Table	Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
SORPHY   1   1   2   1.77   2   0.00   0   0.70   0.00	Total	7,511,515	Inquiries	34,589	Complaint	24,833	71.8%	8,809	25.5%	947	2.7%
Nover 1, 11,400	Roofing Contractors	297,084	1	0	1,737	0	0.0%	0	0.0%	0	0.0%
with Seamers (see Performance)         1977/19         4         98         20         1         5500         8         60.00         9         80.00         9         90.00         9         90.00         9         90.00         90.00         90.00         90.00         90.00	Contractors - General	191,845	2	1	1,213	1	100.0%	0	0.0%	0	0.0%
Marchan   15.53	Movers	174,082	3	0	1,737	0	0.0%	0	0.0%	0	0.0%
March   Marc	Auto Dealers - Used Cars	167,338	4	20	267	11	55.0%	9	45.0%	0	0.0%
Medicant   1956   1956   1   1   1   1   1   1   1   1   1	Plumbers	152,513	5	10	436	8	80.0%	2	20.0%	0	0.0%
And Doubles - New Color  And Doubles - New Col	Home Improvements	146,327	6	0	1,737	0	0.0%	0	0.0%	0	0.0%
International Conference   196778   9   1,777   0   0,78   0   0,79   0   0   0,79   0	Auto Repair & Service	126,496	7	11		5	45.5%	6	54.5%	0	0.0%
	Auto Dealers - New Cars	114,674	8	0	1,737	0	0.0%	0	0.0%	0	0.0%
Interlige für Confessioners  12.77 12.19 13.10 14.77 15.10 1	Home Builders	108,718	9	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rectorion	Landscape Contractors		10	0		0	0.0%	0	0.0%	0	0.0%
Nat Resource Confered	Heating & Air Conditioning	102,053	11	2	980	0	0.0%	1	50.0%	1	50.0%
Computer Fembers of Mineral Services   17,7,112	Electricians	82,373	12	0	1,737	0	0.0%	0	0.0%	0	0.0%
Facility	Not Elsewhere Classified	77,784	13	0	1,737	0	0.0%	0	0.0%	0	0.0%
Microsophysics   100	Computers Hardware, Software & Services	77,279	14	2	980	2	100.0%	0	0.0%	0	0.0%
Met Book Personne   64,022   37   7   540   7   10.0 m   4   0.0 m   5   0.0	Furniture - Retail	72,112	15	0	1,737	0	0.0%	0	0.0%	0	0.0%
Processor Contractors	Windows					0	0.0%	0	0.0%	0	0.0%
Calastron Agences 66.157 19 0 7 980 2 100.09 0 0.09 0 0.09 0 0.00 0.00 0.00 0	Auto Body Repair & Painting					7	100.0%	0	0.0%	0	0.0%
New Contractors   59,513   70	Painting Contractors		18	0		0	0.0%	0	0.0%	0	0.0%
Internation of Commitments   \$6,660   21	Collection Agencies	60,157	19	2	980	2	100.0%	0	0.0%	0	0.0%
	Paving Contractors	59,515	20	4	717	3	75.0%	1	25.0%	0	0.0%
Trever Agencies & Durenza   5.646   2.2   2.0   2.0   0.0	Heating Contractors	58,668	21	1	1,213	0	0.0%	1	100.0%	0	0.0%
Processor Management	Concrete Contractors	57,274	22	19	283	7	36.8%	12	63.2%	0	0.0%
Beathy Maintename   15,418   2   0   1,777   0   0,96   0,06	Travel Agencies & Bureaus	56,468	23	20	267	0	0.0%	12	60.0%	8	40.0%
	Property Management	55,710	24	0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet & No. Chemical Service   46,077   27   59   109   41   70.76   16   27.66   1   1.75	Beauty Salons	52,413	25	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance Companies  47,600  28  1 1,213  1 1,000 0 0 0.00	Lawn Maintenance	48,106	26	9	465	7	77.8%	2	22.2%	0	0.0%
17.48	Carpet & Rug Cleaners	48,077	27	58	109	41	70.7%	16	27.6%	1	1.7%
