	33.3%	0	0%
Metal Cleaning Equipment	6	2248	0	0	0	0%	0	0%	0	0%
Metal Cleaning Machines	6	2248	0	0	0	0%	0	0%	0	0%
Metal Detecting Equipment	227	2037	5	587	2	40.0%	2	40.0%	1	20.0%
Metal Finishers	2327	1214	32	560	17	53.1%	15	46.9%	0	0%
Metal Finishers Equipment & Supplies	171	2087	3	589	1	33.3%	2	66.7%	0	0%
Metal Powder Fabricators	2050	1259	4	588	1	25.0%	3	75.0%	0	0%
Metal Rolling & Forming	160	2098	1	591	1	100.0%	0	0%	0	0%
Metal Salvage Yards	1933	1293	34	558	19	55.9%	14	41.2%	1	2.9%
Metal Sawing & Cut-Off Service	20	2234	0	0	0	0%	0	0%	0	0%
Metal Shapes-Extruded	26	2228	1	591	0	0%	1	100.0%	0	0%
Metal Slitting & Shearing	14	2240	1	591	1	100.0%	0	0%	0	0%
Metal Specialties	2840	1122	18	574	4	22.2%	14	77.8%	0	0%
Metal Spinning	316	1960	0	0	0	0%	0	0%	0	0%
Metal Stamping	503	1822	1	591	1	100.0%	0	0%	0	0%
Metal Stamping Equipment	15	2239	0	0	0	0%	0	0%	0	0%
Metallizing	19	2235	0	0	0	0%	0	0%	0	0%
Metallurgists	835	1636	0	0	0	0%	0	0%	0	0%
Metals-Base	54	2200	0	0	0	0%	0	0%	0	0%
Metals-Clad	1	2253	0	0	0	0%	0	0%	0	0%
Metals-Corrugated	23	2231	0	0	0	0%	0	0%	0	0%
Metals-Precious-Sheet, Wire, Tubing	192	2070	4	588	3	75.0%	1	25.0%	0	0%
Metals-Precoated	103	2151	0	0	0	0%	0	0%	0	0%
Metaphysicians	149	2109	4	588	3	75.0%	1	25.0%	0	0%
Meteorological Consultants	21	2233	1	591	1	100.0%	0	0%	0	0%
Meters	155	2103	4	588	3	75.0%	1	25.0%	0	0%
Meters-Repair	26	2228	0	0	0	0%	0	0%	0	0%
Mexican Food Products	154	2104	4	588	1	25.0%	3	75.0%	0	0%
Mezzanines & Platforms	2	2252	0	0	0	0%	0	0%	0	0%
Microfilm Service, Equipment & Supplies	230	2034	1	591	1	100.0%	0	0%	0	0%
Micrometers	52	2202	0	0	0	0%	0	0%	0	0%
Microphones	41	2213	2	590	1	50.0%	1	50.0%	0	0%
Microscopes	781	1665	0	0	0	0%	0	0%	0	0%
Microwave Communications	327	1951	0	0	0	0%	0	0%	0	0%
Microwave Ovens-Dealers	17	2237	0	0	0	0%	0	0%	0	0%
Microwave Ovens-Service & Repair	51	2203	3	589	3	100.0%	0	0%	0	0%
Microwave Ovens-Supplies & Parts	0	0	1	591	1	100.0%	0	0%	0	0%
Midwives	194	2068	1	591	0	0%	1	100.0%	0	0%
Millinery-Retail	25	2229	2	590	1	50.0%	1	50.0%	0	0%
Millinery-Wholesale & Manufacturers	19	2235	0	0	0	0%	0	0%	0	0%
Milling Cutters	5	2249	0	0	0	0%	0	0%	0	0%
Milling Machines	55	2199	1	591	1	100.0%	0	0%	0	0%
Millwork	4803	889	27	565	13	48.1%	13	48.1%	1	3.7%
Millwrights	570	1778	0	0	0	0%	0	0%	0	0%
Mineral Exploration	95	2159	2	590	1	50.0%	1	50.0%	0	0%
Minerals	229	2035	3	589	2	66.7%	1	33.3%	0	0%
Miniatures - Collectors	66	2188	0	0	0	0%	0	0%	0	0%
Mining Companies	669	1721	1	591	1	100.0%	0	0%	0	0%
Mining Consultants	16	2238	0	0	0	0%	0	0%	0	0%
Mining Development	280	1992	0	0	0	0%	0	0%	0	0%
Mining Equipment & Supplies	374	1919	3	589	2	66.7%	1	33.3%	0	0%
Mirrors	3380	1046	29	563	17	58.6%	12	41.4%	0	0%
Mirrors-Manufacturers Supplies	77	2177	3	589	0	0%	3	100.0%	0	0%
Mirrors-Resilver	23	2231	1	591	0	0%	1	100.0%	0	0%
Missile & Rocket Components-Manufacturers	17	2237	0	0	0	0%	0	0%	0	0%
Missile & Rocket Manufacturers	5	2249	0	0	0	0%	0	0%	0	0%
Missile & Rocket Research & Dev.	195	2067	1	591	1	100.0%	0	0%	0	0%
Missing Person Service(s)	100	2154	0	0	0	0%	0	0%	0	0%
Missions	104	2150	3	589	1	33.3%	2	66.7%	0	0%
Mixing & Agitation Machinery	272	1998	0	0	0	0%	0	0%	0	0%
Mobile Homes Distributors & Manufacturers	42557	237	543	247	411	75.7%	126	23.2%	6	1.1%
Mobile Homes Manufacturers Equipment & Supplies	766	1672	13	579	10	76.9%	2	15.4%	1	7.7%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Mobile Homes-Dealers	48819	209	563	241	395	70.2%	160	28.4%	8	1.4%
Mobile Homes-Equipment & Parts	3066	1087	30	562	20	66.7%	10	33.3%	0	0%
Mobile Homes-Parks	5809	824	92	500	66	71.7%	25	27.2%	1	1.1%
Mobile Homes-Rent & Lease	1389	1437	45	547	31	68.9%	13	28.9%	1	2.2%
Mobile Homes-Repair & Service	8762	670	126	467	82	65.1%	41	32.5%	3	2.4%
Mobile Homes-Transporting	5104	871	70	522	40	57.1%	27	38.6%	3	4.3%
Mobile Offices & Commercial Units	340	1943	1	591	0	0%	1	100.0%	0	0%
Mobile Telephone Equipment & Supplies	155	2103	9	583	5	55.6%	3	33.3%	1	11.1%
Mobile Telephone Service	7932	702	1762	103	1740	98.8%	21	1.2%	1	0.1%
Model Car Race Centers	13	2241	0	0	0	0%	0	0%	0	0%
Model Makers	268	2002	5	587	2	40.0%	3	60.0%	0	0%
Modeling - Advance Fee	681	1713	2	590	2	100.0%	0	0%	0	0%
Modeling & Talent Agencies	218336	48	760	195	437	57.5%	276	36.3%	47	6.2%
Modeling Schools	45243	222	122	470	98	80.3%	21	17.2%	3	2.5%
Modular Homes	2135	1245	5	587	5	100.0%	0	0%	0	0%
Mold & Mildew Removal & Remediation	8997	663	30	562	21	70.0%	9	30.0%	0	0%
Moldings	1025	1565	5	587	4	80.0%	1	20.0%	0	0%
Molds	4290	936	68	524	33	48.5%	35	51.5%	0	0%
Money Order Systems	75	2179	1	591	1	100.0%	0	0%	0	0%
Money Orders & Transfers	15718	474	292	338	273	93.5%	18	6.2%	1	0.3%
Monograms	597	1768	8	584	6	75.0%	2	25.0%	0	0%
Monorail Systems	22	2232	0	0	0	0%	0	0%	0	0%
Monuments	15207	485	255	361	140	54.9%	103	40.4%	12	4.7%
Mopeds	2731	1140	129	464	47	36.4%	76	58.9%	6	4.7%
Mops-Wholesale & Manufacturers	1	2253	0	0	0	0%	0	0%	0	0%
Mortgage Bankers	8381	684	49	543	36	73.5%	13	26.5%	0	0%
Mortgage Brokers	1363166	2	7982	20	6273	78.6%	1528	19.1%	181	2.3%
Mosaics	77	2177	4	588	0	0%	4	100.0%	0	0%
Motel & Hotel Consultants	2530	1168	371	305	265	71.4%	106	28.6%	0	0%
Motel & Hotel Equipment & Supplies	1036	1560	236	377	49	20.8%	187	79.2%	0	0%
Motel & Hotel Management	870	1625	39	553	23	59.0%	16	41.0%	0	0%
Motels	31240	307	2032	82	1277	62.8%	731	36.0%	24	1.2%
Motels - Reservation Service	86	2168	5	587	3	60.0%	2	40.0%	0	0%
Mothproofing	1	2253	0	0	0	0%	0	0%	0	0%
Motion Picture Equipment & Supplies	76	2178	2	590	1	50.0%	1	50.0%	0	0%
Motion Picture Equipment & Supplies-Repair	97	2157	0	0	0	0%	0	0%	0	0%
Motion Picture Film Distributors & Exchange	308	1966	6	586	1	16.7%	3	50.0%	2	33.3%
Motion Picture Film Editing	948	1591	7	585	5	71.4%	2	28.6%	0	0%
Motion Picture Film Libraries	9	2245	0	0	0	0%	0	0%	0	0%
Motion Picture Film Storage	3010	1095	1	591	0	0%	1	100.0%	0	0%
Motion Picture Laboratories	24	2230	1	591	1	100.0%	0	0%	0	0%
Motion Picture Producers & Studios	509	1818	6	586	1	16.7%	3	50.0%	2	33.3%
Motion Picture Projection Service	10	2244	1	591	1	100.0%	0	0%	0	0%
Motion Picture Representatives	6	2248	0	0	0	0%	0	0%	0	0%
Motion Picture Research Service	4	2250	0	0	0	0%	0	0%	0	0%
Motion Picture Special Effects	17	2237	1	591	0	0%	0	0%	1	100.0%
Motion Picture Technicians	5	2249	0	0	0	0%	0	0%	0	0%
Motivational & Self Improvement Training	12353	555	238	375	220	92.4%	16	6.7%	2	0.8%
Motor coach Companies	1734	1343	22	570	20	90.9%	2	9.1%	0	0%
Motor Homes	2891	1113	98	495	80	81.6%	17	17.3%	1	1.0%
Motor Homes-Rent & Lease	1526	1402	57	535	29	50.9%	27	47.4%	1	1.8%
Motorcycles-Dealers	70043	147	1860	94	1211	65.1%	629	33.8%	20	1.1%
Motorcycles-Renting & Leasing	1125	1528	32	560	18	56.3%	12	37.5%	2	6.3%
Motorcycles-Repairing & Service	6349	789	196	408	103	52.6%	88	44.9%	5	2.6%
Motorcycles-Supplies & Parts	20538	405	762	194	445	58.4%	301	39.5%	16	2.1%
Mountain Climbing Equipment	736	1687	8	584	5	62.5%	3	37.5%	0	0%
Mountain Climbing Instruction	234	2031	2	590	1	50.0%	1	50.0%	0	0%
Movers	1341928	3	9086	16	6423	70.7%	2430	26.7%	233	2.6%
Moving Equipment Rental	3251	1061	46	546	30	65.2%	16	34.8%	0	0%
Moving Services-Labor & Materials	46071	220	463	267	294	63.5%	151	32.6%	18	3.9%
Moving Supplies	1293	1474	6	586	4	66.7%	2	33.3%	0	0%
MRI (Magnetic Resonance Imaging)	2163	1240	23	569	20	87.0%	3	13.0%	0	0%
Mud Jacking Contractors	4639	904	15	577	9	60.0%	4	26.7%	2	13.3%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Mufflers & Exhaust Systems	12865	537	327	321	238	72.8%	85	26.0%	4	1.2%
Mulches	1685	1357	12	580	8	66.7%	4	33.3%	0	0%
Multi-level Selling Co.	157039	74	235	378	184	78.3%	37	15.7%	14	6.0%
Murals	1008	1574	1	591	0	0%	1	100.0%	0	0%
Museums	1414	1428	22	570	19	86.4%	0	0%	3	13.6%
Mushrooms	251	2014	0	0	0	0%	0	0%	0	0%
Music & Messaging Services	1313	1466	84	508	72	85.7%	12	14.3%	0	0%
Music Arrangers & Composers	1557	1392	28	564	20	71.4%	7	25.0%	1	3.6%
Music Boxes	78	2176	3	589	2	66.7%	1	33.3%	0	0%
Music Copyists	145	2113	14	578	5	35.7%	7	50.0%	2	14.3%
Music Instruction-Instrumental	6982	755	94	499	64	68.1%	28	29.8%	2	2.1%
Music Instruction-Vocal	1263	1479	10	582	9	90.0%	0	0%	1	10.0%
Music Publishers	7690	711	60	532	29	48.3%	29	48.3%	2	3.3%
Music Shells	12	2242	0	0	0	0%	0	0%	0	0%
Music Writers Supplies	879	1619	6	586	3	50.0%	3	50.0%	0	0%
Music-Sheet	1873	1311	5	587	2	40.0%	3	60.0%	0	0%
Musical Instruments-Dealers	27708	341	475	263	337	70.9%	129	27.2%	9	1.9%
Musical Instruments-Repair	699	1705	20	572	14	70.0%	6	30.0%	0	0%
Musical Instruments-Supplies & Accessories	7663	713	148	446	99	66.9%	43	29.1%	6	4.1%
Musical Instruments-Wholesale & Manufacturers	2150	1242	20	572	10	50.0%	9	45.0%	1	5.0%
Musicians	1028	1564	15	577	10	66.7%	4	26.7%	1	6.7%
Mutual Funds	1371	1444	7	585	5	71.4%	2	28.6%	0	0%
Myofunctional Therapy	3722	995	85	507	58	68.2%	26	30.6%	1	1.2%
Myotherapy	46	2208	0	0	0	0%	0	0%	0	0%
Nail Salons	10572	605	382	301	252	66.0%	116	30.4%	14	3.7%
Nailing Machinery	15	2239	0	0	0	0%	0	0%	0	0%
Nails & Tacks	28	2226	1	591	1	100.0%	0	0%	0	0%
Name Plates	17	2237	1	591	1	100.0%	0	0%	0	0%
Nanny Service	15365	483	90	502	57	63.3%	33	36.7%	0	0%
Natural Gas Companies	29773	322	1849	95	1654	89.5%	192	10.4%	3	0.2%
Naturopaths	978	1584	4	588	4	100.0%	0	0%	0	0%
Nautical Instruments	126	2130	1	591	1	100.0%	0	0%	0	0%
Naval Architects	3	2251	0	0	0	0%	0	0%	0	0%
Naval Stores	47	2207	1	591	1	100.0%	0	0%	0	0%
Navigation Consultants	435	1873	35	557	4	11.4%	30	85.7%	1	2.9%
Neckwear-Retail	15	2239	0	0	0	0%	0	0%	0	0%
Neckwear-Wholesale & Manufacturers	64	2190	1	591	0	0%	1	100.0%	0	0%
Needles	3	2251	0	0	0	0%	0	0%	0	0%
Needlework Supplies - Retail, Wholesale, Mfg.	1093	1542	14	578	6	42.9%	4	28.6%	4	28.6%
Nets & Netting	292	1981	0	0	0	0%	0	0%	0	0%
News Dealers	448	1862	2	590	1	50.0%	1	50.0%	0	0%
News Publications-Trade, Association, Etc	2011	1270	43	549	19	44.2%	23	53.5%	1	2.3%
News Service	2119	1248	19	573	7	36.8%	12	63.2%	0	0%
Newspaper Distributors	1137	1523	46	546	36	78.3%	9	19.6%	1	2.2%
Newspaper Feature Syndicates	200	2062	6	586	5	83.3%	1	16.7%	0	0%
Newspapers	37900	266	1485	118	1359	91.5%	121	8.1%	5	0.3%
Night Clubs	6155	801	228	382	121	53.1%	105	46.1%	2	0.9%
Noise Control Consultants	193	2069	1	591	1	100.0%	0	0%	0	0%
Non Profit Org. - General Membership	5130	868	143	451	129	90.2%	14	9.8%	0	0%
Non-Woven Fabrics	13	2241	0	0	0	0%	0	0%	0	0%
Noodles	3	2251	1	591	1	100.0%	0	0%	0	0%
Not Elsewhere Classified	500764	20	8592	17	4089	47.6%	3901	45.4%	602	7.0%
Notaries Public	7967	699	57	535	15	26.3%	34	59.6%	8	14.0%
Notions-Retail	175	2084	1	591	0	0%	1	100.0%	0	0%
Notions-Wholesale & Manufacturers	388	1908	0	0	0	0%	0	0%	0	0%
Novelties-Retail	14097	512	245	368	135	55.1%	100	40.8%	10	4.1%
Novelties-Wholesale & Manufacturers	2227	1232	0	0	0	0%	0	0%	0	0%
Nozzles	4	2250	0	0	0	0%	0	0%	0	0%
Nuclear Energy Consultants	1104	1537	11	581	10	90.9%	1	9.1%	0	0%
Nuclear Reactor-Manufacturers	3	2251	0	0	0	0%	0	0%	0	0%
Nurseries-Plants, Trees, Etc	42119	241	676	210	533	78.8%	140	20.7%	3	0.4%
Nursery Stock Dealers	1750	1340	35	557	20	57.1%	15	42.9%	0	0%
Nurserymen Equipment & Supplies	348	1939	73	519	48	65.8%	24	32.9%	1	1.4%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Nurses	3108	1080	8	584	5	62.5%	3	37.5%	0	0%
Nurses Registries	1556	1393	4	588	0	0%	3	75.0%	1	25.0%
Nurses Schools	3014	1094	25	567	16	64.0%	9	36.0%	0	0%
Nursing Home Information & Referral	1887	1310	2	590	1	50.0%	1	50.0%	0	0%
Nursing Homes	31943	304	104	489	81	77.9%	22	21.2%	1	1.0%
Nutritionists	4450	919	76	516	42	55.3%	34	44.7%	0	0%
Nuts-Edible	1909	1304	6	586	5	83.3%	1	16.7%	0	0%
Observatories	97	2157	0	0	0	0%	0	0%	0	0%
Occupational Health-Nursing Services	2146	1244	22	570	10	45.5%	12	54.5%	0	0%
Occupational Therapists	2389	1194	10	582	9	90.0%	0	0%	1	10.0%
Oceanographic Equipment	318	1959	5	587	4	80.0%	1	20.0%	0	0%
Odor Neutralizer	259	2009	5	587	1	20.0%	4	80.0%	0	0%
Office & Desk Space Rental Service	1312	1467	73	519	37	50.7%	9	12.3%	27	37.0%
Office Buildings	2306	1219	10	582	6	60.0%	4	40.0%	0	0%
Office Furniture & Equipment	41863	242	327	321	185	56.6%	136	41.6%	6	1.8%
Office Furniture & Equipment - Rental & Leasing	10310	613	214	393	174	81.3%	40	18.7%	0	0%
Office Furniture & Equipment - Repair & Refinishing	2038	1264	13	579	12	92.3%	1	7.7%	0	0%
Office Furniture & Equipment - Wholesale & Mfg.	760	1675	16	576	13	81.3%	3	18.8%	0	0%
Office Furniture & Equipment-Installation	3476	1031	19	573	12	63.2%	7	36.8%	0	0%
Office Furniture & Equipment-Used	1472	1415	7	585	2	28.6%	5	71.4%	0	0%
Office Records Stored	6355	788	99	494	47	47.5%	52	52.5%	0	0%
Office Records-Destruction	1221	1492	2	590	2	100.0%	0	0%	0	0%