Microsophic Process   45,501   30   1   1,213   1   10,00%   0   0.0%   0	Insurance Companies	47,609	28	1	1,213	1	100.0%	0	0.0%	0	0.0%
Security Courter Equipment 6. System Monitors   13, 499	Construction & Remodeling Services	47,454	29	8	499	3	37.5%	4	50.0%	1	12.5%
Newtern - Retail   17,409   32   5   6.60   4   80.0%   1   20.0%   0   0.0	Windows - Installation & Service	45,851	30	1	1,213	1	100.0%	0	0.0%	0	0.0%
Water Heaters - Dealers         33,779         33         0         1,727         0         0.0%         0	Security Control Equipment & System Monitors	44,909	31	0	1,737	0	0.0%	0	0.0%	0	0.0%
Res Control Services   32,939   34   10   436   4   40,06   6   60,08   0   0.08    Local Moto Services   32,090   32,090   35   0   1,737   0   0.06   0   0.06   0   0.06    Financial Services   32,090   35   0   1,737   0   0.06   0   0.06   0   0.06    Financial Services   32,080   35   0   42   138   23   54,86   15   45,26   0   0.06    Financial Services   42,000   43,200   43,200   43,200   43,200   0   0.06    Financial Services   42,000   43,200   43,200   43,200   0   0.06    Financial Services   42,000   43,200   43,200   43,200   43,200   43,200   43,200   43,200    Financial Services   42,000   43,200   43,200   43,200   43,200   43,200    Financial Services   42,000   44,200   44,200   44,200   44,200    Financial Services   42,000   44,200   44,200   44,200   44,200    Financial Services   42,000   44,200   44,200   44,200    Financial Services   42,000   44,200   44,200   44,200    Financial Services   42,000   44,200   44,200   44,200    Financial Services   44,2	Jewelers - Retail	37,489	32	5	640	4	80.0%	1	20.0%	0	0.0%
Nuto Services   32,089   35   0   1,737   0   0.0%   0	Water Heaters - Dealers	33,379	33	0	1,737	0	0.0%	0	0.0%	0	0.0%
Financial Services  30,366 36 42 138 23 54.8% 19 45.2% 0 0.0% 0 0	Pest Control Services	32,939	34	10	436	4	40.0%	6	60.0%	0	0.0%
Kitchen & Bath - Design & Remodeling 29,705 37 1 1, 1,213 1 100,0% 0 0,0	Auto Services		35	0		0	0.0%	0	0.0%	0	0.0%
Cellular Telephone Service & Equipment   29,662   38   56   114   34   60.7%   16   28.6%   6   10.7%	Financial Services	30,366	36	42		23	54.8%	19	45.2%	0	0.0%
Natural Gas Companies   29,618   39   0   1,737   0   0.0%   0   0	Kitchen & Bath - Design & Remodeling	29,705	37	1	1,213	1	100.0%	0	0.0%	0	0.0%
Burglar Alarm Systems - Dealers, Monitoring & Service 29,377 40 15 327 6 40,0% 9 60,0% 0 0,0% 0 0,0% Mortgage Brokers 27,277 41 28 197 13 46,4% 13 46,4% 13 46,4% 2 7,1% Tire Dealers 27,277 42 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 10	Cellular Telephone Service & Equipment	29,662	38	56	114	34	60.7%	16	28.6%	6	10.7%
Mortgage Brokers   27,771	Natural Gas Companies	29,618	39	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tire Dealers    27,207	Burglar Alarm Systems - Dealers, Monitoring & Service	29,377	40	15	327	6	40.0%	9	60.0%	0	0.0%
Tree Service 26,867 43 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.0%	Mortgage Brokers	27,571	41	28	197	13	46.4%	13	46.4%	2	7.1%
Attorneys & Lawyers  Attorneys	Tire Dealers	27,207	42	0	1,737	0	0.0%	0	0.0%	0	0.0%
Internet Services Internet Ser	Tree Service	26,867	43	0	1,737	0	0.0%	0	0.0%	0	0.0%
Externet Shopping	Attorneys & Lawyers	26,395			1,737	0	0.0%	0	0.0%	0	0.0%
Credit & Debt Counseling         26,082         47         0         1,737         0         0.0%         0	Internet Services					0	0.0%	0	0.0%	0	0.0%
Computers - Dealers	Internet Shopping					3	75.0%	0	0.0%	1	25.0%
Health Clubs Health Clubs Health Clubs House Cleaning Health Clubs House Cleaning Health Clubs House Cleaning H	Credit & Debt Counseling		47	0		0	0.0%	0	0.0%	0	0.0%
House Cleaning Restoration 24,649 51 0 1,737 0 0 0.0% 0	Computers - Dealers	25,914				0	0.0%	0	0.0%	0	0.0%
Fire & Water Damage Restoration 24,649 51 0 1,737 0 0.0% 0	Health Clubs					0	0.0%	0	0.0%	0	0.0%
Swimming Pool Contractors, Dealers, Design         24,638         52         1         1,213         1         100.0%         0         0.0%         0.0%         0.0%           Pharmacies         24,571         53         2         980         1         50.0%         1         50.0%         0         0.0%           Excavating Contractors         24,148         54         15         327         4         26,7%         9         60.0%         2         13,30%           Working & Storage Company         23,840         55         18         301         7         38,9%         11         61.1%         0         0,0%           Gutters & Downspouts         23,747         56         17         312         13         76,5%         4         23,5%         0         0,0%           Fence Contractors         23,468         57         1         1,213         1         10,0%         0         0.0%         0         0,0%	House Cleaning					0	0.0%	0	0.0%	0	0.0%
Pharmacies 24,571 53 2 980 1 50.0% 1 50.0% 0 0.0% Excavating Contractors 24,148 54 15 327 4 26.7% 9 60.0% 2 13.3% Moving & Storage Company 23,840 55 18 301 7 38.9% 11 61.1% 0 0.0% Ence Contractors 23,47 56 17 312 13 76.5% 4 23.5% 0 0.0% 0 0.0% Fence Contractors 23,468 57 1 1,213 1 100.0% 0 0.0% 0 0.0%	•					0	0.0%	0	0.0%	0	0.0%
Excavating Contractors 24,148 54 15 327 4 26,7% 9 60,0% 2 13,3% Moving & Storage Company 23,840 55 18 301 7 38,9% 11 61,1% 0 0,0% Gutters & Downspouts 23,747 56 17 312 13 76,5% 4 23,5% 0 0,0% Fence Contractors 23,468 57 1 1,213 1 100,0% 0 0,0% 0 0,0%	Swimming Pool Contractors, Dealers, Design		52	1	1,213	1	100.0%	0	0.0%	0	0.0%
Moving & Storage Company         23,840         55         18         301         7         38,9%         11         61.1%         0         0,0%           Gutters & Downspouts         23,747         56         17         312         13         76.5%         4         23.5%         0         0,0%           Fence Contractors         23,468         57         1         1,213         1         100.0%         0         0.0%         0         0,0%	Pharmacies	24,571				1	50.0%	1	50.0%	0	0.0%
Gutters & Downspouts     23,747     56     17     312     13     76,5%     4     23.5%     0     0,0%       Fence Contractors     23,468     57     1     1,213     1     100.0%     0     0,0%     0     0,0%	Excavating Contractors			15		4	26.7%	9	60.0%	2	13.3%