Office Supplies	52377	199	1963	87	1195	60.9%	758	38.6%	10	0.5%
Office Supplies by Telemarketing	25616	358	2030	83	1385	68.2%	625	30.8%	20	1.0%
Oil & Gas Exploration & Development	11310	583	56	536	44	78.6%	6	10.7%	6	10.7%
Oil Additives-Manufacturers & Distributors	1542	1400	2	590	1	50.0%	1	50.0%	0	0%
Oil Burners	2337	1210	2	590	2	100.0%	0	0%	0	0%
Oil Field Consultants	410	1893	1	591	1	100.0%	0	0%	0	0%
Oil Field Equipment	2107	1250	0	0	0	0%	0	0%	0	0%
Oil Field Equipment & Supplies	1545	1398	1	591	1	100.0%	0	0%	0	0%
Oil Field Hauling	364	1927	0	0	0	0%	0	0%	0	0%
Oil Field Service	3178	1073	5	587	1	20.0%	4	80.0%	0	0%
Oil Field Supplies	239	2026	2	590	1	50.0%	1	50.0%	0	0%
Oil Handling Equipment	285	1987	1	591	1	100.0%	0	0%	0	0%
Oil Hole Covers	8	2246	0	0	0	0%	0	0%	0	0%
Oil Land Leases	3033	1091	8	584	3	37.5%	4	50.0%	1	12.5%
Oil Mill Machinery	8	2246	0	0	0	0%	0	0%	0	0%
Oil Operators	166	2092	4	588	3	75.0%	1	25.0%	0	0%
Oil Producers	3572	1022	17	575	14	82.4%	3	17.6%	0	0%
Oil Properties	64	2190	0	0	0	0%	0	0%	0	0%
Oil Property Management	111	2145	7	585	5	71.4%	2	28.6%	0	0%
Oil Refiners	361	1930	7	585	5	71.4%	2	28.6%	0	0%
Oil Refiners Equipment & Supplies	58	2196	2	590	1	50.0%	1	50.0%	0	0%
Oil Reports	4	2250	1	591	1	100.0%	0	0%	0	0%
Oil Royalties	761	1674	2	590	2	100.0%	0	0%	0	0%
Oil Well Cementing	1	2253	0	0	0	0%	0	0%	0	0%
Oil Well Drilling	1102	1538	1	591	0	0%	1	100.0%	0	0%
Oil Well Drilling Mud & Additives	28	2226	0	0	0	0%	0	0%	0	0%
Oil Well Equipment & Supplies	246	2019	1	591	0	0%	0	0%	1	100.0%
Oil Well Equipment & Supplies - Rental	20	2234	0	0	0	0%	0	0%	0	0%
Oil Well Fishing Tools	3	2251	0	0	0	0%	0	0%	0	0%
Oil Well Logging & Perforating	225	2039	0	0	0	0%	0	0%	0	0%
Oil Well Services	367	1925	0	0	0	0%	0	0%	0	0%
Oil Well Surveyors	35	2219	0	0	0	0%	0	0%	0	0%
Oil-Crude-Purchasing	349	1938	1	591	0	0%	0	0%	1	100.0%
Oils-Essential	219	2044	3	589	2	66.7%	1	33.3%	0	0%
Oils-Fuel	73982	136	501	257	411	82.0%	84	16.8%	6	1.2%
Oils-Fuel-Treatment Compounds	927	1601	44	548	1	2.3%	29	65.9%	14	31.8%
Oils-Hydrogenated	1	2253	0	0	0	0%	0	0%	0	0%
Oils-Industrial	87	2167	0	0	0	0%	0	0%	0	0%
Oils-Lubricating	1102	1538	22	570	19	86.4%	3	13.6%	0	0%
Oils-Petroleum	1248	1482	4	588	3	75.0%	1	25.0%	0	0%
Oils-ReRefined	101	2153	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Oils-Road	1	2253	0	0	0	0%	0	0%	0	0%
Oils-Vegetables	24	2230	0	0	0	0%	0	0%	0	0%
Oils-Waste	662	1725	0	0	0	0%	0	0%	0	0%
Olive Oil	165	2093	1	591	1	100.0%	0	0%	0	0%
Olives	3	2251	0	0	0	0%	0	0%	0	0%
Online Drug & Prescription Services	4360	928	141	453	51	36.2%	31	22.0%	59	41.8%
Opera Companies	170	2088	0	0	0	0%	0	0%	0	0%
Optical Equipment & Supplies	1588	1385	13	579	10	76.9%	3	23.1%	0	0%
Optical Goods - Retail	16357	460	481	260	284	59.0%	187	38.9%	10	2.1%
Optical Goods - Service & Repair	15515	478	227	383	145	63.9%	56	24.7%	26	11.5%
Optical Goods - Wholesale & Manufacturers	529	1807	15	577	12	80.0%	3	20.0%	0	0%
Optical Imaging Equipment & Systems	622	1754	12	580	5	41.7%	7	58.3%	0	0%
Opticians	19328	420	401	294	344	85.8%	54	13.5%	3	0.7%
Optometric Information Bureaus	41	2213	0	0	0	0%	0	0%	0	0%
Optometrists	4517	916	88	504	70	79.5%	17	19.3%	1	1.1%
Optometrists-O.D.	35103	287	480	261	384	80.0%	92	19.2%	4	0.8%
Orchards	367	1925	4	588	3	75.0%	1	25.0%	0	0%
Orchestras & Bands	512	1816	7	585	7	100.0%	0	0%	0	0%
Orchid Growers	28	2226	1	591	1	100.0%	0	0%	0	0%
Ore	3	2251	0	0	0	0%	0	0%	0	0%
Organ & Tissue Banks	257	2010	0	0	0	0%	0	0%	0	0%
Organizing Services - Household & Business	7563	720	11	581	10	90.9%	1	9.1%	0	0%
Organs	888	1616	1	591	1	100.0%	0	0%	0	0%
Organs-Tune & Repair	1909	1304	16	576	7	43.8%	9	56.3%	0	0%
Oriental Goods-Retail	396	1902	5	587	1	20.0%	4	80.0%	0	0%
Oriental Goods-Wholesale & Manufacturers	36	2218	1	591	0	0%	1	100.0%	0	0%
Ornamental Metal Work	7524	722	68	524	36	52.9%	31	45.6%	1	1.5%
Orthopedic Appliances	1791	1329	31	561	21	67.7%	10	32.3%	0	0%
Outboard Motors	518	1810	12	580	7	58.3%	5	41.7%	0	0%
Outboard Motors-Repair	1017	1570	9	583	3	33.3%	6	66.7%	0	0%
Outlets - Stores, Factory, Mills	984	1583	36	556	24	66.7%	12	33.3%	0	0%
Outplacement Consultants	1105	1536	7	585	5	71.4%	2	28.6%	0	0%
Ovens-Bakers	111	2145	1	591	1	100.0%	0	0%	0	0%
Ovens-Industrial	35	2219	0	0	0	0%	0	0%	0	0%
Overhead Garage Doors	122795	94	662	214	452	68.3%	184	27.8%	26	3.9%
Oxygen	490	1832	9	583	8	88.9%	1	11.1%	0	0%
Oxygen Producing Equipment	266	2004	1	591	0	0%	0	0%	1	100.0%
Oxygen Therapy Equipment	484	1837	8	584	6	75.0%	2	25.0%	0	0%
Ozone Machines	7	2247	0	0	0	0%	0	0%	0	0%
Package Design & Development	509	1818	7	585	2	28.6%	5	71.4%	0	0%
Packaging Machinery	1092	1543	3	589	2	66.7%	1	33.3%	0	0%
Packaging Materials	4431	920	21	571	20	95.2%	1	4.8%	0	0%
Packaging Service	6922	758	59	533	40	67.8%	17	28.8%	2	3.4%
Packing - Mechanical	31	2223	0	0	0	0%	0	0%	0	0%
Packing & Crating Service	5354	852	31	561	20	64.5%	10	32.3%	1	3.2%
Paging Equipment & Service	5922	811	62	530	47	75.8%	14	22.6%	1	1.6%
Paint Manufacturing Equipment & Materials	61	2193	0	0	0	0%	0	0%	0	0%
Paint Manufacturing Materials	358	1932	0	0	0	0%	0	0%	0	0%
Paint Removers-Manufacturers	20	2234	0	0	0	0%	0	0%	0	0%
Paint Removing	855	1630	2	590	1	50.0%	1	50.0%	0	0%
Paint-Retail	12385	553	62	530	40	64.5%	21	33.9%	1	1.6%
Paint-Wholesale & Manufacturers	1334	1460	5	587	1	20.0%	4	80.0%	0	0%
Painters Equipment & Supplies	1298	1472	36	556	10	27.8%	23	63.9%	3	8.3%
Painting Contractors	508772	18	2160	80	1086	50.3%	948	43.9%	126	5.8%
Pallets & Skids	3206	1067	3	589	3	100.0%	0	0%	0	0%
Paneling	140	2117	3	589	1	33.3%	1	33.3%	1	33.3%
Pants	2	2252	2	590	1	50.0%	1	50.0%	0	0%
Paper & Document Shredding	4533	914	9	583	7	77.8%	1	11.1%	1	11.1%
Paper & Plastic Cups, Containers	302	1971	1	591	1	100.0%	0	0%	0	0%
Paper Boxboard	14	2240	0	0	0	0%	0	0%	0	0%
Paper Brokers & Mill Reps	132	2124	0	0	0	0%	0	0%	0	0%
Paper Converters	388	1908	0	0	0	0%	0	0%	0	0%
Paper Cutting & Drilling Machines	68	2186	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Paper Distributors	1142	1521	5	587	1	20.0%	4	80.0%	0	0%
Paper Hangers - Wall covering	1156	1517	1	591	1	100.0%	0	0%	0	0%
Paper Hangers Equipment & Supplies	1	2253	0	0	0	0%	0	0%	0	0%
Paper Manufacturers	537	1801	0	0	0	0%	0	0%	0	0%
Paper Mill Machinery	11	2243	0	0	0	0%	0	0%	0	0%
Paper Mill Supplies	11	2243	1	591	0	0%	1	100.0%	0	0%
Paper Products	2616	1157	31	561	24	77.4%	5	16.1%	2	6.5%
Paper Ruling	38	2216	0	0	0	0%	0	0%	0	0%
Paper Shredding Machines	809	1648	0	0	0	0%	0	0%	0	0%
Paper Tubes & Cores	32	2222	0	0	0	0%	0	0%	0	0%
Paper-Adhesive-Pressure Sensitive	8	2246	0	0	0	0%	0	0%	0	0%
Paper-Corrugated	93	2161	1	591	0	0%	1	100.0%	0	0%
Parachute Jumping Instruction	1177	1510	16	576	10	62.5%	4	25.0%	2	12.5%
Parachutes	23	2231	1	591	1	100.0%	0	0%	0	0%
Paralegals	13927	515	246	367	112	45.5%	119	48.4%	15	6.1%
Parapsychologists	35	2219	1	591	1	100.0%	0	0%	0	0%
Parcel Post Assembly Service	193	2069	5	587	3	60.0%	2	40.0%	0	0%
Parking Area Maintenance & Marking	3949	972	20	572	11	55.0%	9	45.0%	0	0%
Parking Attendant Service	1179	1508	56	536	40	71.4%	16	28.6%	0	0%
Parking Facilities	12549	547	692	207	485	70.1%	199	28.8%	8	1.2%
Parking Meters	103	2151	3	589	3	100.0%	0	0%	0	0%
Parking Stations & Garages - Construction	4982	877	13	579	8	61.5%	5	38.5%	0	0%
Parking Stations & Garages - Equipment & Supplies	496	1827	2	590	2	100.0%	0	0%	0	0%
Parks	640	1742	16	576	11	68.8%	5	31.3%	0	0%
Partitions	308	1966	1	591	1	100.0%	0	0%	0	0%
Party Planning	15085	490	116	475	65	56.0%	44	37.9%	7	6.0%
Party Plans - In-Home	12059	563	176	423	116	65.9%	59	33.5%	1	0.6%
Party Supplies	16617	456	333	318	237	71.2%	87	26.1%	9	2.7%
Party Supplies-Renting	10753	600	112	481	63	56.3%	43	38.4%	6	5.4%
Passport & Visa Services	11448	578	179	420	50	27.9%	129	72.1%	0	0%
Patent Agents	3166	1075	8	584	5	62.5%	3	37.5%	0	0%
Patent Attorneys	226	2038	0	0	0	0%	0	0%	0	0%
Patent Searchers	1940	1289	4	588	0	0%	4	100.0%	0	0%
Patio & Deck Builders	42560	236	297	335	141	47.5%	127	42.8%	29	9.8%
Patio Equipment & Supplies	3541	1023	79	513	46	58.2%	30	38.0%	3	3.8%
Patio, Porch & Deck Enclosures	89291	121	517	254	346	66.9%	145	28.0%	26	5.0%
Pattern Makers	167	2091	17	575	6	35.3%	11	64.7%	0	0%
Pattern Makers Equipment & Supplies	2	2252	0	0	0	0%	0	0%	0	0%
Pavement & Floor Marking Services	1456	1418	21	571	8	38.1%	10	47.6%	3	14.3%
Pavement & Floor Marking Supplies & Equipment	64	2190	2	590	1	50.0%	1	50.0%	0	0%
Paving Contractors	251898	39	1795	100	765	42.6%	892	49.7%	138	7.7%
Paving Equipment	92	2162	2	590	0	0%	2	100.0%	0	0%
Paving Materials	2318	1216	16	576	8	50.0%	7	43.8%	1	6.3%
Paving, Painting, Home Improvement - Itinerant Workers	855	1630	36	556	6	16.7%	22	61.1%	8	22.2%
Pawnbrokers	11887	568	242	371	159	65.7%	81	33.5%	2	0.8%
Payday Loans	1778	1333	41	551	40	97.6%	1	2.4%	0	0%
Payroll Service	17067	452	78	514	57	73.1%	21	26.9%	0	0%
Peanut Products	82	2172	0	0	0	0%	0	0%	0	0%
Pearls	416	1888	4	588	3	75.0%	1	25.0%	0	0%
Pens & Pencils-Retail	301	1972	17	575	12	70.6%	4	23.5%	1	5.9%
Pens & Pencils-Wholesale & Manufacturers	89	2165	16	576	7	43.8%	8	50.0%	1	6.3%
Pension & Profit Sharing Plans	2619	1155	30	562	25	83.3%	5	16.7%	0	0%
Perforating Machines	3	2251	0	0	0	0%	0	0%	0	0%
Perfume-Wholesale & Manufacturers	1772	1335	31	561	5	16.1%	10	32.3%	16	51.6%
Perfumes-Raw Materials & Supplies	47	2207	2	590	2	100.0%	0	0%	0	0%
Perfuming-Fabric, Paper, Etc	1	2253	0	0	0	0%	0	0%	0	0%
Perlite & Perlite Products	1713	1349	4	588	1	25.0%	2	50.0%	1	25.0%
Personal Security Guard Service	1383	1440	13	579	1	7.7%	12	92.3%	0	0%
Personal ServiceBureaus	54	2200	1	591	1	100.0%	0	0%	0	0%
Personal Services	25464	360	216	391	114	52.8%	86	39.8%	16	7.4%
Personnel Consultants	3643	1009	24	568	18	75.0%	4	16.7%	2	8.3%
Pest Control Services	368209	31	2538	67	2018	79.5%	476	18.8%	44	1.7%
Pest Control Supplies & Equipment	3582	1019	26	566	17	65.4%	9	34.6%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Pet Cemeteries, Crematories & Supplies	3137	1076	21	571	9	42.9%	11	52.4%	1	4.8%
Pet Exercising Service	6640	772	25	567	17	68.0%	7	28.0%	1	4.0%
Pet Foods-Wholesale & Manufacturers	3953	970	65	527	32	49.2%	33	50.8%	0	0%
Pet Grooming	36433	277	444	272	288	64.9%	142	32.0%	14	3.2%
Pet Health Plans	2379	1197	40	552	26	65.0%	13	32.5%	1	2.5%
Pet Shops	52195	201	1181	141	817	69.2%	344	29.1%	20	1.7%
Pet Sitting Services	8338	686	62	530	37	59.7%	24	38.7%	1	1.6%
Pet Supplies & Foods-Retail	29136	328	592	233	389	65.7%	177	29.9%	26	4.4%
Pet Supplies & Foods-Wholesale	1001	1577	32	560	19	59.4%	11	34.4%	2	6.3%
Pet Training	15567	476	162	433	83	51.2%	72	44.4%	7	4.3%
Pet Transporting	1889	1309	20	572	14	70.0%	5	25.0%	1	5.0%
Petroleum	3602	1016	14	578	10	71.4%	4	28.6%	0	0%
Petroleum Products	3210	1065	24	568	18	75.0%	6	25.0%	0	0%
Pewter	177	2082	1	591	0	0%	1	100.0%	0	0%
Pewterware	1	2253	0	0	0	0%	0	0%	0	0%
Pharmaceutical Machinery	500	1824	19	573	0	0%	0	0%	19	100.0%
Pharmaceutical Products-Wholesale & Manufacturing	12057	564	282	344	179	63.5%	100	35.5%	3	1.1%
Pharmaceutical Suppliers - Foreign	440	1869	46	546	0	0%	46	100.0%	0	0%
Pharmacies	57761	181	963	165	655	68.0%	243	25.2%	65	6.7%
Photo Copying	791	1659	19	573	13	68.4%	6	31.6%	0	0%
Photo Electric Cells & Equipment	44	2210	2	590	2	100.0%	0	0%	0	0%
Photo Finishing-Retail	10908	596	228	382	140	61.4%	79	34.6%	9	3.9%
Photo Finishing-Wholesale	80	2174	4	588	2	50.0%	2	50.0%	0	0%
Photo Retouching	700	1704	12	580	5	41.7%	7	58.3%	0	0%
Photogrammetric Equipment & Supplies	25	2229	2	590	2	100.0%	0	0%	0	0%
Photographers-Aerial	9051	659	154	441	59	38.3%	76	49.4%	19	12.3%
Photographers-Commercial	58304	178	1015	158	509	50.1%	480	47.3%	26	2.6%
Photographers-Portrait	67319	154	1974	86	873	44.2%	994	50.4%	107	5.4%
Photographic Color Prints & Trans.	722	1694	15	577	10	66.7%	5	33.3%	0	0%
Photographic Darkroom Rental	101	2153	1	591	1	100.0%	0	0%	0	0%
Photographic Equipment & Supplies - Wholesale, & Mfg.	2881	1114	36	556	29	80.6%	7	19.4%	0	0%
Photographic Equipment & Supplies-Retail	226703	47	403	292	224	55.6%	153	38.0%	26	6.5%
Photographic Equipment-Repair	4110	953	70	522	61	87.1%	9	12.9%	0	0%
Photographic Mounts	382	1913	2	590	2	100.0%	0	0%	0	0%
Photographic Research Service	1034	1561	7	585	6	85.7%	1	14.3%	0	0%
Photographs-Stock	296	1977	0	0	0	0%	0	0%	0	0%
Photography Sales	5484	845	118	473	57	48.3%	50	42.4%	11	9.3%
Photography Sales by Mail	61	2193	5	587	4	80.0%	1	20.0%	0	0%
Photography Sales Direct Door-to-Door	488	1834	6	586	4	66.7%	1	16.7%	1	16.7%
Photography Sales on the Internet	580	1775	8	584	3	37.5%	5	62.5%	0	0%
Photography Schools	2316	1217	33	559	21	63.6%	12	36.4%	0	0%
Physical Therapists	16206	464	90	502	69	76.7%	20	22.2%	1	1.1%
Physical Therapy Equipment	1047	1557	7	585	5	71.4%	2	28.6%	0	0%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	22308	386	127	466	87	68.5%	31	24.4%	9	7.1%
Physicians & Surgeons - Endocrinology, Diabetes & Metabolism	11	2243	1	591	1	100.0%	0	0%	0	0%
Physicians & Surgeons - Industrial Medicine	56	2198	1	591	0	0%	1	100.0%	0	0%
Physicians & Surgeons - Weight Reduction	4504	917	221	388	134	60.6%	87	39.4%	0	0%
Physicians & Surgeons Equipment & Supplies	2728	1141	7	585	6	85.7%	1	14.3%	0	0%
Physicians & Surgeons Equipment-Repair & Refinish	100	2154	3	589	1	33.3%	2	66.7%	0	0%
Physicians & Surgeons Information Bureaus	1108	1535	3	589	2	66.7%	1	33.3%	0	0%
Physicians & Surgeons- Pulmonary Diseases	105	2149	3	589	3	100.0%	0	0%	0	0%
Physicians & Surgeons-Allergy	1508	1405	14	578	14	100.0%	0	0%	0	0%
Physicians & Surgeons-Anesthesiologists	1417	1426	32	560	29	90.6%	3	9.4%	0	0%
Physicians & Surgeons-Cardiology Services	1926	1297	16	576	15	93.8%	1	6.3%	0	0%
Physicians & Surgeons-Dermatology	7366	731	104	489	66	63.5%	37	35.6%	1	1.0%
Physicians & Surgeons-Ear	952	1589	16	576	14	87.5%	1	6.3%	1	6.3%
Physicians & Surgeons-Gastroenterology	490	1832	8	584	6	75.0%	2	25.0%	0	0%
Physicians & Surgeons-Internal Medicine	2456	1183	51	541	40	78.4%	11	21.6%	0	0%
Physicians & Surgeons-Medical-M.D.	60029	175	868	172	684	78.8%	176	20.3%	8	0.9%
Physicians & Surgeons-OB/GYN	6995	752	80	512	65	81.3%	14	17.5%	1	1.3%
Physicians & Surgeons-Oncology	430	1878	1	591	1	100.0%	0	0%	0	0%
Physicians & Surgeons-Ophthalmology	12490	549	96	497	82	85.4%	14	14.6%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Physicians & Surgeons-Orthopedic Surgery	6558	777	78	514	71	91.0%	6	7.7%	1	1.3%
Physicians & Surgeons-Osteopathic-D.O.	3123	1078	26	566	23	88.5%	3	11.5%	0	0%
Physicians & Surgeons-Pediatrics	3541	1023	59	533	51	86.4%	8	13.6%	0	0%
Physicians & Surgeons-Radiology	1868	1313	67	525	54	80.6%	13	19.4%	0	0%
Physicians-Specialists	23103	376	344	312	267	77.6%	71	20.6%	6	1.7%
Physicians' Assistants	113	2143	2	590	0	0%	2	100.0%	0	0%
Physicists	123	2133	5	587	2	40.0%	3	60.0%	0	0%
Piano & Organ Moving	3819	985	12	580	8	66.7%	4	33.3%	0	0%
Pianos	9798	632	66	526	47	71.2%	18	27.3%	1	1.5%
Pianos-Parts	460	1855	0	0	0	0%	0	0%	0	0%
Pianos-Tuning & Repair	4896	885	8	584	4	50.0%	4	50.0%	0	0%
Pickles & Pickle Products	26	2228	0	0	0	0%	0	0%	0	0%
Picnic Equipment & Supplies	2	2252	0	0	0	0%	0	0%	0	0%
Picnic Grounds	6	2248	0	0	0	0%	0	0%	0	0%
Picture Frames-Dealers	10058	624	40	552	21	52.5%	18	45.0%	1	2.5%
Picture Frames-Manufacturers Supplies	855	1630	9	583	4	44.4%	5	55.6%	0	0%
Picture Frames-Restore & Repair	457	1858	6	586	4	66.7%	2	33.3%	0	0%
Picture Frames-Wholesale & Manufacturers	308	1966	4	588	3	75.0%	1	25.0%	0	0%
Picture Hanging Service	39	2215	0	0	0	0%	0	0%	0	0%
Picture Restoring	730	1689	5	587	4	80.0%	1	20.0%	0	0%
Pictures	444	1865	43	549	17	39.5%	26	60.5%	0	0%
Pies	32	2222	0	0	0	0%	0	0%	0	0%
Pile Driving	191	2071	0	0	0	0%	0	0%	0	0%
Piling	230	2034	3	589	2	66.7%	1	33.3%	0	0%
Pillows	702	1703	22	570	12	54.5%	10	45.5%	0	0%
Pillows-Renovating	2	2252	0	0	0	0%	0	0%	0	0%
Pilot Car Service	63	2191	0	0	0	0%	0	0%	0	0%
Pilots-Marine	6	2248	0	0	0	0%	0	0%	0	0%
Pinball Sales & Service	268	2002	10	582	9	90.0%	1	10.0%	0	0%
Pins-Common, Safety, Etc	218	2045	1	591	0	0%	1	100.0%	0	0%
Pipe	695	1707	2	590	1	50.0%	1	50.0%	0	0%
Pipe & Boiler Covering Contractors	24	2230	0	0	0	0%	0	0%	0	0%
Pipe & Boiler Covering Materials	1	2253	0	0	0	0%	0	0%	0	0%
Pipe & Valve Fitters	384	1911	2	590	2	100.0%	0	0%	0	0%
Pipe Bending & Fabricating	230	2034	1	591	1	100.0%	0	0%	0	0%
Pipe Cutting & Threading	15	2239	0	0	0	0%	0	0%	0	0%
Pipe Fittings	383	1912	0	0	0	0%	0	0%	0	0%
Pipe Hangers	49	2205	0	0	0	0%	0	0%	0	0%
Pipe Inspection	307	1967	0	0	0	0%	0	0%	0	0%
Pipe Joint Compounds	3	2251	0	0	0	0%	0	0%	0	0%
Pipe Line Companies	353	1935	1	591	0	0%	1	100.0%	0	0%
Pipe Line Contractors	2350	1208	16	576	13	81.3%	2	12.5%	1	6.3%
Pipe Line Equipment	102	2152	0	0	0	0%	0	0%	0	0%
Pipe Line, Oil & Gas Wholesaler & Distributors	4729	897	121	471	103	85.1%	18	14.9%	0	0%
Pipe Lining & Coating	252	2013	1	591	0	0%	1	100.0%	0	0%
Pipe Locating Equipment	16	2238	0	0	0	0%	0	0%	0	0%
Pipe Reconditioning	6	2248	0	0	0	0%	0	0%	0	0%
Pipe Sealing-Industrial	7	2247	0	0	0	0%	0	0%	0	0%
Pipe Thawing	1	2253	0	0	0	0%	0	0%	0	0%
Pipes & Smokers Articles	1600	1382	9	583	3	33.3%	6	66.7%	0	0%
Piping Contractors	1425	1425	5	587	3	60.0%	2	40.0%	0	0%
Pistons	3	2251	0	0	0	0%	0	0%	0	0%
Pizza	14448	506	725	202	364	50.2%	347	47.9%	14	1.9%
Planetariums	3	2251	0	0	0	0%	0	0%	0	0%
Plants - Interior Design & Maintenance	3683	998	12	580	10	83.3%	2	16.7%	0	0%
Plants-Retail	2025	1268	38	554	26	68.4%	10	26.3%	2	5.3%
Plants-Wholesale	136	2120	5	587	3	60.0%	2	40.0%	0	0%
Plaques	1662	1366	5	587	3	60.0%	2	40.0%	0	0%
Plasma Centers	380	1915	5	587	4	80.0%	1	20.0%	0	0%
Plaster	474	1844	1	591	1	100.0%	0	0%	0	0%
Plaster Craft Products & Supplies	138	2119	3	589	1	33.3%	2	66.7%	0	0%
Plaster Products-Ornamental	175	2084	0	0	0	0%	0	0%	0	0%
Plasterers Equipment & Supplies	16	2238	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Plastering Contractors	8856	666	32	560	17	53.1%	13	40.6%	2	6.3%
Plastic & Reconstructive Surgery	1176	1511	64	528	40	62.5%	24	37.5%	0	0%
Plastics - Fabricating, Finishing & Decor	721	1695	6	586	4	66.7%	2	33.3%	0	0%
Plastics - Fabrics, Film, Sheets - Prod.	178	2081	4	588	3	75.0%	1	25.0%	0	0%
Plastics - Products - Finished Wholesale & Manufacturers	3686	997	18	574	11	61.1%	7	38.9%	0	0%
Plastics - Rods, Sheets, Etc - Sup Center	55	2199	1	591	1	100.0%	0	0%	0	0%
Plastics - Vacuum, Pressure, Thermoform	31	2223	0	0	0	0%	0	0%	0	0%
Plastics-Extruders	74	2180	1	591	1	100.0%	0	0%	0	0%
Plastics-Foam	171	2087	1	591	0	0%	1	100.0%	0	0%
Plastics-High Pressure Laminates	96	2158	0	0	0	0%	0	0%	0	0%
Plastics-Machinery & Equipment	319	1958	3	589	0	0%	3	100.0%	0	0%
Plastics-Molders	2535	1167	1	591	0	0%	1	100.0%	0	0%
Plastics-Raw Materials, Powder, Liquid, etc	102	2152	2	590	2	100.0%	0	0%	0	0%
Plastics-Reinforced	42	2212	0	0	0	0%	0	0%	0	0%
Plastics-Research & Consulting	47	2207	0	0	0	0%	0	0%	0	0%
Plastics-Scrap	237	2028	3	589	3	100.0%	0	0%	0	0%
Plating	1438	1422	30	562	11	36.7%	15	50.0%	4	13.3%
Plating Equipment & Supplies	78	2176	1	591	1	100.0%	0	0%	0	0%
Playground Equipment	5212	861	96	497	45	46.9%	39	40.6%	12	12.5%
Playgrounds	538	1800	11	581	3	27.3%	7	63.6%	1	9.1%
Playing Cards	20	2234	4	588	2	50.0%	2	50.0%	0	0%
Plumbing Contractors	752546	10	5223	32	3862	73.9%	1255	24.0%	106	2.0%
Plumbing Drains & Sewer Cleaning	39374	254	422	281	291	69.0%	117	27.7%	14	3.3%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	3658	1005	18	574	13	72.2%	5	27.8%	0	0%
Plumbing Fixtures, Parts, Supplies-Retail	20701	404	165	431	130	78.8%	31	18.8%	4	2.4%
Plumbing Fixtures, Parts, Supplies-Used	103	2151	1	591	1	100.0%	0	0%	0	0%
Plywood & Veneers	268	2002	3	589	2	66.7%	1	33.3%	0	0%
Pneumatic Equipment Components	410	1893	0	0	0	0%	0	0%	0	0%
Pneumatic Tube Equipment & Systems	205	2057	1	591	0	0%	1	100.0%	0	0%
Podiatrists	7084	746	81	511	59	72.8%	21	25.9%	1	1.2%
Podiatrists Equipment & Supplies	68	2186	1	591	1	100.0%	0	0%	0	0%
Podiatrists Reference Service	1	2253	0	0	0	0%	0	0%	0	0%
Pole Line Contractors	30	2224	0	0	0	0%	0	0%	0	0%
Pole Line Equipment	1	2253	0	0	0	0%	0	0%	0	0%
Poles	138	2119	2	590	2	100.0%	0	0%	0	0%
Police & Fire Organizations	13575	521	17	575	9	52.9%	6	35.3%	2	11.8%
Police Departments	124	2132	0	0	0	0%	0	0%	0	0%
Police Equipment	1835	1320	8	584	7	87.5%	1	12.5%	0	0%
Polishes	226	2038	1	591	0	0%	1	100.0%	0	0%
Political Organizations	301	1972	3	589	3	100.0%	0	0%	0	0%
Polyethylene Materials & Products	19	2235	0	0	0	0%	0	0%	0	0%
Polyurethane Products	464	1852	0	0	0	0%	0	0%	0	0%
Ponzi Schemes	667	1722	2	590	0	0%	0	0%	2	100.0%
Popcorn & Supplies	221	2042	13	579	6	46.2%	1	7.7%	6	46.2%
Popcorn Machines	476	1843	2	590	2	100.0%	0	0%	0	0%
Porcelain Enamel Repair & Refinish	16029	469	62	530	43	69.4%	14	22.6%	5	8.1%
Porcelain Enameling	9	2245	0	0	0	0%	0	0%	0	0%
Porcelain Products	6	2248	0	0	0	0%	0	0%	0	0%
Porch Shades	935	1598	11	581	9	81.8%	2	18.2%	0	0%
Port Authorities	318	1959	0	0	0	0%	0	0%	0	0%
Portfolios	12	2242	0	0	0	0%	0	0%	0	0%
Post Cards-Manufacturers & Distributors	78	2176	3	589	2	66.7%	1	33.3%	0	0%
Post Offices	133	2123	10	582	6	60.0%	4	40.0%	0	0%
Posters	2457	1182	258	359	212	82.2%	46	17.8%	0	0%
Potato Chips	30	2224	1	591	1	100.0%	0	0%	0	0%
Potatoes-Processed	399	1899	0	0	0	0%	0	0%	0	0%
Pottery	1087	1545	23	569	12	52.2%	11	47.8%	0	0%
Pottery Equipment & Supplies	39	2215	5	587	4	80.0%	1	20.0%	0	0%
Poultry Brokers	219	2044	0	0	0	0%	0	0%	0	0%
Poultry Equipment & Supplies	455	1859	0	0	0	0%	0	0%	0	0%
Poultry Farms	929	1600	6	586	4	66.7%	2	33.3%	0	0%
Poultry Services	12	2242	0	0	0	0%	0	0%	0	0%
Poultry-Retail	448	1862	4	588	3	75.0%	1	25.0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Poultry-Wholesale	24	2230	1	591	1	100.0%	0	0%	0	0%
Powder Processing-Industrial	766	1672	1	591	1	100.0%	0	0%	0	0%
Power Plant Consultants	24	2230	2	590	1	50.0%	0	0%	1	50.0%
Power Plant Equipment	364	1927	6	586	6	100.0%	0	0%	0	0%
Power Plant Equipment-Repairing	12	2242	0	0	0	0%	0	0%	0	0%
Power Transmission Equipment	273	1997	7	585	5	71.4%	2	28.6%	0	0%
Precious, Semi-Precious & Synthetic	62	2192	0	0	0	0%	0	0%	0	0%
Premium Goods	44	2210	0	0	0	0%	0	0%	0	0%
Preserves, Jams & Jellies	7	2247	1	591	0	0%	1	100.0%	0	0%
Presses-Power	14	2240	0	0	0	0%	0	0%	0	0%
Presses-Power-Equipment	50	2204	3	589	1	33.3%	2	66.7%	0	0%
Pressing Machines-Clothes	2	2252	3	589	2	66.7%	1	33.3%	0	0%
Pressure Washing	24120	368	101	492	48	47.5%	50	49.5%	3	3.0%
Pressurization Equipment	12	2242	0	0	0	0%	0	0%	0	0%
Pretzels	56	2198	3	589	2	66.7%	1	33.3%	0	0%
Price Marking Equipment & Supplies	1	2253	0	0	0	0%	0	0%	0	0%
Printed & Etched Circuits	397	1901	1	591	0	0%	1	100.0%	0	0%
Printers	72061	140	534	250	318	59.6%	208	39.0%	8	1.5%
Printers-Business Forms	3389	1043	27	565	8	29.6%	17	63.0%	2	7.4%
Printers-Cellophane, Foil, Etc.	6	2248	2	590	1	50.0%	1	50.0%	0	0%
Printers-Glass, Metal, Plastic, Etc.	105	2149	26	566	23	88.5%	3	11.5%	0	0%
Printing Brokers	2373	1200	24	568	12	50.0%	12	50.0%	0	0%
Printing Equipment	3260	1057	19	573	6	31.6%	12	63.2%	1	5.3%
Printing Plates	12	2242	0	0	0	0%	0	0%	0	0%
Printing Rollers	4	2250	0	0	0	0%	0	0%	0	0%
Printing Supplies	4551	910	102	491	80	78.4%	21	20.6%	1	1.0%
Prize Promotions	13177	531	167	429	50	29.9%	82	49.1%	35	21.0%
Process Servers	1935	1291	16	576	8	50.0%	8	50.0%	0	0%
Product Development & Marketing	48487	211	308	331	220	71.4%	87	28.2%	1	0.3%
Product Sales - General	54267	193	1261	129	872	69.2%	371	29.4%	18	1.4%
Product Sales via Telephone	5033	875	144	450	102	70.8%	41	28.5%	1	0.7%
Professional Organizations	4327	930	19	573	13	68.4%	6	31.6%	0	0%
Professional Services (General)	61224	172	716	204	434	60.6%	242	33.8%	40	5.6%
Programmed Instruction	73	2181	5	587	1	20.0%	4	80.0%	0	0%
Projection Apparatus	49	2205	3	589	3	100.0%	0	0%	0	0%
Proofreading	655	1729	0	0	0	0%	0	0%	0	0%
Propellers	99	2155	0	0	0	0%	0	0%	0	0%
Property Maintenance	30683	312	576	237	404	70.1%	164	28.5%	8	1.4%
Property Management	213421	49	4598	37	3352	72.9%	1192	25.9%	54	1.2%
Prosthetic Devices	3187	1072	29	563	24	82.8%	5	17.2%	0	0%
Psychiatrists & Psychiatric Services	2974	1103	37	555	30	81.1%	7	18.9%	0	0%
Psychics	4311	933	121	471	57	47.1%	58	47.9%	6	5.0%
Psychologist Information & Referral Services	120	2136	4	588	3	75.0%	1	25.0%	0	0%
Psychologists	5800	826	41	551	34	82.9%	4	9.8%	3	7.3%
Public Opinion Analysts	550	1792	1	591	1	100.0%	0	0%	0	0%
Public Relations Counselors	8243	691	33	559	12	36.4%	21	63.6%	0	0%
Public Speaking Instruction	416	1888	7	585	6	85.7%	1	14.3%	0	0%
Public Utility Consultants	1647	1372	26	566	25	96.2%	1	3.8%	0	0%
Publicity Service	5152	865	86	506	79	91.9%	5	5.8%	2	2.3%
Publishers Representatives	622	1754	13	579	11	84.6%	2	15.4%	0	0%
Publishers-Book	74279	134	1591	112	1259	79.1%	301	18.9%	31	1.9%
Publishers-Directory & Guide	71383	144	2992	52	1366	45.7%	1608	53.7%	18	0.6%
Publishers-Periodical	26025	353	333	318	172	51.7%	153	45.9%	8	2.4%
Publishing Consultants	3903	978	108	485	73	67.6%	34	31.5%	1	0.9%
Pulleys	5	2249	0	0	0	0%	0	0%	0	0%
Pulp & Pulp Products	171	2087	0	0	0	0%	0	0%	0	0%
Pumping Contractors	646	1736	7	585	5	71.4%	2	28.6%	0	0%
Pumps-Dealers	1353	1452	12	580	6	50.0%	5	41.7%	1	8.3%
Pumps-Service & Repair	5852	818	39	553	28	71.8%	7	17.9%	4	10.3%
Pumps-Supplies & Parts	119	2137	2	590	1	50.0%	1	50.0%	0	0%
Pumps-Wholesale & Manufacturers	358	1932	2	590	2	100.0%	0	0%	0	0%
Punch Presses	1	2253	0	0	0	0%	0	0%	0	0%
Punches	2	2252	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Puppets & Marionettes	141	2116	1	591	1	100.0%	0	0%	0	0%