Fence Contractors 23,468 57 1 1,213 1 100.0% 0 0.0% 0 0.0%	Moving & Storage Company					7	38.9%	11	61.1%	0	0.0%
	Gutters & Downspouts			17		13	76.5%	4	23.5%	0	0.0%
Real Estate 23,408 58 5 640 5 100.0% 0 0.0% 0 0.0%	Fence Contractors			1		1	100.0%	0	0.0%	0	0.0%
	Real Estate	23,408	58	5	640	5	100.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Building Contractors	23,355	59	3	837	2	66.7%	1	33.3%	0	0.0%
Home Inspection Service	23,055	60	0	1,737	0	0.0%	0	0.0%	0	0.0%
Siding Contractors	22,097	61	1	1,213	1	100.0%	0	0.0%	0	0.0%
Contractor - Insulation	21,334	62	0	1,737	0	0.0%	0	0.0%	0	0.0%
Appliances - Major - Dealers	20,887	63	82	86	29	35.4%	31	37.8%	22	
Building Materials	20,709	64	0	1,737	0	0.0%	0	0.0%	0	0.0%
Duct Cleaning	20,546	65	0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Dealers - New	20,381	66	2	980	0	0.0%	2	100.0%	0	0.0%
Foundation Contractors	20,181	67	0	1,737	0	0.0%	0	0.0%	0	0.0%
Janitor Service	19,731	68	36	156	19	52.8%	15	41.7%	2	5.6%
Doors	19,587	69	3	837	3	100.0%	0	0.0%	0	0.0%
Banks	18,998	70	3	837	3	100.0%	0	0.0%	0	0.0%
Water Filtration & Purification Equipment	18,617	71	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drywall Contractors	18,440	72	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - New	17,972	73	0	1,737	0	0.0%	0	0.0%	0	0.0%
Employment Agencies	17,147	74	0	1,737	0	0.0%	0	0.0%	0	0.0%
Discount Stores	17,144	75	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance Services	17,112	76	3	837	2	66.7%	1	33.3%	0	0.0%
Cleaning Services	17,094	77	0	1,737	0	0.0%	0	0.0%	0	0.0%
Correspondence Schools	16,680	78	1	1,213	0	0.0%	1	100.0%	0	0.0%
Granite	16,421	79	0	1,737	0	0.0%	0	0.0%	0	0.0%
Delivery Service	16,118	80	0	1,737	0	0.0%	0	0.0%	0	0.0%
Computers - Service & Repair	16,056	81	0	1,737	0	0.0%	0	0.0%	0	0.0%
Spas & Hot Tubs - Dealers	16,017	82	90	75	28	31.1%	62	68.9%	0	0.0%
Day Spas	15,654	83	5	640	5	100.0%	0	0.0%	0	0.0%
Property Maintenance	15,586	84	2	980	2	100.0%	0	0.0%	0	0.0%
Kitchen Cabinets & Equipment - Household	15,462	85	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dry Cleaners	15,443	86	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Renting & Leasing	15,385	87	3	837	3	100.0%	0	0.0%	0	0.0%
Tax Return Preparation	15,299	88	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Detailing	15,270	89	0	1,737	0	0.0%	0	0.0%	0	0.0%
Heating Equipment & Systems Cleaning & Repair	15,061	90	0	1,737	0	0.0%	0	0.0%	0	0.0%
Glass - Plate and Window	15,018	91	0	1,737	0	0.0%	0	0.0%	0	0.0%
Schools - Business & Vocational	14,983	92	15	327	12	80.0%	2	13.3%	1	6.7%
General Merchandise - Retail	14,968	93	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electronic Equipment & Supplies - Dealers	14,591	94	6	583	3	50.0%	3	50.0%	0	0.0%
Web Design	14,587	95	2	980		100.0%	0	0.0%	0	0.0%
Recreational Vehicles - Dealers	14,451	96	2	980		100.0%	0	0.0%	0	0.0%
Pet Boarding & Kennels	14,382	97	4	717	4	100.0%	0	0.0%	0	0.0%
Limousine Service	14,369	98	5	640	2	40.0%	3	60.0%	0	0.0%
Transmissions - Automobile	14,336	99	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mason Contractors	14,326	100	8	499	6	75.0%	2	25.0%	0	0.0%
Floor Laying, Refinishing & Resurfacing	14,077	101	0	1,737	0	0.0%	0	0.0%	0	0.0%