Pyramid Companies	24070	369	128	465	14	10.9%	110	85.9%	4	3.1%
Quarries	330	1950	0	0	0	0%	0	0%	0	0%
Quartz	49	2205	1	591	1	100.0%	0	0%	0	0%
Quilting	690	1709	6	586	2	33.3%	2	33.3%	2	33.3%
Quilting Materials & Supplies	914	1607	4	588	3	75.0%	1	25.0%	0	0%
Quilts	877	1620	8	584	6	75.0%	2	25.0%	0	0%
Quilts-Renovating	1	2253	0	0	0	0%	0	0%	0	0%
Race Track Equipment & Supplies	199	2063	12	580	7	58.3%	5	41.7%	0	0%
Race Tracks	1576	1387	26	566	22	84.6%	3	11.5%	1	3.8%
Rack Merchandise Service	17	2237	2	590	1	50.0%	1	50.0%	0	0%
Racks	230	2034	1	591	1	100.0%	0	0%	0	0%
Racquetball Courts-Private	1095	1540	36	556	27	75.0%	7	19.4%	2	5.6%
Racquetball Courts-Public	16	2238	0	0	0	0%	0	0%	0	0%
Racquetball Equipment & Supplies	206	2056	7	585	6	85.7%	1	14.3%	0	0%
Radar Equipment	960	1587	26	566	22	84.6%	4	15.4%	0	0%
Radiator Covers & Enclosures	51	2203	2	590	0	0%	2	100.0%	0	0%
Radiators-Automotive	9163	652	101	492	71	70.3%	26	25.7%	4	4.0%
Radio Communication Equipment & Systems	6915	759	96	497	45	46.9%	51	53.1%	0	0%
Radio Program Producers	471	1847	0	0	0	0%	0	0%	0	0%
Radio Program Surveys	46	2208	0	0	0	0%	0	0%	0	0%
Radio Station Equipment	49	2205	0	0	0	0%	0	0%	0	0%
Radio Station Reps	77	2177	3	589	2	66.7%	1	33.3%	0	0%
Radio Stations & Broadcast Companies	12673	542	100	493	75	75.0%	24	24.0%	1	1.0%
Radioactive Materials	118	2138	0	0	0	0%	0	0%	0	0%
Radioactivity Instruments, Supplies, Services.	3	2251	0	0	0	0%	0	0%	0	0%
Radios-Citizen Band	303	1970	3	589	1	33.3%	2	66.7%	0	0%
Radiotelephone Communication-Equipment & Systems	2766	1133	33	559	7	21.2%	4	12.1%	22	66.7%
Radiotelephone Communications - Common Carrier	194	2068	10	582	2	20.0%	8	80.0%	0	0%
Radon Testing & Service	10975	594	22	570	14	63.6%	8	36.4%	0	0%
Railings	3009	1096	6	586	2	33.3%	4	66.7%	0	0%
Railroad Car Leasing	18	2236	0	0	0	0%	0	0%	0	0%
Railroad Cars-Manufacturers	75	2179	2	590	0	0%	2	100.0%	0	0%
Railroad Contractors	375	1918	1	591	1	100.0%	0	0%	0	0%
Railroad Equipment & Supplies	219	2044	2	590	2	100.0%	0	0%	0	0%
Railroad Ties-Dealers	30	2224	1	591	0	0%	1	100.0%	0	0%
Railroad Ties-Wholesale & Manufacturers	12	2242	0	0	0	0%	0	0%	0	0%
Railroads	735	1688	42	550	37	88.1%	5	11.9%	0	0%
Railroads - Freight	997	1579	1	591	1	100.0%	0	0%	0	0%
Railroads-Ticket Agencies	170	2088	9	583	2	22.2%	7	77.8%	0	0%
Rails & Accessories	109	2147	0	0	0	0%	0	0%	0	0%
Rainwear	8	2246	2	590	0	0%	2	100.0%	0	0%
Ranches	1655	1369	31	561	23	74.2%	8	25.8%	0	0%
Range Hoods & Canopies	45	2209	2	590	2	100.0%	0	0%	0	0%
Ranges & Ovens-Dealers	34	2220	5	587	4	80.0%	1	20.0%	0	0%
Ranges & Ovens-Service & Repair	64	2190	1	591	0	0%	1	100.0%	0	0%
Ranges & Ovens-Supplies & Parts	1	2253	0	0	0	0%	0	0%	0	0%
Ranges & Ovens-Wholesale & Manufacturers	128	2128	1	591	1	100.0%	0	0%	0	0%
Rayon Fabrics	4	2250	0	0	0	0%	0	0%	0	0%
Razors & Razor Blades	102	2152	9	583	4	44.4%	5	55.6%	0	0%
Reading Instruction	540	1798	15	577	15	100.0%	0	0%	0	0%
Real Estate	473207	21	3526	45	2509	71.2%	942	26.7%	75	2.1%
Real Estate - Rentals by Individuals	10495	609	363	308	215	59.2%	134	36.9%	14	3.9%
Real Estate Appraisers	43234	231	270	353	202	74.8%	61	22.6%	7	2.6%
Real Estate Consultants	43211	232	275	348	188	68.4%	83	30.2%	4	1.5%
Real Estate Developers	74270	135	586	235	417	71.2%	155	26.5%	14	2.4%
Real Estate Investors	3888	980	17	575	12	70.6%	4	23.5%	1	5.9%
Real Estate Loans	56503	183	254	362	153	60.2%	98	38.6%	3	1.2%
Real Estate Maintenance Protection Plan	17255	449	633	220	630	99.5%	3	0.5%	0	0%
Real Estate Rental Service	28806	333	655	216	446	68.1%	191	29.2%	18	2.7%
Real Estate Schools	10019	625	37	555	26	70.3%	10	27.0%	1	2.7%
Real Estate Services	123524	91	831	179	553	66.5%	251	30.2%	27	3.2%
Recorded Information	1870	1312	50	542	49	98.0%	1	2.0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Recording Instruments - Industrial & Scientific	152	2106	0	0	0	0%	0	0%	0	0%
Recording Service-Sound & Video	13961	514	158	437	73	46.2%	78	49.4%	7	4.4%
Recording Studio Equipment	3022	1093	15	577	8	53.3%	7	46.7%	0	0%
Records-Phono-Manufacturers Equipment & Supplies	14	2240	2	590	1	50.0%	1	50.0%	0	0%
Recreation Centers	4155	945	78	514	45	57.7%	32	41.0%	1	1.3%
Recreation Program Consultants	173	2086	8	584	5	62.5%	3	37.5%	0	0%
Recreational Vehicles - Dealers	55180	188	1089	150	832	76.4%	228	20.9%	29	2.7%
Recreational Vehicles - Equip., Parts, Supplies	3913	977	187	415	145	77.5%	42	22.5%	0	0%
Recreational Vehicles-Rent & Lease	3498	1028	107	486	56	52.3%	50	46.7%	1	0.9%
Recreational Vehicles-Repair & Service	7101	745	105	488	78	74.3%	25	23.8%	2	1.9%
Recreational Vehicles-Storage	1142	1521	24	568	13	54.2%	11	45.8%	0	0%
Recruiting-Armed Forces	208	2054	1	591	0	0%	1	100.0%	0	0%
Rectifiers-Electric	1	2253	0	0	0	0%	0	0%	0	0%
Recycling Centers	11708	572	142	452	85	59.9%	52	36.6%	5	3.5%
Reels	15	2239	1	591	1	100.0%	0	0%	0	0%
Reflectors	17	2237	0	0	0	0%	0	0%	0	0%
Reflexologists	141	2116	1	591	1	100.0%	0	0%	0	0%
Refractories	49	2205	0	0	0	0%	0	0%	0	0%
Refreshment Stands	42	2212	0	0	0	0%	0	0%	0	0%
Refrigeration Equipment - Commercial - Sales & Service	8387	682	51	541	27	52.9%	24	47.1%	0	0%
Refrigeration Equipment-Supplies & Parts	681	1713	9	583	5	55.6%	4	44.4%	0	0%
Refrigerators & Freezers - Rent & Lease	64	2190	0	0	0	0%	0	0%	0	0%
Refrigerators & Freezers - Service & Repair	3307	1053	46	546	30	65.2%	13	28.3%	3	6.5%
Refrigerators & Freezers - Supplies & Parts	21	2233	1	591	0	0%	1	100.0%	0	0%
Refrigerators & Freezers - Wholesale & Manufacturers	22	2232	3	589	0	0%	3	100.0%	0	0%
Refrigerators & Freezers-Dealers	830	1637	13	579	6	46.2%	7	53.8%	0	0%
Rehabilitation Services	5720	831	74	518	63	85.1%	11	14.9%	0	0%
Religious Goods	2315	1218	51	541	38	74.5%	12	23.5%	1	2.0%
Religious Organizations	2554	1165	32	560	20	62.5%	11	34.4%	1	3.1%
Reloader Schemes	124	2132	2	590	0	0%	0	0%	2	100.0%
Relocation Service	63645	164	774	190	643	83.1%	126	16.3%	5	0.6%
Rendering Companies	171	2087	1	591	0	0%	0	0%	1	100.0%
Rental Service Stores & Yards	8754	671	142	452	93	65.5%	44	31.0%	5	3.5%
Rental Vacancy Listing Service	16819	453	586	235	257	43.9%	323	55.1%	6	1.0%
Reporters-Court & Convention	2544	1166	7	585	3	42.9%	4	57.1%	0	0%
Repossession Service	5674	834	130	463	92	70.8%	35	26.9%	3	2.3%
Reptiles	212	2050	11	581	7	63.6%	4	36.4%	0	0%
Resident Buyers	821	1642	4	588	1	25.0%	3	75.0%	0	0%
Resins	200	2062	0	0	0	0%	0	0%	0	0%
Resorts	22784	381	734	199	511	69.6%	212	28.9%	11	1.5%
Respirators	461	1854	1	591	1	100.0%	0	0%	0	0%
Rest Homes	286	1986	1	591	1	100.0%	0	0%	0	0%
Rest Homes-Info & Placement Bureaus	174	2085	4	588	3	75.0%	1	25.0%	0	0%
Restaurant Equipment & Supplies	10141	623	130	463	95	73.1%	32	24.6%	3	2.3%
Restaurant Equipment-Repair & Service	2622	1154	19	573	11	57.9%	3	15.8%	5	26.3%
Restaurant Management	886	1617	12	580	5	41.7%	7	58.3%	0	0%
Restaurants	198159	56	4076	40	2552	62.6%	1403	34.4%	121	3.0%
Resume Service	24451	365	162	433	72	44.4%	80	49.4%	10	6.2%
Retirement & Life Care Communities & Homes	15504	479	52	540	37	71.2%	14	26.9%	1	1.9%
Retirement Planning Service	25928	356	24	568	20	83.3%	3	12.5%	1	4.2%
Retreat Facilities	336	1945	19	573	7	36.8%	9	47.4%	3	15.8%
Ribbon Printing	15	2239	0	0	0	0%	0	0%	0	0%
Ribbons	492	1830	2	590	2	100.0%	0	0%	0	0%
Rice	10	2244	0	0	0	0%	0	0%	0	0%
Riding Academies	828	1638	9	583	6	66.7%	2	22.2%	1	11.1%
Riding Apparel & Equipment	806	1650	11	581	6	54.5%	5	45.5%	0	0%
Rifle & Pistol Ranges	133	2123	1	591	1	100.0%	0	0%	0	0%
Riggers	158	2100	0	0	0	0%	0	0%	0	0%
Riggers Equipment & Supplies	28	2226	0	0	0	0%	0	0%	0	0%
Rings-Retaining	2	2252	0	0	0	0%	0	0%	0	0%
Rivets	5	2249	0	0	0	0%	0	0%	0	0%
Road Building Contractors	2333	1212	8	584	3	37.5%	4	50.0%	1	12.5%
Road Building Equipment	58	2196	2	590	1	50.0%	1	50.0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Road Oiling & Dust Control	110	2146	4	588	2	50.0%	2	50.0%	0	0%
Road Service-Automotive	15323	484	169	427	152	89.9%	14	8.3%	3	1.8%
Robots	130	2126	11	581	2	18.2%	9	81.8%	0	0%
Rock Shops	316	1960	4	588	2	50.0%	2	50.0%	0	0%
Rodeos	15	2239	1	591	1	100.0%	0	0%	0	0%
Rollers	9	2245	1	591	1	100.0%	0	0%	0	0%
Rolling Mill Machinery	3	2251	0	0	0	0%	0	0%	0	0%
Roof Cleaning & Stain Removal	3192	1071	8	584	6	75.0%	2	25.0%	0	0%
Roof Cooling Systems	387	1909	2	590	0	0%	2	100.0%	0	0%
Roof Decks	1665	1365	3	589	3	100.0%	0	0%	0	0%
Roof Structures	44466	226	255	361	131	51.4%	119	46.7%	5	2.0%
Roofing Contractors	1488029	1	7013	24	4040	57.6%	2564	36.6%	409	5.8%
Roofing Equipment & Supplies	2832	1125	15	577	8	53.3%	4	26.7%	3	20.0%
Roofing Materials	9303	644	54	538	30	55.6%	24	44.4%	0	0%
Roofing Service Consultants	2997	1099	24	568	11	45.8%	10	41.7%	3	12.5%
Rooming Houses	391	1905	9	583	3	33.3%	6	66.7%	0	0%
Roommate Referral Service	1913	1302	28	564	19	67.9%	9	32.1%	0	0%
Rope	65	2189	0	0	0	0%	0	0%	0	0%
Rotogravure Printers	1	2253	0	0	0	0%	0	0%	0	0%
Routing Service-Air, Highway & Marine	71	2183	0	0	0	0%	0	0%	0	0%
Rubber Clothing & Footwear	129	2127	7	585	6	85.7%	1	14.3%	0	0%
Rubber Products	1083	1548	0	0	0	0%	0	0%	0	0%
Rubber Stamps	1803	1328	25	567	18	72.0%	7	28.0%	0	0%
Rubber Stamps-Manufacturers Equipment & Supplies	139	2118	0	0	0	0%	0	0%	0	0%
Rubber Working Machinery	270	2000	0	0	0	0%	0	0%	0	0%
Rubber-Crude	29	2225	0	0	0	0%	0	0%	0	0%
Rubber-Synthetic	69	2185	2	590	0	0%	2	100.0%	0	0%
Rubbish & Garbage Removal	40055	251	1881	91	1356	72.1%	476	25.3%	49	2.6%
Rubbish & Garbage Removal Contractors Equipment	990	1581	68	524	27	39.7%	40	58.8%	1	1.5%
Rulers & Yardsticks	6	2248	0	0	0	0%	0	0%	0	0%
Rust Preventatives & Removers	37	2217	0	0	0	0%	0	0%	0	0%
Rustproofing & Undercoating-Auto	538	1800	10	582	9	90.0%	0	0%	1	10.0%
Rustproofing-Industrial	16	2238	0	0	0	0%	0	0%	0	0%
Saddlery & Harness	2507	1175	57	535	31	54.4%	26	45.6%	0	0%
Safe & Vault Movers	12	2242	0	0	0	0%	0	0%	0	0%
Safe Deposit Box Rental	69	2185	1	591	1	100.0%	0	0%	0	0%
Safes & Vaults	2744	1137	17	575	2	11.8%	15	88.2%	0	0%
Safes & Vaults-Opening & Repairing	13	2241	0	0	0	0%	0	0%	0	0%
Safety & Rescue Equipment Sales & Services.	1768	1337	35	557	13	37.1%	19	54.3%	3	8.6%
Safety Cans	3	2251	0	0	0	0%	0	0%	0	0%
Safety Consultants	7515	724	18	574	9	50.0%	2	11.1%	7	38.9%
Safety Equipment & Clothing	5950	809	36	556	20	55.6%	16	44.4%	0	0%
Sailmakers	496	1827	3	589	0	0%	2	66.7%	1	33.3%
Salads	61	2193	0	0	0	0%	0	0%	0	0%
Sales & Order Books	2913	1109	28	564	18	64.3%	5	17.9%	5	17.9%
Sales Organizations	7203	738	38	554	17	44.7%	17	44.7%	4	10.5%
Sales Presentations	746	1682	12	580	11	91.7%	1	8.3%	0	0%
Sales Promotion Service	7674	712	119	472	46	38.7%	57	47.9%	16	13.4%
Sales Training	1295	1473	11	581	9	81.8%	2	18.2%	0	0%
Salt	783	1664	0	0	0	0%	0	0%	0	0%
Salvage-Marine	103	2151	2	590	2	100.0%	0	0%	0	0%
Sample Cards & Books	31	2223	3	589	2	66.7%	1	33.3%	0	0%
Sanctuaries-Wild Life	190	2072	2	590	2	100.0%	0	0%	0	0%
Sand & Gravel	9005	661	26	566	18	69.2%	8	30.8%	0	0%
Sand & Gravel Handling Equipment	54	2200	0	0	0	0%	0	0%	0	0%
Sandblasting	8777	669	41	551	18	43.9%	20	48.8%	3	7.3%
Sandblasting Equipment & Supplies	372	1921	1	591	1	100.0%	0	0%	0	0%
Sandwiches	1918	1299	24	568	9	37.5%	15	62.5%	0	0%
Sanitariums	11	2243	1	591	1	100.0%	0	0%	0	0%
Sanitary Napkins	2	2252	0	0	0	0%	0	0%	0	0%
Sanitation Consultants	723	1693	84	508	71	84.5%	11	13.1%	2	2.4%
Sash Operating Devices	411	1892	2	590	2	100.0%	0	0%	0	0%
Satellite Communication-Common Carrier	11728	571	1210	135	1020	84.3%	184	15.2%	6	0.5%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Satellite Equipment & Supplies	63531	166	9390	13	9078	96.7%	294	3.1%	18	0.2%
Sauna Equipment & Supplies	2459	1181	25	567	16	64.0%	5	20.0%	4	16.0%
Sausages	113	2143	1	591	0	0%	1	100.0%	0	0%
Savings & Loan Association - Repts	118	2138	4	588	4	100.0%	0	0%	0	0%
Savings & Loan Associations	10673	601	239	374	230	96.2%	9	3.8%	0	0%
Sawdust & Shavings	309	1965	1	591	1	100.0%	0	0%	0	0%
Sawmill Equipment & Supplies	124	2132	0	0	0	0%	0	0%	0	0%
Sawmills	1439	1421	4	588	2	50.0%	2	50.0%	0	0%
Saws	2921	1108	123	469	82	66.7%	40	32.5%	1	0.8%
Saws-Sharpen & Repair	225	2039	4	588	4	100.0%	0	0%	0	0%
Scaffolding & Aerial Lifts	1084	1547	6	586	4	66.7%	2	33.3%	0	0%
Scales	1970	1280	11	581	10	90.9%	1	9.1%	0	0%
Scales-Repair	104	2150	0	0	0	0%	0	0%	0	0%
Scalp Care	777	1666	3	589	3	100.0%	0	0%	0	0%
Scenery Studio	142	2115	0	0	0	0%	0	0%	0	0%
Scholarships & Financial Aid	40889	245	545	245	388	71.2%	152	27.9%	5	0.9%
Scholastic Prep Courses, Books & Materials	10294	614	435	277	417	95.9%	18	4.1%	0	0%
School Furniture & Equipment	387	1909	0	0	0	0%	0	0%	0	0%
School Information	1618	1378	10	582	3	30.0%	7	70.0%	0	0%
School Supplies	6198	798	157	438	53	33.8%	104	66.2%	0	0%
Schools - Academic - Colleges & Universities.	123297	93	1189	139	1063	89.4%	118	9.9%	8	0.7%
Schools - Academic - Pre & Kindergarten	16076	466	85	507	67	78.8%	17	20.0%	1	1.2%
Schools - Academic - Second & Elementary	8405	681	100	493	57	57.0%	41	41.0%	2	2.0%
Schools - Academic - Special Education	12551	546	92	500	74	80.4%	15	16.3%	3	3.3%
Schools - Home Study	5	2249	0	0	0	0%	0	0%	0	0%
Schools-Business & Vocational	162699	70	989	160	762	77.0%	183	18.5%	44	4.4%
Schools-General Interest	44684	225	206	399	118	57.3%	74	35.9%	14	6.8%
Scientific Apparatus & Instruments	939	1595	5	587	3	60.0%	2	40.0%	0	0%
Scientists	122	2134	2	590	2	100.0%	0	0%	0	0%
Scoreboards	92	2162	0	0	0	0%	0	0%	0	0%
Scrap Metals	2359	1205	23	569	10	43.5%	9	39.1%	4	17.4%
Screen Enclosures	27296	346	179	420	125	69.8%	50	27.9%	4	2.2%
Screen Manufacturers Equipment & Supplies	344	1941	2	590	0	0%	1	50.0%	1	50.0%
Screen Printing	9088	656	76	516	43	56.6%	32	42.1%	1	1.3%
Screen Printing-Equipment & Supplies	888	1616	4	588	2	50.0%	1	25.0%	1	25.0%
Screen Repair	4692	900	31	561	14	45.2%	15	48.4%	2	6.5%
Screening & Sifting Equipment	250	2015	4	588	0	0%	4	100.0%	0	0%
Screens-Decorative	332	1948	3	589	0	0%	3	100.0%	0	0%
Screens-Door & Window	13703	517	96	497	60	62.5%	35	36.5%	1	1.0%
Screw Machine Products	277	1995	0	0	0	0%	0	0%	0	0%
Screw Machines & Equipment	36	2218	0	0	0	0%	0	0%	0	0%
Screws	447	1863	1	591	1	100.0%	0	0%	0	0%
Sculptors	271	1999	11	581	7	63.6%	4	36.4%	0	0%
Sculptors Equipment & Supplies	103	2151	0	0	0	0%	0	0%	0	0%
Seals-Notary & Corporation	10544	607	722	203	283	39.2%	436	60.4%	3	0.4%
Seals-O-Ring	7	2247	0	0	0	0%	0	0%	0	0%
Seals-Oil, Grease, Etc	876	1621	7	585	2	28.6%	5	71.4%	0	0%
Seals-Security	123	2133	0	0	0	0%	0	0%	0	0%
Searchers of Records	11074	588	283	343	264	93.3%	17	6.0%	2	0.7%
Seat Belts	190	2072	2	590	2	100.0%	0	0%	0	0%
Seating Companies	117	2139	0	0	0	0%	0	0%	0	0%
Second Hand Stores	785	1663	21	571	13	61.9%	8	38.1%	0	0%
Secretarial Services	8825	667	38	554	22	57.9%	14	36.8%	2	5.3%
Security Control Equipment & System Monitors	208927	51	2877	58	2627	91.3%	216	7.5%	34	1.2%
Security Guard & Patrol Service	37740	270	83	509	52	62.7%	28	33.7%	3	3.6%
Security Systems Consultants	21799	389	202	403	161	79.7%	36	17.8%	5	2.5%
Seed Cleaning Equipment	17	2237	0	0	0	0%	0	0%	0	0%
Seeds & Bulbs-Retail	2397	1193	54	538	45	83.3%	8	14.8%	1	1.9%
Seeds & Bulbs-Wholesale	287	1985	29	563	25	86.2%	4	13.8%	0	0%
Seismograph Service	10	2244	0	0	0	0%	0	0%	0	0%
Self Defense	5952	808	97	496	54	55.7%	34	35.1%	9	9.3%
Self Defense Devices	1393	1436	7	585	5	71.4%	1	14.3%	1	14.3%
SemiConductor Devices	366	1926	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Seminars - Wealth Building & Real Estate	552	1790	0	0	0	0%	0	0%	0	0%
Senior Citizen `s Service Organization	9848	629	24	568	21	87.5%	3	12.5%	0	0%
Septic Tanks & Systems Contractors & Dealers	43698	229	244	369	152	62.3%	89	36.5%	3	1.2%
Septic Tanks & Systems Wholesale & Manufacturers	390	1906	2	590	2	100.0%	0	0%	0	0%
Septic Tanks & SystemsCleaning	18284	438	162	433	102	63.0%	57	35.2%	3	1.9%
Septic Tanks-Treatment Supplies	1914	1301	39	553	27	69.2%	12	30.8%	0	0%
Service Stations-Gasoline & Oil	48782	210	1200	138	718	59.8%	462	38.5%	20	1.7%
Services (General)	94520	115	1206	136	615	51.0%	468	38.8%	123	10.2%
ServiceStation Equipment	298	1975	5	587	4	80.0%	0	0%	1	20.0%
ServiceStation Supplies	59	2195	2	590	2	100.0%	0	0%	0	0%
Sewage Disposal Systems	4538	912	14	578	10	71.4%	4	28.6%	0	0%
Sewage Treatment Equipment	478	1842	4	588	1	25.0%	3	75.0%	0	0%
Sewer Cleaning Equipment & Supplies	1196	1498	2	590	2	100.0%	0	0%	0	0%
Sewer Contractors	7401	729	41	551	26	63.4%	15	36.6%	0	0%
Sewer Pipe	4	2250	1	591	1	100.0%	0	0%	0	0%
Sewing Contractors	675	1717	17	575	10	58.8%	5	29.4%	2	11.8%
Sewing Instruction	1133	1525	4	588	1	25.0%	3	75.0%	0	0%
Sewing Machines-Dealers	7690	711	108	485	86	79.6%	21	19.4%	1	0.9%
Sewing Machines-Industrial & Commercial	55	2199	3	589	3	100.0%	0	0%	0	0%
Sewing Machines-Service & Repair	1352	1453	32	560	28	87.5%	3	9.4%	1	3.1%
Sewing Machines-Supplies & Parts	65	2189	3	589	2	66.7%	1	33.3%	0	0%
Sewing Machines-Wholesale & Manufacturers	12	2242	0	0	0	0%	0	0%	0	0%
Shafting	271	1999	0	0	0	0%	0	0%	0	0%
Sharpening Service	647	1735	7	585	4	57.1%	3	42.9%	0	0%
Shavers-Electric	282	1990	6	586	5	83.3%	1	16.7%	0	0%
Shavers-Electric Repair	60	2194	2	590	1	50.0%	1	50.0%	0	0%
Shears & Scissors	55	2199	1	591	0	0%	0	0%	1	100.0%
Sheepskin Specialties	156	2102	0	0	0	0%	0	0%	0	0%
Sheet Metal Equipment & Supplies	4137	949	5	587	2	40.0%	3	60.0%	0	0%
Sheet Metal Work	7995	698	26	566	16	61.5%	10	38.5%	0	0%
Shelving	1217	1494	2	590	0	0%	2	100.0%	0	0%
Shielding-Magnetic, Electrostatic	123	2133	0	0	0	0%	0	0%	0	0%
Shingles	460	1855	2	590	1	50.0%	1	50.0%	0	0%
Ship Brokers	83	2171	1	591	1	100.0%	0	0%	0	0%
Ship Builders & Repair	155	2103	0	0	0	0%	0	0%	0	0%
Ship Chandlers	126	2130	0	0	0	0%	0	0%	0	0%
Ship Cleaning	2	2252	0	0	0	0%	0	0%	0	0%
Ship Registers	6	2248	0	0	0	0%	0	0%	0	0%
Ship Wreckers	21	2233	1	591	0	0%	1	100.0%	0	0%
Shipping Masters	6220	796	121	471	86	71.1%	34	28.1%	1	0.8%
Shipping Room Supplies	948	1591	23	569	19	82.6%	4	17.4%	0	0%
Shirts-Custom Made	1567	1391	73	519	37	50.7%	32	43.8%	4	5.5%
Shirts-Wholesale & Manufacturers	158	2100	7	585	4	57.1%	3	42.9%	0	0%
Shock Absorbers	38	2216	2	590	1	50.0%	1	50.0%	0	0%
Shoe Dyers	65	2189	4	588	2	50.0%	2	50.0%	0	0%
Shoe Findings & Supplies	128	2128	3	589	1	33.3%	2	66.7%	0	0%
Shoe Laces	4	2250	0	0	0	0%	0	0%	0	0%
Shoe Manufacturers Supplies	46	2208	2	590	2	100.0%	0	0%	0	0%
Shoe Repair	3603	1015	180	419	81	45.0%	94	52.2%	5	2.8%
Shoe Shining	8	2246	0	0	0	0%	0	0%	0	0%
Shoe Trees	2	2252	1	591	0	0%	1	100.0%	0	0%
Shoes-Custom Made	1781	1332	108	485	56	51.9%	45	41.7%	7	6.5%
Shoes-Orthopedic	3755	990	65	527	53	81.5%	10	15.4%	2	3.1%
Shoes-Retail	36980	272	1150	147	730	63.5%	378	32.9%	42	3.7%
Shoes-Wholesale & Manufacturers	2273	1223	45	547	34	75.6%	8	17.8%	3	6.7%
Shoplifting Prevention Devices	21	2233	0	0	0	0%	0	0%	0	0%
Shoppers News Publications	3679	1000	198	406	158	79.8%	39	19.7%	1	0.5%
Shopping Carts & Baskets	36	2218	0	0	0	0%	0	0%	0	0%
Shopping Centers & Malls	4366	927	55	537	36	65.5%	17	30.9%	2	3.6%
Shopping Service - Protective, Comparative	25282	362	85	507	23	27.1%	56	65.9%	6	7.1%
Shopping Service-Personal	9095	654	72	520	37	51.4%	31	43.1%	4	5.6%
Shoring Contractors	125	2131	2	590	0	0%	2	100.0%	0	0%
Shortening	1	2253	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Shot Peening	3	2251	0	0	0	0%	0	0%	0	0%
Shovels-Power	4	2250	0	0	0	0%	0	0%	0	0%
Show Cases	59	2195	3	589	1	33.3%	2	66.7%	0	0%
Shower Curtains-Wholesale & Manufacturers	13	2241	1	591	1	100.0%	0	0%	0	0%
Shower Doors & Enclosures	5799	827	43	549	30	69.8%	12	27.9%	1	2.3%
Shuffleboards	4	2250	0	0	0	0%	0	0%	0	0%
Shutters	68095	151	897	169	421	46.9%	448	49.9%	28	3.1%
Siding Contractors	197509	58	1067	154	747	70.0%	271	25.4%	49	4.6%
Siding Materials	4017	964	25	567	20	80.0%	4	16.0%	1	4.0%
Sightseeing Tours	15021	492	199	405	109	54.8%	89	44.7%	1	0.5%
Signals	124	2132	1	591	1	100.0%	0	0%	0	0%
Signs	47059	217	404	291	208	51.5%	178	44.1%	18	4.5%
Signs-Equipment & Supplies	650	1733	10	582	6	60.0%	4	40.0%	0	0%
Signs-Erectors & Hangers	130	2126	4	588	2	50.0%	2	50.0%	0	0%
Signs-Maintenance & Repair	1137	1523	10	582	3	30.0%	7	70.0%	0	0%
Silicones	19	2235	1	591	1	100.0%	0	0%	0	0%
Silks-Wholesale & Manufacturers	30	2224	0	0	0	0%	0	0%	0	0%
Silversmiths & Goldsmiths	247	2018	6	586	4	66.7%	2	33.3%	0	0%
Silverware	562	1784	4	588	4	100.0%	0	0%	0	0%
Silverware Clean, Repair & Replate	638	1744	1	591	1	100.0%	0	0%	0	0%
Singing Telegrams	53	2201	1	591	1	100.0%	0	0%	0	0%
Sitting Services	3475	1032	2	590	2	100.0%	0	0%	0	0%
Skate Sharpening	11	2243	1	591	1	100.0%	0	0%	0	0%
Skateboard Parks & Rinks	223	2041	7	585	6	85.7%	1	14.3%	0	0%
Skateboards & Equipment	4528	915	347	310	167	48.1%	177	51.0%	3	0.9%
Skating Equipment & Supplies	1083	1548	27	565	11	40.7%	16	59.3%	0	0%
Skating Instruction	45	2209	7	585	6	85.7%	1	14.3%	0	0%
Skating Rinks	1735	1342	29	563	21	72.4%	8	27.6%	0	0%
Skating Rinks - Installation, Equipment & Supplies	5	2249	2	590	0	0%	2	100.0%	0	0%
Ski Centers & Resorts	497	1826	25	567	23	92.0%	2	8.0%	0	0%
Ski Equipment-Repair	123	2133	3	589	2	66.7%	1	33.3%	0	0%
Ski Equipment-Retail	2355	1207	41	551	25	61.0%	16	39.0%	0	0%
Ski Equipment-Wholesale & Manufacturers	6	2248	0	0	0	0%	0	0%	0	0%
Ski Instruction	183	2078	2	590	1	50.0%	1	50.0%	0	0%
Ski Tours	105	2149	6	586	3	50.0%	3	50.0%	0	0%
Skin Care	32272	302	569	240	382	67.1%	154	27.1%	33	5.8%
Skylights	8983	664	22	570	16	72.7%	5	22.7%	1	4.5%
Slate	301	1972	1	591	1	100.0%	0	0%	0	0%
Slicing Machines	1	2253	0	0	0	0%	0	0%	0	0%
Slides & Film Strips	177	2082	4	588	4	100.0%	0	0%	0	0%
Slings	3	2251	1	591	0	0%	1	100.0%	0	0%
Slip Covers	185	2076	10	582	6	60.0%	4	40.0%	0	0%
Slippers-Wholesale & Manufacturers	15	2239	1	591	1	100.0%	0	0%	0	0%
Smelters & Refiners - Precious Metals	284	1988	2	590	2	100.0%	0	0%	0	0%
Smelters & Refiners Equipment & Supplies	6	2248	1	591	1	100.0%	0	0%	0	0%
Smelters & Refiners-Base Metals	12	2242	2	590	1	50.0%	1	50.0%	0	0%
Smoke Abatement Equipment	639	1743	0	0	0	0%	0	0%	0	0%
Smoke Detectors & Alarms	334	1947	1	591	1	100.0%	0	0%	0	0%
Smoke Odor Counteracting Service	57	2197	1	591	1	100.0%	0	0%	0	0%
Smokers Information & Treatment	2454	1184	34	558	17	50.0%	16	47.1%	1	2.9%
Snow Making Machines	13	2241	0	0	0	0%	0	0%	0	0%
Snow Melting Systems	44	2210	0	0	0	0%	0	0%	0	0%
Snow Removal Equipment	419	1885	9	583	2	22.2%	7	77.8%	0	0%
Snow Removal Service	7301	733	113	480	23	20.4%	84	74.3%	6	5.3%
Snowmobiles	1904	1306	35	557	23	65.7%	9	25.7%	3	8.6%
Soap Dispensers	23	2231	1	591	1	100.0%	0	0%	0	0%
Soaps & Detergents	296	1977	9	583	8	88.9%	0	0%	1	11.1%
Soccer Clubs	265	2005	23	569	13	56.5%	10	43.5%	0	0%
Social Security Service(s)	221	2042	7	585	4	57.1%	3	42.9%	0	0%
Social Service Organizations	7725	709	47	545	40	85.1%	7	14.9%	0	0%
Social Workers	292	1981	8	584	7	87.5%	1	12.5%	0	0%
Sod & Sodding Service	9545	638	79	513	49	62.0%	28	35.4%	2	2.5%
Soda Fountain Equipment	72	2182	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Soda Fountain Equipment-Repairing	3	2251	0	0	0	0%	0	0%	0	0%
Soda Fountain Shops	441	1868	3	589	3	100.0%	0	0%	0	0%
Soda Fountain Supplies	579	1776	1	591	1	100.0%	0	0%	0	0%
Soil Conditioners	194	2068	2	590	2	100.0%	0	0%	0	0%
Soil Conservation Service	510	1817	2	590	1	50.0%	1	50.0%	0	0%
Soil Solidification	94	2160	0	0	0	0%	0	0%	0	0%
Solar Energy Equipment & Sys. Mfg. & Dist.	1675	1358	8	584	4	50.0%	4	50.0%	0	0%
Solar Energy Equipment & Systems Dealers	19223	422	83	509	60	72.3%	23	27.7%	0	0%
Solar Energy Equipment & Systems Service & Repair	8382	683	153	442	109	71.2%	43	28.1%	1	0.7%
Solar Energy Equipment & Systems Supplies & Parts	1269	1477	7	585	4	57.1%	3	42.9%	0	0%
Solar Energy Research & Development	205	2057	0	0	0	0%	0	0%	0	0%
Soldering Equipment	40	2214	1	591	1	100.0%	0	0%	0	0%
Soliciting Organizations	13616	519	163	432	106	65.0%	48	29.4%	9	5.5%
Solvents	49	2205	0	0	0	0%	0	0%	0	0%
Solvents-Reclaiming	7	2247	0	0	0	0%	0	0%	0	0%
Sorting Equipment	6	2248	0	0	0	0%	0	0%	0	0%
Sound Control Structures & Equipment	637	1745	4	588	1	25.0%	3	75.0%	0	0%
Sound Effect Records	60	2194	0	0	0	0%	0	0%	0	0%
Sound Level Testing-Industrial	16	2238	0	0	0	0%	0	0%	0	0%
Sound Systems & Equipment	22886	379	462	268	325	70.3%	133	28.8%	4	0.9%
Souvenirs-Retail	1091	1544	26	566	16	61.5%	9	34.6%	1	3.8%
Souvenirs-Wholesale & Manufacturers	1048	1556	4	588	2	50.0%	2	50.0%	0	0%
Soy Bean Products	539	1799	6	586	4	66.7%	2	33.3%	0	0%
Spark Plugs	41	2213	1	591	1	100.0%	0	0%	0	0%
Spas & Hot Tubs - Dealers	54609	190	834	177	604	72.4%	184	22.1%	46	5.5%
Spas & Hot Tubs - Rental - Wholesale, Mfg..	2893	1112	66	526	62	93.9%	4	6.1%	0	0%
Spas & Hot Tubs-Service & Repair	9254	648	156	439	97	62.2%	54	34.6%	5	3.2%
Spas & Hot Tubs-Supplies & Parts	1633	1375	33	559	25	75.8%	6	18.2%	2	6.1%
Speakers-Rebuild & Repair	173	2086	4	588	1	25.0%	3	75.0%	0	0%
Speakers-Wholesale & Manufacturers	229	2035	5	587	4	80.0%	0	0%	1	20.0%
Speech & Language Pathologists	1497	1409	11	581	8	72.7%	3	27.3%	0	0%
Speech Aid Devices	155	2103	2	590	2	100.0%	0	0%	0	0%
Speed Reducers	22	2232	0	0	0	0%	0	0%	0	0%
Speedometers	109	2147	2	590	1	50.0%	0	0%	1	50.0%
Sperm Banks	92	2162	0	0	0	0%	0	0%	0	0%
Spices	395	1903	2	590	2	100.0%	0	0%	0	0%
Spill Control Equipment & Materials	3	2251	0	0	0	0%	0	0%	0	0%
Spill Control Service	47	2207	0	0	0	0%	0	0%	0	0%
Spinologists	20	2234	0	0	0	0%	0	0%	0	0%
Spiritualists	299	1974	2	590	2	100.0%	0	0%	0	0%
Spools	16	2238	0	0	0	0%	0	0%	0	0%
Sporting Goods-Repair	351	1937	19	573	13	68.4%	6	31.6%	0	0%