Appliances - Major - Parts & Supplies	13,956	102	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dentists	13,862	103	0	1,737	0	0.0%	0	0.0%	0	0.0%
Locks & Locksmiths	13,852	104	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate Developers	13,620	105	0	1,737	0	0.0%	0	0.0%	0	0.0%
Internet Marketing Services	13,548	106	0	1,737	0	0.0%	0	0.0%	0	0.0%
Modeling & Talent Agencies	13,437	107	7	540	4	57.1%	3	42.9%	0	0.0%
Countertops	13,312	108	0	1,737		0.0%	0	0.0%	0	0.0%
Loans	13,250	109	4	717	3	75.0%	1	25.0%	0	0.0%
Health & Diet Products - Retail	12,908	110	0	1,737	0	0.0%	0	0.0%	0	0.0%
Restaurants	12,890	111	0	1,737	0	0.0%	0	0.0%	0	0.0%
Publishers - Book	12,869	112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Nail Salons	12,855	113	9	465	5	55.6%	4	44.4%	0	0.0%
Online Drug & Prescription Services	12,781	114	2	980	0	0.0%	2	100.0%	0	0.0%
Immigration & Naturalization Consultants	12,768	115	2	980	1	50.0%	0	0.0%	1	50.0%
Credit Unions	12,471	116	1	1,213	1	100.0%	0	0.0%	0	0.0%
Towing - Automotive	12,355	117	1	1,213	1	100.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Auctioneers	12,164	118	5	640	2	40.0%	3	60.0%	0	0.0%
Snow Removal Service	12,041	119	0	1,737	0	0.0%	0	0.0%	0	0.0%
Computers - Sys Designers & Consult	11,855	120	0	1,737	0	0.0%	0	0.0%	0	0.0%
Appliances - Major - Service & Repair	11,785	121	0	1,737	0	0.0%	0	0.0%	0	0.0%
Furnace Sales & Service	11,676	122	0	1,737	0	0.0%	0	0.0%	0	0.0%
Driving Instruction	11,362	123	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floor Materials - Retail	11,347	124	4	717	1	25.0%	3	75.0%	0	0.0%
Appliances - Small - Supplies & Parts	11,188	125	5	640	4	80.0%	1	20.0%	0	0.0%
Handyman Services	11,169	126	1	1,213	0	0.0%	1	100.0%	0	0.0%
Floor Coverings & Installation	11,160	127	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Repair - Windshield, Glass Shops	11,110	128	1	1,213	1	100.0%	0	0.0%	0	0.0%
Internet - Web Hosting	11,059	129	5	640	4	80.0%	1	20.0%	0	0.0%
Waterproofing Contractors	10,828	130	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consumer Finance & Loan Companies	10,686	131	167	42	145	86.8%	17	10.2%	5	3.0%
Coupon Services	10,597	132	14	349	7	50.0%	6	42.9%	1	7.1%
Pardon Services	10,486	133	58	109	35	60.3%	20	34.5%	3	5.2%
Manufacturers & Producers	10,458	134	18		16	88.9%	1	5.6%	1	5.6%
Fireplaces	10,427	135	31	184	21	67.7%	9	29.0%	1	3.2%
Work-At-Home Companies	10,426	136	22	248	15	68.2%	7	31.8%	0	0.0%
Patio, Porch & Deck Enclosures	10,410	137	26		26	100.0%	0	0.0%	0	0.0%
Home Health Services	10,369	138	24	229	21	87.5%	3	12.5%	0	0.0%
Security Guard & Patrol Service	9,937	139	2	980	1	50.0%	1	50.0%	0	0.0%
Window Cleaning	9,901	140	1	1,213	0	0.0%	1	100.0%	0	0.0%
Printers	9,773	141	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Grooming	9,743	142	2	980	1	50.0%	1	50.0%	0	0.0%
Computers - Supplies & Parts	9,649	143	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tours - Operators & Promoters	9,571	144	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mechanical Contractors	9,548	145	1	1,213	1	100.0%	0	0.0%	0	0.0%
Accountants	9,510	146	3	837	1	33.3%	2	66.7%	0	0.0%
Chimney Cleaning	9,503	147	1	1,213	1	100.0%	0	0.0%	0	0.0%
Tattoos	9,395	148	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mailing Services	9,086	149	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Internet	9,048	150	0	1,737	0	0.0%	0	0.0%	0	0.0%
Multi-Level Selling Companies	9,024	151	1	1,213	1	100.0%	0	0.0%	0	0.0%
Interior Decorators & Designers	9,010	152	0	1,737	0	0.0%	0	0.0%	0	0.0%
Credit - Debt Consolidation Services	8,926	153	0	1,737	0	0.0%	0	0.0%	0	0.0%
Health & Medical - General	8,864	154	3	837	1	33.3%	1	33.3%	1	33.3%
Cabinets	8,853	155	0	1,737	0	0.0%	0	0.0%	0	0.0%
Travel Clubs	8,761	156	0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpenters	8,751	157	1	1,213	1	100.0%	0	0.0%	0	0.0%
Bookkeeping Service	8,748	158	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wholesalers & Distributors	8,708	159	0	1,737	0	0.0%	0	0.0%	0	0.0%
Financial Planning Consultants	8,697	160	0	1,737	0	0.0%	0	0.0%	0	0.0%
Stucco & Exterior Coating Contractors	8,652	161	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hotels	8,650	162	0	1,737	0	0.0%	0	0.0%	0	0.0%
Building Inspection	8,621	163	6	583	3	50.0%	2	33.3%	1	16.7%
Vacuum Cleaners - Household - Dealers	8,581	164	4	717	1	25.0%	3	75.0%	0	0.0%
Air Purifying & Cleaning Systems & Equipment	8,449	165	2	980	1	50.0%	1	50.0%	0	0.0%
Motorcycles - Dealers	8,419	166	2	980	0	0.0%	2	100.0%	0	0.0%
Schools - Academic - Colleges & Universities	8,393	167	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bathtubs & Sinks - Repair & Refinish	8,388	168	1	1,213	1	100.0%	0	0.0%	0	0.0%
Bridal Shops	8,352	169	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto & Truck Brokers	8,339	170	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tile - Ceramic - Contractors & Dealers	8,330	171	1	1,213	1	100.0%	0	0.0%	0	0.0%
Insurance - Life	8,323	172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sporting Goods - Retail	8,320	173	0	1,737	0	0.0%	0	0.0%	0	0.0%
Scholarships & Financial Aid	8,268	174	0	1,737	n	0.0%	0	0.0%	n	0.0%
Telephone Service - Long Distance	8,226	175	0	1,737	0	0.0%	0	0.0%	0	0.0%
Child Care Centers	8,193	176	0		0	0.0%	0	0.0%	0	0.0%
	3,133	1/0		1,.37	· ·	0.0%		0.0%	Ü	0.070

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Bathroom Remodeling	8,131	177	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hearing Aids & Assistive Devices	8,013	178	0	1,737	0	0.0%	0	0.0%	0	0.0%
Transportation Services	8,012	179	0	1,737	0	0.0%	0	0.0%	0	0.0%
Television - Cable, CATV & Satellite	7,989	180	99	66	71	71.7%	28	28.3%	0	0.0%
Heating Equipment	7,983	181	0	1,737	0	0.0%	0	0.0%	0	0.0%
Business Consultants	7,927	182	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hair Removal - Laser & Electrolysis	7,898	183	20	267	5	25.0%	12	60.0%	3	15.0%
Associations	7,888	184	0	1,737	0	0.0%	0	0.0%	0	0.0%
Accountants - Certified Public	7,856	185	1	1,213	1	100.0%	0	0.0%	0	0.0%
Storage Units - Household & Commercial	7,828	186	0	1,737	0	0.0%	0	0.0%	0	0.0%
Upholsterers	7,808	187	0	1,737	0	0.0%	0	0.0%	0	0.0%
Clothing - Retail	7,802	188	3	837	2	66.7%	1	33.3%	0	0.0%
Cabinet Manufacturer	7,749	189	2	980	2	100.0%	-	0.0%	0	0.0%