Sporting Goods-Retail	44026	228	1186	140	768	64.8%	383	32.3%	35	3.0%
Sporting Goods-Wholesale & Manufacturers	2373	1200	36	556	16	44.4%	18	50.0%	2	5.6%
Sports Promoters & Managers	3473	1033	87	505	42	48.3%	42	48.3%	3	3.4%
Sportswear-Retail	11353	580	314	327	207	65.9%	103	32.8%	4	1.3%
Sportswear-Wholesale & Manufacturers	374	1919	20	572	13	65.0%	7	35.0%	0	0%
Spraying Equipment	164	2094	2	590	2	100.0%	0	0%	0	0%
Spraying Equipment-Renting	188	2074	6	586	4	66.7%	2	33.3%	0	0%
Springs - Coil, Flat, Etc - Distributors & Mfg.	154	2104	0	0	0	0%	0	0%	0	0%
Springs-Automotive-Sales & Service	1386	1438	10	582	9	90.0%	1	10.0%	0	0%
Sprinkler Supervisory Service	230	2034	1	591	0	0%	1	100.0%	0	0%
Sprinklers-Automatic-Fire	6856	761	15	577	5	33.3%	9	60.0%	1	6.7%
Square Dance Apparel	9	2245	3	589	2	66.7%	0	0%	1	33.3%
Stabilizers	3	2251	0	0	0	0%	0	0%	0	0%
Stables	2492	1177	38	554	19	50.0%	18	47.4%	1	2.6%
Stadiums, Arenas & Athletic Fields	1709	1350	39	553	31	79.5%	8	20.5%	0	0%
Stair Builders	8475	680	16	576	10	62.5%	5	31.3%	1	6.3%
Stair Treads	27	2227	0	0	0	0%	0	0%	0	0%
Stamp Machines	80	2174	2	590	2	100.0%	0	0%	0	0%
Stamp Pads	3	2251	0	0	0	0%	0	0%	0	0%
Stamps-Collectors	1440	1420	33	559	13	39.4%	20	60.6%	0	0%
Staples, Staplers & Tackers	34	2220	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Starters-Engine	47	2207	0	0	0	0%	0	0%	0	0%
State Fairs	127	2129	2	590	2	100.0%	0	0%	0	0%
Static Controls	82	2172	0	0	0	0%	0	0%	0	0%
Stationers-Retail	960	1587	11	581	8	72.7%	2	18.2%	1	9.1%
Stationery-Wholesale & Manufacturers	713	1698	5	587	2	40.0%	3	60.0%	0	0%
Statistical Service	559	1786	0	0	0	0%	0	0%	0	0%
Statuary	285	1987	9	583	4	44.4%	5	55.6%	0	0%
Steam Bath Equipment & Supplies	458	1857	9	583	0	0%	9	100.0%	0	0%
Steam Cleaning Equipment	428	1879	3	589	1	33.3%	1	33.3%	1	33.3%
Steam Cleaning-Automotive	15	2239	1	591	0	0%	1	100.0%	0	0%
Steam Cleaning-Industrial	3104	1082	3	589	3	100.0%	0	0%	0	0%
Steam Specialties	62	2192	0	0	0	0%	0	0%	0	0%
Steam Traps	19	2235	0	0	0	0%	0	0%	0	0%
Steamship Agencies	418	1886	13	579	4	30.8%	9	69.2%	0	0%
Steamship Companies	223	2041	2	590	2	100.0%	0	0%	0	0%
Steel & Brass Stamps	3	2251	0	0	0	0%	0	0%	0	0%
Steel Detailers-Structural	1008	1574	7	585	0	0%	5	71.4%	2	28.6%
Steel Distributors & Warehouses	2293	1221	8	584	5	62.5%	3	37.5%	0	0%
Steel Erectors	3252	1060	8	584	3	37.5%	5	62.5%	0	0%
Steel Fabricators	11901	567	22	570	16	72.7%	6	27.3%	0	0%
Steel Mills	388	1908	0	0	0	0%	0	0%	0	0%
Steel Processing	724	1692	1	591	1	100.0%	0	0%	0	0%
Steel Processing & Fabricating Equipment	150	2108	5	587	2	40.0%	3	60.0%	0	0%
Steel-Used	17	2237	0	0	0	0%	0	0%	0	0%
Steeple Jacks	17	2237	0	0	0	0%	0	0%	0	0%
Steeples & Spires	27	2227	2	590	2	100.0%	0	0%	0	0%
Steering Systems & Equipment	214	2048	0	0	0	0%	0	0%	0	0%
Stencils & Stencil Supplies	19	2235	0	0	0	0%	0	0%	0	0%
Stenographers-Public	1467	1416	1	591	0	0%	1	100.0%	0	0%
Stenographic Machines & Supplies	26	2228	1	591	0	0%	1	100.0%	0	0%
Sterilizing Service	229	2035	0	0	0	0%	0	0%	0	0%
Stevedoring Contractors	12	2242	0	0	0	0%	0	0%	0	0%
Stock & Bond Brokers	10193	618	39	553	33	84.6%	6	15.4%	0	0%
Stock & Bond Transfer Agents	1860	1316	9	583	8	88.9%	1	11.1%	0	0%
Stock Certificates	36	2218	2	590	0	0%	2	100.0%	0	0%
Stock Exchanges	541	1797	2	590	0	0%	2	100.0%	0	0%
Stock Quotation Boards & Systems	28	2226	0	0	0	0%	0	0%	0	0%
Stock Yards	16	2238	1	591	1	100.0%	0	0%	0	0%
Stone Cutters	1819	1325	19	573	10	52.6%	6	31.6%	3	15.8%
Stone Setting	8136	695	40	552	24	60.0%	13	32.5%	3	7.5%
Stone-Cast	1325	1461	4	588	1	25.0%	3	75.0%	0	0%
Stone-Crushed	476	1843	3	589	3	100.0%	0	0%	0	0%
Stone-Natural	12320	556	94	499	57	60.6%	32	34.0%	5	5.3%
Stools	220	2043	20	572	10	50.0%	10	50.0%	0	0%
Storage Units - Household & Commercial	65778	155	811	182	592	73.0%	210	25.9%	9	1.1%
Storage-Liquid & Bulk	364	1927	23	569	10	43.5%	12	52.2%	1	4.3%
Store Fixtures	1180	1507	15	577	9	60.0%	5	33.3%	1	6.7%
Store Fixtures-Used	54	2200	3	589	2	66.7%	1	33.3%	0	0%
Store Fronts	1818	1326	44	548	24	54.5%	20	45.5%	0	0%
Storm Windows & Doors	6682	766	92	500	47	51.1%	41	44.6%	4	4.3%
Storm Windows & Doors-Repair	2013	1269	24	568	13	54.2%	11	45.8%	0	0%
Stoves-Wood, Coal, Etc.	6968	756	147	447	102	69.4%	42	28.6%	3	2.0%
Strapping & Strapping Equipment	17	2237	1	591	0	0%	1	100.0%	0	0%
Street Cleaning	84	2170	0	0	0	0%	0	0%	0	0%
Street Cleaning Equipment	173	2086	1	591	1	100.0%	0	0%	0	0%
Street Lighting Standards & Equipment	213	2049	1	591	1	100.0%	0	0%	0	0%
Stress Relief Equipment & Supplies-Industrial	73	2181	0	0	0	0%	0	0%	0	0%
Strippers-Mechanical	4	2250	0	0	0	0%	0	0%	0	0%
Structural Integration	1515	1403	15	577	8	53.3%	7	46.7%	0	0%
Stucco & Exterior Coating Contractors	31300	306	98	495	55	56.1%	33	33.7%	10	10.2%
Stucco Manufacturers & Distributors	131	2125	0	0	0	0%	0	0%	0	0%
Student Exchange Programs	1974	1279	16	576	13	81.3%	3	18.8%	0	0%
Student Housing	798	1656	17	575	9	52.9%	7	41.2%	1	5.9%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Studio Rental	93	2161	1	591	0	0%	1	100.0%	0	0%
Sugar Brokers & Wholesalers	1	2253	1	591	1	100.0%	0	0%	0	0%
Sugar Refiners	13	2241	0	0	0	0%	0	0%	0	0%
Suits - Custom Made	436	1872	14	578	5	35.7%	9	64.3%	0	0%
Sundries Stores	433	1875	7	585	4	57.1%	2	28.6%	1	14.3%
Sunglasses	3099	1083	122	470	94	77.0%	27	22.1%	1	0.8%
Sunroom & Solarium Design & Construction	9189	651	79	513	66	83.5%	6	7.6%	7	8.9%
Support Groups	1013	1571	5	587	3	60.0%	2	40.0%	0	0%
Surface Plates	85	2169	1	591	0	0%	1	100.0%	0	0%
Surfboards	817	1645	26	566	12	46.2%	13	50.0%	1	3.8%
Surgical Appliances & Supplies	9629	637	11	581	7	63.6%	4	36.4%	0	0%
Surgical Centers	4158	944	29	563	21	72.4%	8	27.6%	0	0%
Surgical Instruments	58	2196	3	589	1	33.3%	2	66.7%	0	0%
Surplus & Salvage Merchandise	5247	858	114	477	75	65.8%	29	25.4%	10	8.8%
Surveying Instruments	434	1874	4	588	2	50.0%	2	50.0%	0	0%
Surveyors-Aerial	190	2072	24	568	5	20.8%	18	75.0%	1	4.2%
Surveyors-Cargo	20	2234	0	0	0	0%	0	0%	0	0%
Surveyors-Land	28274	335	91	501	65	71.4%	25	27.5%	1	1.1%
Survival Products & Supplies	2480	1178	11	581	8	72.7%	3	27.3%	0	0%
Swap Shops	164	2094	7	585	4	57.1%	2	28.6%	1	14.3%
Sweaters-Trimming Service	9	2245	2	590	0	0%	2	100.0%	0	0%
Sweepers-Power	458	1857	5	587	2	40.0%	2	40.0%	1	20.0%
Sweeping Compounds	6	2248	1	591	1	100.0%	0	0%	0	0%
Sweeping Service-Power	464	1852	1	591	1	100.0%	0	0%	0	0%
Sweepstakes	26003	355	306	333	134	43.8%	123	40.2%	49	16.0%
Swimming Instruction	1514	1404	43	549	31	72.1%	12	27.9%	0	0%
Swimming Pool Contractors, Dealers, Design	564889	13	4030	41	2898	71.9%	1041	25.8%	91	2.3%
Swimming Pool Enclosures	12384	554	69	523	43	62.3%	25	36.2%	1	1.4%
Swimming Pool Equipment & Supplies	47348	215	607	227	466	76.8%	134	22.1%	7	1.2%
Swimming Pool Manufacturers & Distributors	6183	800	43	549	38	88.4%	5	11.6%	0	0%
Swimming Pool Service & Repair	65251	156	540	248	283	52.4%	231	42.8%	26	4.8%
Swimming Pools-Private	5245	859	147	447	125	85.0%	20	13.6%	2	1.4%
Swimming Pools-Public	950	1590	11	581	4	36.4%	5	45.5%	2	18.2%
Swimwear & Accessories	2338	1209	67	525	41	61.2%	26	38.8%	0	0%
Switches-Electric	65	2189	0	0	0	0%	0	0%	0	0%
Synagogues	1	2253	0	0	0	0%	0	0%	0	0%
Syrups	11	2243	0	0	0	0%	0	0%	0	0%
T-Shirts	5734	830	171	426	70	40.9%	96	56.1%	5	2.9%
Table Pads	851	1631	0	0	0	0%	0	0%	0	0%
Table Tennis Equipment	61	2193	0	0	0	0%	0	0%	0	0%
Table Tennis Facilities	42	2212	1	591	1	100.0%	0	0%	0	0%
Table Tops	173	2086	6	586	0	0%	4	66.7%	2	33.3%
Tables-Folding	34	2220	1	591	1	100.0%	0	0%	0	0%
Tags	211	2051	13	579	9	69.2%	4	30.8%	0	0%
Tailoring Instruction	319	1958	1	591	1	100.0%	0	0%	0	0%
Tailors	3530	1025	103	490	57	55.3%	46	44.7%	0	0%
Tailors' Supplies	98	2156	1	591	0	0%	1	100.0%	0	0%
Tank Cleaning	265	2005	5	587	4	80.0%	1	20.0%	0	0%
Tank Heads	374	1919	0	0	0	0%	0	0%	0	0%
Tank Lining & Coating	35	2219	0	0	0	0%	0	0%	0	0%
Tank Testing & Inspection	788	1661	0	0	0	0%	0	0%	0	0%
Tanks-Concrete	20	2234	0	0	0	0%	0	0%	0	0%
Tanks-Fiber Glass, Plastic Etc.	671	1719	2	590	2	100.0%	0	0%	0	0%
Tanks-Metal	380	1915	1	591	1	100.0%	0	0%	0	0%
Tanks-Repair	234	2031	3	589	3	100.0%	0	0%	0	0%
Tanks-Used	2	2252	0	0	0	0%	0	0%	0	0%
Tanners	12	2242	3	589	3	100.0%	0	0%	0	0%
Tanners' Equipment & Supplies	257	2010	110	483	16	14.5%	88	80.0%	6	5.5%
Tanning Salons	29439	326	1179	142	598	50.7%	461	39.1%	120	10.2%
Tanning Salons Equipment & Supplies	3664	1003	72	520	51	70.8%	18	25.0%	3	4.2%
Tape Recorders	3	2251	0	0	0	0%	0	0%	0	0%
Tape Recorders-Sound-Service & Repair	10	2244	0	0	0	0%	0	0%	0	0%
Tape Recorders-Sound-Supplies & Parts	2	2252	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Tapes	84	2170	2	590	1	50.0%	1	50.0%	0	0%
Tapes-Adhesive-Dispensers	8	2246	0	0	0	0%	0	0%	0	0%
Tapes-Industrial	26	2228	0	0	0	0%	0	0%	0	0%
Tapes-Sound-Dealers	412	1891	1	591	1	100.0%	0	0%	0	0%
Tapes-Sound-Wholesale & Manufacturers	147	2111	1	591	1	100.0%	0	0%	0	0%
Tapestries	126	2130	2	590	0	0%	2	100.0%	0	0%
Tarps	539	1799	5	587	3	60.0%	2	40.0%	0	0%
Tattooing	18861	427	140	454	73	52.1%	61	43.6%	6	4.3%
Tattoos-Removed	575	1777	6	586	2	33.3%	4	66.7%	0	0%
Taverns	4931	881	92	500	56	60.9%	36	39.1%	0	0%
Tax Reporting Service	3586	1018	42	550	32	76.2%	8	19.0%	2	4.8%
Tax Return Preparation	110390	102	1738	104	901	51.8%	771	44.4%	66	3.8%
Taxes-Consultants & Representatives	87580	124	776	189	604	77.8%	165	21.3%	7	0.9%
Taxicabs	14607	504	346	311	181	52.3%	152	43.9%	13	3.8%
Taxidermists	2099	1253	102	491	60	58.8%	40	39.2%	2	2.0%
Taxidermists Equipment & Supplies	54	2200	4	588	1	25.0%	3	75.0%	0	0%
Teachers Agencies	2034	1265	14	578	5	35.7%	8	57.1%	1	7.1%
Tear Gas	2	2252	0	0	0	0%	0	0%	0	0%
Technical Manual Preparation	790	1660	4	588	2	50.0%	2	50.0%	0	0%
Telecommunications Equipment - Disability	20978	399	1175	143	901	76.7%	269	22.9%	5	0.4%
Teleconference Service	1227	1490	12	580	4	33.3%	8	66.7%	0	0%
Telegrams-Novelty	28	2226	2	590	1	50.0%	1	50.0%	0	0%
Telegraph Service	822	1641	12	580	9	75.0%	2	16.7%	1	8.3%
Telemarketing Service(s)	36744	274	782	187	566	72.4%	153	19.6%	63	8.1%
Telemeter Equipment	7	2247	0	0	0	0%	0	0%	0	0%
Telephone & Television Cable Contractors	10853	597	1077	152	1008	93.6%	62	5.8%	7	0.6%
Telephone 900 Number Resellers	231	2033	2	590	1	50.0%	1	50.0%	0	0%
Telephone Answering Equipment & Systems	11281	584	192	411	157	81.8%	32	16.7%	3	1.6%
Telephone Communications	64967	158	4704	35	4003	85.1%	625	13.3%	76	1.6%
Telephone Companies	84482	128	11938	9	10719	89.8%	805	6.7%	414	3.5%
Telephone Equipment & Systems Dealers	32926	297	408	289	253	62.0%	142	34.8%	13	3.2%
Telephone Equipment & Systems Service & Repair	24361	366	254	362	172	67.7%	70	27.6%	12	4.7%
Telephone Equipment & Systems Supplies & Parts	579	1776	15	577	11	73.3%	4	26.7%	0	0%
Telephone Equipment & Systems Wholesale, & Mfg.	786	1662	2	590	2	100.0%	0	0%	0	0%
Telephone Pre-paid Card Sales & Dist.	17237	450	1459	119	1275	87.4%	167	11.4%	17	1.2%
Telephone Service-Long Distance	36958	273	1802	99	1392	77.2%	349	19.4%	61	3.4%
Telephone Solicitation Companies	2509	1174	46	546	28	60.9%	14	30.4%	4	8.7%
Telescopes	799	1655	20	572	4	20.0%	16	80.0%	0	0%
Teletypewriters & Systems	6	2248	0	0	0	0%	0	0%	0	0%
Teletypewriters Message Service	1600	1382	3	589	2	66.7%	1	33.3%	0	0%
Television - Cable, CATV & Satellite	120246	95	17072	5	16166	94.7%	858	5.0%	48	0.3%
Television & Radio Broadcast Schools	1109	1534	4	588	2	50.0%	2	50.0%	0	0%
Television & Radio Parts-Retail	1738	1341	201	404	182	90.5%	16	8.0%	3	1.5%
Television & Radio Parts-Wholesale & Manufacturers	604	1763	38	554	33	86.8%	5	13.2%	0	0%
Television & Radio-Dealers	29343	327	813	181	397	48.8%	390	48.0%	26	3.2%
Television & Radio-Rent & Lease	102	2152	15	577	8	53.3%	6	40.0%	1	6.7%
Television & Radio-Service & Repair	17432	447	644	218	402	62.4%	211	32.8%	31	4.8%
Television Home Shopping	10187	619	1087	151	682	62.7%	400	36.8%	5	0.5%
Television Program Distributors	450	1861	6	586	3	50.0%	3	50.0%	0	0%
Television Program Producers	549	1793	5	587	3	60.0%	2	40.0%	0	0%
Television Station Equipment	40	2214	0	0	0	0%	0	0%	0	0%
Television Station Reps	38	2216	1	591	0	0%	0	0%	1	100.0%
Television Stations & Broadcast Companies	15395	482	74	518	60	81.1%	14	18.9%	0	0%
Television Sys & Equipment - Closed Circuit	282	1990	1	591	1	100.0%	0	0%	0	0%
Temperature Measuring Materials	28	2226	0	0	0	0%	0	0%	0	0%
Templates	25	2229	1	591	1	100.0%	0	0%	0	0%
Tennis Court Construction	1901	1307	0	0	0	0%	0	0%	0	0%
Tennis Court Enclosures	9	2245	0	0	0	0%	0	0%	0	0%
Tennis Courts-Private	1427	1424	28	564	24	85.7%	4	14.3%	0	0%
Tennis Courts-Public	161	2097	1	591	1	100.0%	0	0%	0	0%
Tennis Equipment & Supplies	530	1806	4	588	3	75.0%	1	25.0%	0	0%
Tennis Instruction	80	2174	0	0	0	0%	0	0%	0	0%