Air Conditioning Contractors & Systems	7,693	190	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dating Service	7,541	190	1	1,213	0	0.0%	1	100.0%	0	0.0%
Telephone Communications	7,341	191	28	1,213	21		7		0	
Beauty Supplies & Equipment	7,461	192		1,737	21	75.0% 0.0%	,	25.0%	0	0.0%
Search Engine Optimization Services	7,435		0	1,737	0		0	0.0%	0	0.0%
		194	- 0	980	0	0.0%	0	0.0%	0	0.0%
Grocers - Retail	7,421 7,407	195	2	1,213	2	100.0%	0	0.0%	0	0.0%
Weight Control Services		196	1		U	0.0%	1	100.0%	0	0.0%
Paralegals  Paralegals	7,192	197	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate Rental Service	7,150	198	1	1,213	1	100.0%	0	0.0%	0	0.0%
Caterers	7,121	199	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telephone Companies	7,086	200	0	1,737	0	0.0%	0	0.0%	0	0.0%
Plumbing Drains & Sewer Cleaning	6,960	201	6	583	6	100.0%	0	0.0%	0	0.0%
Chimney Builders & Repair	6,925	202	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Service & Repair	6,852	203	0	1,737	0	0.0%	0	0.0%	0	0.0%
Veterinarians	6,829	204	0	1,737	0	0.0%	0	0.0%	0	0.0%
Marketing Programs & Services	6,790	205	1	1,213	1	100.0%	0	0.0%	0	0.0%
Air conditioning & Heating Contractors - Residential	6,673	206	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oilfield Service	6,594	207	0	1,737	0	0.0%	0	0.0%	0	0.0%
Air Duct Cleaning	6,577	208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Food Manufacturers, Wholesalers, Distributors	6,565	209	0	1,737	0	0.0%	0	0.0%	0	0.0%
Asphalt	6,557	210	1	1,213	1	100.0%	0	0.0%	0	0.0%
Florists - Retail	6,548	211	0	1,737	0	0.0%	0	0.0%	0	0.0%
Spas & Hot Tubs - Service & Repair	6,534	212	1	1,213	1	100.0%	0	0.0%	0	0.0%
Payday Loans	6,408	213	0	1,737	0	0.0%	0	0.0%	0	0.0%
Service Stations - Gasoline & Oil	6,374	214	2	980	0	0.0%	2	100.0%	0	0.0%
Legal Forms	6,369	215	3	837	3	100.0%	0	0.0%	0	0.0%
Office Supplies	6,366	216	51	121	31	60.8%	7	13.7%	13	25.5%
Garage Doors & Openers	6,337	217	2	980	2	100.0%	0	0.0%	0	0.0%
Video Games - Dealers	6,335	218	3	837	1	33.3%	2	66.7%	0	0.0%
Signs	6,318	219	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mentally Disabled Services	6,303	220	4	717	4	100.0%	0	0.0%	0	0.0%
Taxicabs	6,280	221	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Shops	6,196	222	0	1,737	0	0.0%	0	0.0%	0	0.0%
Car Wash & Polish	6,145	223	3	837	1	33.3%	2	66.7%	0	0.0%
Auto Wrecking	6,117	224	0	1,737	0	0.0%	0	0.0%	0	0.0%
Investment Advisory Service	6,062	225	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electronic Equipment & Suppliers - Service & Repair	6,017	226	90	75	37	41.1%	53	58.9%	0	0.0%
Fitness Centers	6,006	227	1	1,213	1	100.0%	0	0.0%	0	0.0%
Training Programs	5,989	228	3	837	1	33.3%	2	66.7%	0	0.0%
Womens Apparel - Retail	5,964	229	2	980	2	100.0%	0	0.0%	0	0.0%
Shoes - Retail	5,933	230	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Warranty Processing Service	5,925	231	3	837	3	100.0%	0	0.0%	0	0.0%
Tanning Salons	5,906	232	1	1,213	1	100.0%	0	0.0%	n	0.0%
Skin Care	5,842	232	4	717	3	75.0%	1	25.0%	n	0.0%
Marketing Consultants	5,841	234	91	73	62	68.1%	28	30.8%	1	1.1%
Water Soft & Conditioning Equipment Service & Supplies	5,749	234	21	980		100.0%	20	0.0%	n	0.0%