Tennis Racket Stringing Machines	1	2253	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Tents	1772	1335	47	545	23	48.9%	23	48.9%	1	2.1%
Tents-Rental	1440	1420	22	570	9	40.9%	13	59.1%	0	0%
Terminals-River & Marine	20	2234	0	0	0	0%	0	0%	0	0%
Terrazzo	213	2049	0	0	0	0%	0	0%	0	0%
Test Publishers	1308	1468	15	577	10	66.7%	5	33.3%	0	0%
Testing Apparatus	348	1939	7	585	4	57.1%	3	42.9%	0	0%
Textile Brokers	127	2129	0	0	0	0%	0	0%	0	0%
Textile Converting	29	2225	0	0	0	0%	0	0%	0	0%
Textile Engravers	28	2226	0	0	0	0%	0	0%	0	0%
Textile Fibers	358	1932	5	587	5	100.0%	0	0%	0	0%
Textile Mill Supplies	28	2226	1	591	1	100.0%	0	0%	0	0%
Textile Printing Equipment & Supplies	22	2232	1	591	0	0%	1	100.0%	0	0%
Theater Stage Play Houses	2618	1156	51	541	29	56.9%	20	39.2%	2	3.9%
Theaters	4471	918	115	476	69	60.0%	40	34.8%	6	5.2%
Theatrical & Stage Lighting Equipment	1104	1537	1	591	1	100.0%	0	0%	0	0%
Theatrical Agencies	21311	394	178	421	116	65.2%	61	34.3%	1	0.6%
Theatrical Equipment & Supplies	1442	1419	0	0	0	0%	0	0%	0	0%
Theatrical Make-Up	94	2160	1	591	0	0%	1	100.0%	0	0%
Theatrical Managers & Producers	202	2060	3	589	1	33.3%	2	66.7%	0	0%
Thermocouples	9	2245	0	0	0	0%	0	0%	0	0%
Thermograph Equipment & Supplies	2	2252	0	0	0	0%	0	0%	0	0%
Thermographers	349	1938	0	0	0	0%	0	0%	0	0%
Thermometers	12	2242	0	0	0	0%	0	0%	0	0%
Thermostats	20	2234	0	0	0	0%	0	0%	0	0%
Thread	22	2232	2	590	1	50.0%	1	50.0%	0	0%
Thread Rolling, Cutting & Grinding	31	2223	0	0	0	0%	0	0%	0	0%
Thrift Shops	3196	1070	69	523	41	59.4%	23	33.3%	5	7.2%
Ticket Issuing Machines	2	2252	0	0	0	0%	0	0%	0	0%
Ticket Sales-Events	65133	157	1234	132	974	78.9%	244	19.8%	16	1.3%
Tickets & Coupons-Printers & Suppliers	1117	1532	39	553	12	30.8%	26	66.7%	1	2.6%
Tile-Ceramic-Contractors & Dealers	89295	120	606	228	322	53.1%	248	40.9%	36	5.9%
Tile-Ceramic-Manufacturers & Distributors	5108	870	21	571	12	57.1%	9	42.9%	0	0%
Tile-Non-Ceramic-Contractors & Dealers	6856	761	46	546	22	47.8%	20	43.5%	4	8.7%
Tile-Non-Ceramic-Manufacturers & Distributors	1094	1541	2	590	2	100.0%	0	0%	0	0%
Timber & Timberland Companies	2273	1223	8	584	3	37.5%	5	62.5%	0	0%
Time Cards & Racks	55	2199	1	591	1	100.0%	0	0%	0	0%
Time Locks	49	2205	1	591	1	100.0%	0	0%	0	0%
Time Recorders	232	2032	1	591	1	100.0%	0	0%	0	0%
Time Stamps	8	2246	0	0	0	0%	0	0%	0	0%
Timeshare Companies	117674	98	1917	88	1390	72.5%	425	22.2%	102	5.3%
Timing Devices	5	2249	0	0	0	0%	0	0%	0	0%
Tin	2	2252	0	0	0	0%	0	0%	0	0%
Tin ware	11	2243	1	591	0	0%	1	100.0%	0	0%
Tire Additives & Sealants	30	2224	2	590	1	50.0%	1	50.0%	0	0%
Tire Changing Equipment	1000	1578	1	591	1	100.0%	0	0%	0	0%
Tire Dealers	145957	79	2163	79	1633	75.5%	514	23.8%	16	0.7%
Tire Distributors & Manufacturers	4647	902	123	469	116	94.3%	7	5.7%	0	0%
Tire Retread & Repair	12667	543	266	357	170	63.9%	94	35.3%	2	0.8%
Tire Retread & Repair-Equipment & Supplies	218	2045	14	578	10	71.4%	4	28.6%	0	0%
Titanium	1	2253	0	0	0	0%	0	0%	0	0%
Title Companies & Agents	63590	165	484	259	332	68.6%	140	28.9%	12	2.5%
Titling Service - Television & Motion Pictures	1	2253	0	0	0	0%	0	0%	0	0%
Tobacco Buyers	154	2104	0	0	0	0%	0	0%	0	0%
Tobacco Growers	188	2074	0	0	0	0%	0	0%	0	0%
Tobacco Machinery	1	2253	0	0	0	0%	0	0%	0	0%
Tobacco Warehouses	75	2179	0	0	0	0%	0	0%	0	0%
Toilet Seats	300	1973	1	591	0	0%	1	100.0%	0	0%
Toilets-Composting	59	2195	3	589	2	66.7%	1	33.3%	0	0%
Toilets-Portable	3973	968	26	566	17	65.4%	8	30.8%	1	3.8%
Tool & Die Makers	1920	1298	4	588	2	50.0%	2	50.0%	0	0%
Tool & Die Makers Equipment & Supplies	139	2118	3	589	0	0%	3	100.0%	0	0%
Tool & Utility Sheds	8139	694	73	519	52	71.2%	21	28.8%	0	0%
Tool Designers	192	2070	7	585	5	71.4%	2	28.6%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Tool Grinding-Industrial	193	2069	1	591	0	0%	0	0%	1	100.0%
Tool Holders	8	2246	0	0	0	0%	0	0%	0	0%
Tool Salvage Companies	42	2212	0	0	0	0%	0	0%	0	0%
Tools - Power Actuated	616	1758	9	583	7	77.8%	2	22.2%	0	0%
Tools-Cutting	715	1697	12	580	10	83.3%	2	16.7%	0	0%
Tools-Electric	4702	898	41	551	38	92.7%	3	7.3%	0	0%
Tools-Hand	2044	1262	59	533	39	66.1%	20	33.9%	0	0%
Tools-Hydraulic	122	2134	0	0	0	0%	0	0%	0	0%
Tools-Pneumatic	91	2163	2	590	0	0%	2	100.0%	0	0%
Tools-Rent	6203	797	53	539	40	75.5%	12	22.6%	1	1.9%
Topsoil	3404	1041	26	566	19	73.1%	7	26.9%	0	0%
Tortilla & Tamale Making Equipment	8	2246	0	0	0	0%	0	0%	0	0%
Tourist Information	4613	905	58	534	44	75.9%	14	24.1%	0	0%
Tourists Attractions	5759	828	57	535	35	61.4%	17	29.8%	5	8.8%
Tourists Homes	694	1708	7	585	6	85.7%	1	14.3%	0	0%
Tours-Operators & Promoters	40444	246	244	369	166	68.0%	62	25.4%	16	6.6%
Tours-Wholesale	1314	1465	28	564	12	42.9%	16	57.1%	0	0%
Towel Supply Service	25	2229	2	590	0	0%	2	100.0%	0	0%
Towels-Cloths-Wholesale & Manufacturers	76	2178	15	577	13	86.7%	2	13.3%	0	0%
Towers	699	1705	21	571	10	47.6%	10	47.6%	1	4.8%
Towing-Automotive	67621	153	2524	68	1366	54.1%	1091	43.2%	67	2.7%
Towing-Marine	263	2007	8	584	4	50.0%	4	50.0%	0	0%
Toy Manufacturers Supplies	81	2173	4	588	4	100.0%	0	0%	0	0%
Toys-Retail	22631	383	728	201	561	77.1%	159	21.8%	8	1.1%
Toys-Wholesale & Manufacturers	2757	1134	46	546	31	67.4%	13	28.3%	2	4.3%
Tractor Dealers	4146	947	71	521	63	88.7%	6	8.5%	2	2.8%
Tractor Distributors & Manufacturers	125	2131	1	591	1	100.0%	0	0%	0	0%
Tractor Equipment & Parts	2424	1190	25	567	20	80.0%	5	20.0%	0	0%
Tractor Rent & Lease	1020	1568	8	584	6	75.0%	2	25.0%	0	0%
Tractor Repair & Service	939	1595	19	573	12	63.2%	6	31.6%	1	5.3%
Trade Shows, Expositions & Fairs	4065	961	112	481	55	49.1%	46	41.1%	11	9.8%
Trademark Agents & Consultants	756	1677	28	564	5	17.9%	23	82.1%	0	0%
Trademark Attorneys	26	2228	0	0	0	0%	0	0%	0	0%
Trading Stamps	196	2066	6	586	2	33.3%	4	66.7%	0	0%
Traffic & Parking Consultants	400	1898	26	566	24	92.3%	2	7.7%	0	0%
Traffic Engineers & Planning Service.	512	1816	2	590	2	100.0%	0	0%	0	0%
Traffic Signs, Signals & Equipment	745	1683	1	591	1	100.0%	0	0%	0	0%
Trailer Hitches	1134	1524	14	578	10	71.4%	4	28.6%	0	0%
Trailer Storage	1185	1504	9	583	8	88.9%	1	11.1%	0	0%
Trailers-Automotive Utility	1526	1402	44	548	26	59.1%	15	34.1%	3	6.8%
Trailers-Boat	194	2068	8	584	3	37.5%	4	50.0%	1	12.5%
Trailers-Camping & Travel	920	1605	21	571	14	66.7%	7	33.3%	0	0%
Trailers-Equipment & Parts	1607	1381	9	583	8	88.9%	1	11.1%	0	0%
Trailers-Horse	1477	1414	12	580	7	58.3%	4	33.3%	1	8.3%
Trailers-Rent & Lease	4108	954	62	530	37	59.7%	23	37.1%	2	3.2%
Trailers-Repair & Service	4773	892	41	551	20	48.8%	20	48.8%	1	2.4%
Trailers-Transporting	1041	1559	13	579	4	30.8%	9	69.2%	0	0%
Trailers-Truck	618	1757	15	577	9	60.0%	6	40.0%	0	0%
Training Programs	105029	106	864	173	739	85.5%	116	13.4%	9	1.0%
Training-Video Instruction Tapes	2998	1098	62	530	27	43.5%	34	54.8%	1	1.6%
Trampolines	524	1809	12	580	12	100.0%	0	0%	0	0%
Transcription Service	2709	1142	2	590	1	50.0%	1	50.0%	0	0%
Transfers-Dry	36	2218	0	0	0	0%	0	0%	0	0%
Transformers	198	2064	0	0	0	0%	0	0%	0	0%
Transit Lines	314	1961	12	580	10	83.3%	2	16.7%	0	0%
Translators & Interpreters	7024	750	17	575	9	52.9%	8	47.1%	0	0%
Translators' Equipment	36	2218	0	0	0	0%	0	0%	0	0%
Transmissions-Automobile	173482	62	2801	59	1935	69.1%	798	28.5%	68	2.4%
Transmissions-Truck, Tractor, Etc	353	1935	6	586	2	33.3%	4	66.7%	0	0%
Transportation Consultants	4076	959	54	538	21	38.9%	33	61.1%	0	0%
Transportation Services	37698	271	530	251	321	60.6%	199	37.5%	10	1.9%
Trap & Skeet Ranges	129	2127	5	587	4	80.0%	1	20.0%	0	0%
Trapping Equipment & Supplies	758	1676	11	581	4	36.4%	7	63.6%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Travel & Moving Services	9892	628	110	483	60	54.5%	46	41.8%	4	3.6%
Travel Agencies & Bureaus	525573	15	5834	27	4532	77.7%	1021	17.5%	281	4.8%
Travel Agent Mills	1969	1281	94	499	19	20.2%	63	67.0%	12	12.8%
Travel Clubs	71919	141	1118	149	860	76.9%	185	16.5%	73	6.5%
Travel Escorts	424	1880	2	590	1	50.0%	1	50.0%	0	0%
Travelers Checks	67	2187	1	591	0	0%	1	100.0%	0	0%
Treatment Centers & Rest Homes - Information & Placement	383	1912	11	581	6	54.5%	5	45.5%	0	0%
Tree Service	235804	45	1528	115	714	46.7%	715	46.8%	99	6.5%
Tree Service Equipment & Supplies	413	1890	11	581	3	27.3%	7	63.6%	1	9.1%
Tricks & Jokes	34	2220	6	586	6	100.0%	0	0%	0	0%
Trophies	8654	672	16	576	9	56.3%	6	37.5%	1	6.3%
Tropical Fish	818	1644	39	553	31	79.5%	8	20.5%	0	0%
Truck Bodies	823	1640	5	587	2	40.0%	3	60.0%	0	0%
Truck Caps & Shells	2254	1227	29	563	22	75.9%	7	24.1%	0	0%
Truck Dealers	17146	451	182	418	138	75.8%	41	22.5%	3	1.6%
Truck Driver Leasing	551	1791	6	586	6	100.0%	0	0%	0	0%
Truck Equipment & Parts	9991	626	77	515	49	63.6%	27	35.1%	1	1.3%
Truck Manufacturers & Distributors	709	1701	5	587	3	60.0%	2	40.0%	0	0%
Truck Painting & Lettering	290	1982	1	591	1	100.0%	0	0%	0	0%
Truck Permits	223	2041	9	583	2	22.2%	7	77.8%	0	0%
Truck Refrigeration Equipment	246	2019	7	585	2	28.6%	5	71.4%	0	0%
Truck Rent & Lease	6835	762	1011	159	991	98.0%	17	1.7%	3	0.3%
Truck Repair & Service	20009	411	240	373	163	67.9%	74	30.8%	3	1.3%
Truck Stops	1478	1413	25	567	16	64.0%	9	36.0%	0	0%
Truck Terminals	30	2224	0	0	0	0%	0	0%	0	0%
Truck Washing & Cleaning	1218	1493	13	579	1	7.7%	12	92.3%	0	0%
Truck Washing & Cleaning - Equipment & Supplies	365	1926	1	591	0	0%	1	100.0%	0	0%
Trucking	10242	616	72	520	40	55.6%	31	43.1%	1	1.4%
Trucking Transportation Brokers	20246	408	54	538	33	61.1%	20	37.0%	1	1.9%
Trucking-Dump	1934	1292	16	576	5	31.3%	10	62.5%	1	6.3%
Trucking-Heavy Hauling	10969	595	32	560	19	59.4%	13	40.6%	0	0%
Trucking-Light Hauling	7188	740	53	539	32	60.4%	17	32.1%	4	7.5%
Trucking-Liquid Or Dry Bulk	802	1653	1	591	1	100.0%	0	0%	0	0%
Trucking-Motor Freight	3252	1060	21	571	13	61.9%	7	33.3%	1	4.8%
Trucks-Industrial	1824	1323	14	578	8	57.1%	5	35.7%	1	7.1%
Trusses-Construction	1218	1493	4	588	2	50.0%	2	50.0%	0	0%
Trusses-Medical & Surgical	41	2213	0	0	0	0%	0	0%	0	0%
Trust Companies	4273	939	38	554	32	84.2%	5	13.2%	1	2.6%
Tube Bending & Fabricating	158	2100	2	590	0	0%	2	100.0%	0	0%
Tube Cleaning & Expanding Equipment	1	2253	2	590	0	0%	2	100.0%	0	0%
Tube Fittings	17	2237	0	0	0	0%	0	0%	0	0%
Tubing-Metal	229	2035	0	0	0	0%	0	0%	0	0%
Tuck Pointing	1402	1433	16	576	10	62.5%	5	31.3%	1	6.3%
Tunneling Contractors	38	2216	0	0	0	0%	0	0%	0	0%
Turbines	603	1764	3	589	2	66.7%	1	33.3%	0	0%
Turbochargers	116	2140	0	0	0	0%	0	0%	0	0%
Turnstiles	26	2228	0	0	0	0%	0	0%	0	0%
Turntables	13	2241	0	0	0	0%	0	0%	0	0%
Tutoring	25749	357	94	499	69	73.4%	23	24.5%	2	2.1%
Typesetting	355	1933	0	0	0	0%	0	0%	0	0%
Typewriters	87	2167	24	568	21	87.5%	3	12.5%	0	0%
Typewriters-Supplies & Attachments	17	2237	1	591	1	100.0%	0	0%	0	0%
Typographers	138	2119	3	589	2	66.7%	0	0%	1	33.3%
Ultrasonic Equipment & Supplies	238	2027	2	590	2	100.0%	0	0%	0	0%
Ultraviolet Ray Lamps & Apparatus	164	2094	1	591	1	100.0%	0	0%	0	0%
Umbrellas	417	1887	1	591	0	0%	1	100.0%	0	0%
Umbrellas-Repairing	1	2253	0	0	0	0%	0	0%	0	0%
Unclaimed & Government Funds Retrieval Services	29631	324	98	495	62	63.3%	32	32.7%	4	4.1%
Underground Sprinkler Lawn Sprinkler Parts	711	1699	14	578	12	85.7%	2	14.3%	0	0%
Underwear-Wholesale & Manufacturers	151	2107	9	583	9	100.0%	0	0%	0	0%
Uniform Supply Service	2520	1171	27	565	16	59.3%	11	40.7%	0	0%
Uniforms	15040	491	335	316	166	49.6%	163	48.7%	6	1.8%
Uniforms-Accessories	608	1761	36	556	30	83.3%	6	16.7%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Universal Joints	6	2248	0	0	0	0%	0	0%	0	0%
Upholsterers	23923	370	250	364	129	51.6%	114	45.6%	7	2.8%
Upholsterers Supplies	468	1849	2	590	1	50.0%	1	50.0%	0	0%
Upholstery Fabrics-Retail	3391	1042	54	538	21	38.9%	32	59.3%	1	1.9%
Upholstery Fabrics-Wholesale & Manufacturers	397	1901	2	590	2	100.0%	0	0%	0	0%
Utilities Underground-Locating	2836	1124	15	577	12	80.0%	2	13.3%	1	6.7%
Utility Contractors	14946	493	306	333	282	92.2%	20	6.5%	4	1.3%
Vacation Certificates & Vouchers	88288	122	2271	74	1458	64.2%	742	32.7%	71	3.1%
Vacation Rentals	46218	219	551	244	391	71.0%	139	25.2%	21	3.8%
Vacation Time Share	110191	103	1989	84	1640	82.5%	315	15.8%	34	1.7%
Vacuum Cleaners - Industrial & Commercial	236	2029	5	587	3	60.0%	1	20.0%	1	20.0%
Vacuum Cleaners-Household-Dealers	41622	243	782	187	474	60.6%	294	37.6%	14	1.8%
Vacuum Cleaners-Service & Repair	8314	688	108	485	70	64.8%	31	28.7%	7	6.5%
Vacuum Cleaners-Supplies & Parts	432	1876	23	569	10	43.5%	12	52.2%	1	4.3%
Vacuum Cleaners-Wholesale & Manufacturers	1912	1303	101	492	90	89.1%	5	5.0%	6	5.9%
Vacuum Cleaning Systems	4134	950	83	509	47	56.6%	29	34.9%	7	8.4%
Vacuum Cleaning-Industrial	70	2184	0	0	0	0%	0	0%	0	0%
Vacuum Equipment & Systems	871	1624	33	559	20	60.6%	12	36.4%	1	3.0%
Valet Service	1730	1345	48	544	25	52.1%	20	41.7%	3	6.3%
Valves	673	1718	0	0	0	0%	0	0%	0	0%
Valves-Repairing	29	2225	0	0	0	0%	0	0%	0	0%
Van Conversions & Accessories	4607	906	36	556	19	52.8%	17	47.2%	0	0%
Vanity Publishers	16549	457	232	380	209	90.1%	17	7.3%	6	2.6%
Vaporizers	11	2243	0	0	0	0%	0	0%	0	0%
Variable Speed Drives	6	2248	0	0	0	0%	0	0%	0	0%
Variety Store Merchandise-Wholesale	290	1982	26	566	15	57.7%	11	42.3%	0	0%
Variety Stores	2223	1234	116	475	66	56.9%	46	39.7%	4	3.4%
Vehicle Sales - Manufacturing Cos.	1178	1509	28	564	18	64.3%	10	35.7%	0	0%
Vending Machines	35450	285	312	328	158	50.6%	132	42.3%	22	7.1%
Vending Machines-Supplies & Parts	2753	1135	27	565	19	70.4%	8	29.6%	0	0%
Venetian Blinds-Dealers	18178	440	281	345	137	48.8%	136	48.4%	8	2.8%
Venetian Blinds-Repair & Cleaning	1927	1296	11	581	8	72.7%	3	27.3%	0	0%
Venetian Blinds-Supplies & Parts	326	1952	0	0	0	0%	0	0%	0	0%
Venetian Blinds-Wholesale & Manufacturers	469	1848	8	584	6	75.0%	2	25.0%	0	0%
Ventilating Contractors	1700	1351	3	589	1	33.3%	1	33.3%	1	33.3%
Ventilating Equipment	463	1853	6	586	5	83.3%	0	0%	1	16.7%
Ventilating Systems-Cleaning	2425	1189	4	588	2	50.0%	2	50.0%	0	0%
Vertical Blinds	6239	795	130	463	82	63.1%	45	34.6%	3	2.3%
Veterans & Military Organizations	1961	1284	5	587	4	80.0%	1	20.0%	0	0%
Veterinarians	77424	132	785	186	627	79.9%	153	19.5%	5	0.6%
Veterinarians Equipment & Supplies	676	1716	27	565	8	29.6%	7	25.9%	12	44.4%
Veterinarians Information & Referral	279	1993	3	589	0	0%	3	100.0%	0	0%
Vials	2	2252	0	0	0	0%	0	0%	0	0%
Vibration Control	321	1956	0	0	0	0%	0	0%	0	0%
Vibration Measurement	27	2227	0	0	0	0%	0	0%	0	0%
Video Equipment-Sales & Rentals	21596	391	666	212	640	96.1%	24	3.6%	2	0.3%
Video Equipment-Service & Repair	4534	913	50	542	22	44.0%	27	54.0%	1	2.0%
Video Equipment-Supplies & Parts	389	1907	8	584	5	62.5%	3	37.5%	0	0%
Video Equipment-Wholesale & Manufacturers	130	2126	2	590	1	50.0%	1	50.0%	0	0%
Video Games-Dealers	18581	432	667	211	352	52.8%	285	42.7%	30	4.5%
Video Games-Rent & Lease	5604	840	288	340	264	91.7%	24	8.3%	0	0%
Video Games-Service & Repair	2211	1236	54	538	37	68.5%	14	25.9%	3	5.6%
Video Games-Supplies & Parts	459	1856	44	548	12	27.3%	32	72.7%	0	0%
Video Games-Wholesale & Manufacturers	6610	774	436	276	402	92.2%	31	7.1%	3	0.7%
Video Production Services	49950	207	384	300	223	58.1%	145	37.8%	16	4.2%
Video Tape Duplication Service	5752	829	77	515	24	31.2%	53	68.8%	0	0%
Video Tapes & Discs Sales & Rentals	22796	380	1162	145	521	44.8%	409	35.2%	232	20.0%
Video Tapes & Discs-Dealers	3348	1051	172	425	87	50.6%	75	43.6%	10	5.8%
Video Tapes & Discs-Wholesale & Manufacturers	644	1738	47	545	3	6.4%	43	91.5%	1	2.1%
Videoconferencing Services	1352	1454	14	578	9	64.3%	5	35.7%	0	0%
Vinyl Repair	1866	1314	31	561	11	35.5%	20	64.5%	0	0%
Violins	164	2094	1	591	0	0%	1	100.0%	0	0%
Visual Control Systems	182	2079	3	589	1	33.3%	2	66.7%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Vitamins & Food Supplements	51173	205	747	197	568	76.0%	169	22.6%	10	1.3%
Voting Equipment	4	2250	0	0	0	0%	0	0%	0	0%
Wall Cleaning	1491	1410	1	591	1	100.0%	0	0%	0	0%
Wall Coatings	422	1882	3	589	2	66.7%	1	33.3%	0	0%
Wallboard & Plasterboard	199	2063	4	588	1	25.0%	3	75.0%	0	0%
Wallpaper Removing	935	1598	5	587	3	60.0%	2	40.0%	0	0%
Wallpapers & Wall coverings - Wholesale & Manufacturing	54	2200	1	591	1	100.0%	0	0%	0	0%
Wallpapers & Wallcoverings-Retail	3364	1048	92	500	81	88.0%	8	8.7%	3	3.3%
Warehouses-Cold Storage	741	1685	8	584	4	50.0%	4	50.0%	0	0%
Warehouses-Merchandise	1822	1324	68	524	42	61.8%	25	36.8%	1	1.5%
Warehousing Services	3754	992	13	579	6	46.2%	5	38.5%	2	15.4%
Washers	214	2048	26	566	18	69.2%	8	30.8%	0	0%
Washing Machines & Dryers - Coin Metered	331	1949	28	564	14	50.0%	12	42.9%	2	7.1%
Washing Machines & Dryers - Dealers	80	2174	6	586	4	66.7%	2	33.3%	0	0%
Washing Machines & Dryers - Rent & Lease	354	1934	50	542	41	82.0%	9	18.0%	0	0%
Washing Machines & Dryers - Service & Repair	1223	1491	14	578	10	71.4%	2	14.3%	2	14.3%
Washing Machines & Dryers - Supplies & Parts	59	2195	1	591	1	100.0%	0	0%	0	0%
Washing Machines & Dryers - Wholesale & Manufacturers	22	2232	1	591	0	0%	1	100.0%	0	0%
Washing Machines-Industrial	33	2221	3	589	0	0%	2	66.7%	1	33.3%
Waste Containers	2947	1105	49	543	36	73.5%	13	26.5%	0	0%
Waste Paper	3	2251	1	591	1	100.0%	0	0%	0	0%
Waste Reduction, Disposal, Recycle Equipment	4093	956	116	475	70	60.3%	46	39.7%	0	0%
Waste Reduction, Recycle Service - Industrial	3625	1011	86	506	57	66.3%	29	33.7%	0	0%
Watch Bands	83	2171	0	0	0	0%	0	0%	0	0%
Watches-Dealers	14276	510	124	468	68	54.8%	52	41.9%	4	3.2%
Watches-Service & Repair	11561	576	210	397	126	60.0%	78	37.1%	6	2.9%
Watches-Wholesale & Manufacturers	366	1926	19	573	17	89.5%	2	10.5%	0	0%
Watchmakers Equipment & Supplies	4	2250	0	0	0	0%	0	0%	0	0%
Watchmens Clocks & Systems	21	2233	3	589	3	100.0%	0	0%	0	0%
Water Analysis	3607	1014	15	577	8	53.3%	7	46.7%	0	0%
Water Companies-Bottled, Bulk, Etc.	16009	470	316	326	264	83.5%	46	14.6%	6	1.9%
Water Companies-Utility	5831	821	435	277	367	84.4%	65	14.9%	3	0.7%
Water Conservation	231	2033	4	588	1	25.0%	3	75.0%	0	0%
Water Coolers	185	2076	10	582	6	60.0%	2	20.0%	2	20.0%
Water Coolers-Equipment & Supplies	1350	1455	64	528	39	60.9%	25	39.1%	0	0%
Water Filtration & Purification Equipment	53858	195	611	225	409	66.9%	190	31.1%	12	2.0%
Water Heaters-Dealers	4213	942	73	519	50	68.5%	22	30.1%	1	1.4%
Water Heaters-Parts & Supplies	599	1767	29	563	12	41.4%	17	58.6%	0	0%
Water Heaters-Repairing	618	1757	0	0	0	0%	0	0%	0	0%
Water Heaters-Wholesale & Manufacturers	382	1913	9	583	7	77.8%	2	22.2%	0	0%
Water Main Contractors	566	1781	2	590	2	100.0%	0	0%	0	0%
Water Pollution Control	219	2044	0	0	0	0%	0	0%	0	0%
Water Skiing Equipment & Supplies	817	1645	21	571	12	57.1%	8	38.1%	1	4.8%
Water Skiing Instruction	66	2188	1	591	1	100.0%	0	0%	0	0%
Water Soft & Conditioning Equipment Service & Supplies	63502	167	593	232	488	82.3%	95	16.0%	10	1.7%
Water Supply Systems	1193	1500	23	569	12	52.2%	11	47.8%	0	0%
Water Taxi Service	86	2168	4	588	4	100.0%	0	0%	0	0%
Water Treatment Equipment,Service & Supplies	8862	665	132	461	97	73.5%	30	22.7%	5	3.8%
Water Well Drilling & Service	29868	321	152	443	94	61.8%	47	30.9%	11	7.2%
Water Well Drilling Equipment & Supplies	716	1696	18	574	10	55.6%	8	44.4%	0	0%
Water Works Contractors	1406	1432	12	580	5	41.7%	7	58.3%	0	0%
Water Works Equipment & Supplies	275	1996	1	591	1	100.0%	0	0%	0	0%
Water-Bottled & Bulk	1268	1478	31	561	17	54.8%	14	45.2%	0	0%
Waterbeds-Dealers	1223	1491	18	574	17	94.4%	1	5.6%	0	0%
Waterbeds-Service & Repair	3	2251	1	591	1	100.0%	0	0%	0	0%
Waterbeds-Supplies & Parts	9	2245	2	590	2	100.0%	0	0%	0	0%
Waterbeds-Wholesale & Manufacturers	3	2251	0	0	0	0%	0	0%	0	0%
Waterproofing Contractors	58892	177	237	376	184	77.6%	46	19.4%	7	3.0%
Waterproofing Materials	11842	569	49	543	29	59.2%	15	30.6%	5	10.2%
Wax	20	2234	0	0	0	0%	0	0%	0	0%
Weather Forecast Service	157	2101	4	588	4	100.0%	0	0%	0	0%
Weather Instruments	753	1678	11	581	11	100.0%	0	0%	0	0%
Weather Stripping	178	2081	0	0	0	0%	0	0%	0	0%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Weather Vanes	113	2143	0	0	0	0%	0	0%	0	0%
Weaving & Mending	3	2251	0	0	0	0%	0	0%	0	0%
Weaving Supplies & Equipment	9	2245	1	591	1	100.0%	0	0%	0	0%
Web Design	172507	64	2564	65	1659	64.7%	806	31.4%	99	3.9%
Webbing	642	1740	18	574	2	11.1%	11	61.1%	5	27.8%
Wedding Chapels & Ceremonies	8358	685	90	502	55	61.1%	32	35.6%	3	3.3%
Wedding Consultants	22187	387	292	338	141	48.3%	148	50.7%	3	1.0%
Wedding Supplies & Services	17823	445	319	323	179	56.1%	134	42.0%	6	1.9%
Weed Control Equipment & Supplies	213	2049	0	0	0	0%	0	0%	0	0%
Weed Control Service	1731	1344	18	574	16	88.9%	2	11.1%	0	0%
Weighers	1	2253	0	0	0	0%	0	0%	0	0%
Weight Control Services	51270	204	890	170	658	73.9%	183	20.6%	49	5.5%
Welcome ServiceFor Newcomers	1033	1562	2	590	2	100.0%	0	0%	0	0%
Welding	19319	421	85	507	43	50.6%	38	44.7%	4	4.7%
Welding Equipment & Supplies	3254	1059	11	581	8	72.7%	3	27.3%	0	0%
Welding Equipment-Rent	151	2107	0	0	0	0%	0	0%	0	0%
Welding Equipment-Repair	259	2009	5	587	4	80.0%	1	20.0%	0	0%
Wellpoint & Dewatering Systems	135	2121	3	589	1	33.3%	2	66.7%	0	0%
Western Apparel	1991	1274	21	571	17	81.0%	4	19.0%	0	0%
Wheel Align, Frame & Axle Service Equip. & Supplies	537	1801	6	586	5	83.3%	1	16.7%	0	0%
Wheel Alignment, Fr & Axle Service - Auto	9334	641	36	556	25	69.4%	11	30.6%	0	0%
Wheel Chair Lifts & Ramps	8503	677	63	529	33	52.4%	29	46.0%	1	1.6%
Wheel Chairs	3916	976	68	524	59	86.8%	7	10.3%	2	2.9%
Wheelchair & Disability Transportation	585	1772	15	577	10	66.7%	5	33.3%	0	0%
Wheels	4557	908	103	490	53	51.5%	45	43.7%	5	4.9%
Whirlpool Bath Equipment & Supplies	679	1714	2	590	2	100.0%	0	0%	0	0%
Wholesalers & Distributors	101175	110	763	193	593	77.7%	152	19.9%	18	2.4%
Wicker Products	216	2047	12	580	12	100.0%	0	0%	0	0%
Wigs & Hairpieces	5153	864	191	412	125	65.4%	61	31.9%	5	2.6%
Winches	173	2086	0	0	0	0%	0	0%	0	0%
Wind Energy Systems	647	1735	7	585	2	28.6%	5	71.4%	0	0%
Winding Machinery	6	2248	0	0	0	0%	0	0%	0	0%
Windmills	41	2213	0	0	0	0%	0	0%	0	0%
Window Cleaning	33937	294	166	430	92	55.4%	62	37.3%	12	7.2%
Window Cleaning Equipment & Supplies	417	1887	1	591	0	0%	1	100.0%	0	0%
Window Shades	30882	310	294	337	190	64.6%	99	33.7%	5	1.7%
Window Shades-Cleaning & Repair	2230	1229	21	571	19	90.5%	2	9.5%	0	0%
Window Shades-Equipment & Supplies	6444	783	26	566	11	42.3%	11	42.3%	4	15.4%
Windows	197784	57	1073	153	881	82.1%	150	14.0%	42	3.9%
Windows - Installation & Service	384783	29	2227	76	1714	77.0%	418	18.8%	95	4.3%
Windows-Repairing	15471	481	60	532	26	43.3%	32	53.3%	2	3.3%
Windshield Wipers	8	2246	0	0	0	0%	0	0%	0	0%
Wine Brokers	437	1871	8	584	5	62.5%	2	25.0%	1	12.5%
Wine Storage Equipment	1598	1383	13	579	11	84.6%	2	15.4%	0	0%
Winemaking Equipment & Supplies	612	1759	4	588	0	0%	4	100.0%	0	0%
Wineries	1786	1331	36	556	21	58.3%	14	38.9%	1	2.8%
Wines-Retail	7511	725	59	533	40	67.8%	17	28.8%	2	3.4%
Wines-Wholesale	183	2078	5	587	5	100.0%	0	0%	0	0%
Wiping Cloths	35	2219	0	0	0	0%	0	0%	0	0%
Wire & Cable-Electric	2376	1198	31	561	24	77.4%	6	19.4%	1	3.2%
Wire & Cable-Non-Electric	482	1838	5	587	0	0%	5	100.0%	0	0%
Wire Cloth	5	2249	0	0	0	0%	0	0%	0	0%
Wire Harnesses-Electrical	100	2154	1	591	0	0%	1	100.0%	0	0%
Wire Products	162	2096	2	590	1	50.0%	0	0%	1	50.0%
Wire Rope	63	2191	0	0	0	0%	0	0%	0	0%
Wire Stitching Machines & Supplies	2	2252	0	0	0	0%	0	0%	0	0%
Wire Straighten & Cut	2	2252	0	0	0	0%	0	0%	0	0%
Wire Strippers	6	2248	0	0	0	0%	0	0%	0	0%
Wire Wrapping Service & Equipment	11	2243	0	0	0	0%	0	0%	0	0%
Womens Apparel-Retail	27367	344	402	293	252	62.7%	144	35.8%	6	1.5%
Womens Apparel-Wholesale & Manufacturers.	903	1610	6	586	2	33.3%	4	66.7%	0	0%
Wood Carving	362	1929	8	584	2	25.0%	6	75.0%	0	0%
Wood Finishing	2875	1116	8	584	3	37.5%	4	50.0%	1	12.5%

US and Canada BBBs  
Sorted By Industry  
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Wood Preservatives	438	1870	1	591	1	100.0%	0	0%	0	0%
Wood Preserving	1639	1374	6	586	6	100.0%	0	0%	0	0%
Wood Technologists	109	2147	2	590	0	0%	2	100.0%	0	0%
Wood Turning	65	2189	1	591	1	100.0%	0	0%	0	0%
Woodworking	19042	425	129	464	49	38.0%	73	56.6%	7	5.4%
Woodworking Equipment & Supplies	1557	1392	11	581	4	36.4%	7	63.6%	0	0%
Wool	56	2198	0	0	0	0%	0	0%	0	0%
Woolen Goods-Wholesale & Manufacturers	14	2240	0	0	0	0%	0	0%	0	0%
Word Process System, Consultant, Designer	10	2244	0	0	0	0%	0	0%	0	0%
Word Processing Equipment - Maintenance	8	2246	0	0	0	0%	0	0%	0	0%
Word Processing Service	363	1928	2	590	1	50.0%	1	50.0%	0	0%
Work Clothes-Retail	737	1686	51	541	26	51.0%	25	49.0%	0	0%
Work Clothes-Wholesale & Manufacturers	98	2156	4	588	2	50.0%	2	50.0%	0	0%
Work-At-Home Cos.	1201206	5	3662	44	2007	54.8%	1324	36.2%	331	9.0%
Writers-Business	5015	876	24	568	9	37.5%	15	62.5%	0	0%
X-Ray Apparatus & Supplies	363	1928	2	590	1	50.0%	1	50.0%	0	0%
X-Ray Labs-Industrial	295	1978	14	578	7	50.0%	7	50.0%	0	0%
X-Ray Labs-Medical & Dental	4923	883	62	530	51	82.3%	11	17.7%	0	0%
X-Ray Protection	6	2248	1	591	0	0%	1	100.0%	0	0%
Yacht Brokers	1674	1359	29	563	16	55.2%	13	44.8%	0	0%
Yarn-Retail	1552	1395	9	583	4	44.4%	5	55.6%	0	0%
Yarn-Wholesale & Manufacturers	65	2189	1	591	1	100.0%	0	0%	0	0%
Yellow Page Advertising	8200	693	218	389	195	89.4%	22	10.1%	1	0.5%
Yoga Instruction	2828	1126	53	539	28	52.8%	24	45.3%	1	1.9%
Yogurt	26	2228	0	0	0	0%	0	0%	0	0%
Youth Organizations & Centers	6985	754	53	539	35	66.0%	16	30.2%	2	3.8%
Zinc Oxide	2	2252	0	0	0	0%	0	0%	0	0%
Zippers	30	2224	0	0	0	0%	0	0%	0	0%
Zippers-Repair	1	2253	0	0	0	0%	0	0%	0	0%
Zoological Gardens	242	2023	8	584	6	75.0%	2	25.0%	0	0%
Zoos	351	1937	9	583	6	66.7%	3	33.3%	0	0%
	54973200		829879		612588		195044		22247	