water Sort & Conditioning Equipment Service & Supplies	5,749	235	2	980		100.0%	U	0.0%	L	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Hardware - Retail	5,691	236	0	1,737	0	0.0%	0	0.0%	0	0.0%
Patio & Deck Builders	5,690	237	5	640	4	80.0%	1	20.0%	0	0.0%
Rubbish & Garbage Removal	5,679	238	1	1,213	1	100.0%	0	0.0%	0	0.0%
Hardwood Floor Contractors	5,671	239	1	1,213	1	100.0%	0	0.0%	0	0.0%
Mattresses	5,652	240	0	1,737	0	0.0%	0	0.0%	0	0.0%
Solar Energy Equipment & Systems Dealers	5,610	241	0	1,737	0	0.0%	0	0.0%	0	0.0%
Exercise & Physical Fitness Programs	5,526	242	889	3	773	87.0%	115	12.9%	1	0.1%
Telemarketing Services	5,463	243	0	1,737	0	0.0%	0	0.0%	-	0.0%
Optical Goods - Service & Repair	5,446	244	538	9	417	77.5%	115	21.4%	6	1.1%
Construction Management	5,427	245	64	102	37	57.8%	26	40.6%	1	1.6%
Advertising Specialties	5,417	246	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising Agencies & Counselors	5,408	247	14	349	10	71.4%	3	21.4%	1	7.1%
Landscape Designers	5,381	248	2.	980	1	50.0%	1	50.0%	0	0.0%
Air conditioning & Heating Contractors - Commercial	5,379	249	1	1,213	0	0.0%	1	100.0%	0	0.0%
Parking Facilities	5,357	250	0	1,737	0	0.0%	1	0.0%	0	0.0%
Water Treatment Equipment, Service & Supplies	5,322	250	2	837	2	100.0%	0	0.0%	0	0.0%
	5,302		5	583	3		3		0	
Furniture Manufacturers Optical Goods - Retail	5,302	252	- 6	583 540	3	50.0%	3	50.0%	0	0.0%
·		253	/		5	71.4%	2	28.6%	0	0.0%
Publishers - Directory & Guide	5,270 5,212	254	0	1,737 980	0	0.0%	0	0.0%	0	0.0%
Appliances - Small - Service & Repair		255	2		2	100.0%	U	0.0%	0	0.0%
Musical Instruments - Dealers	5,202	256	1	1,213	0	0.0%	1	100.0%	0	0.0%
Point of Sale Systems	5,078	257	0	1,737	0	0.0%	0	0.0%	0	0.0%
Schools - General Interest	4,993	258	6	583	4	66.7%	2	33.3%	0	0.0%
Truck Repair & Service	4,979	259	98	68	74	75.5%	23	23.5%	1	1.0%
Charity - National	4,975	260	1	1,213	1	100.0%	0	0.0%	0	0.0%
Land Companies	4,962	261	5	640	3	60.0%	2	40.0%	0	0.0%
Hair Styling and Services	4,961	262	7	540	3	42.9%	4	57.1%	0	0.0%
Nanny Service	4,947	263	10	436	8	80.0%	2	20.0%	0	0.0%
Pawnbrokers	4,944	264	3	837	2	66.7%	1	33.3%	0	0.0%
Food Plans	4,919	265	2	980	2	100.0%	0	0.0%	0	0.0%
Oils - Fuel	4,911	266	3	837	2	66.7%	1	33.3%	0	0.0%
Draperies & Curtains - Retail & Custom	4,904	267	1	1,213	1	100.0%	0	0.0%	0	0.0%
Marble & Granite Installation, Stonework Fabrication	4,886	268	186	37	125	67.2%	59	31.7%	2	1.1%
Check Cashing Service	4,876	269	378	17	273	72.2%	101	26.7%	4	1.1%
Stone Setting	4,863	270	1	1,213	1	100.0%	0	0.0%	0	0.0%
Apartments	4,854	271	2	980	1	50.0%	1	50.0%	0	0.0%
Taxes - Consultants & Representatives	4,845	272	14	349	10	71.4%	4	28.6%	0	0.0%
Pet Supplies & Foods - Retail	4,801	273	1	1,213	0	0.0%	1	100.0%	0	0.0%
Contractors - Flooring	4,798	274	3	837	3	100.0%	0	0.0%	0	0.0%
Drainage Contractors	4,732	275	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photographers - Portrait	4,722	276	22	248	17	77.3%	5	22.7%	0	0.0%
Real Estate Agents	4,708	277	1	1,213	1	100.0%	0	0.0%	0	0.0%
Security Systems Consultants	4,697	278	4	717	3	75.0%	1	25.0%	0	0.0%
Beauty Schools	4,687	279	4	717	2	50.0%	2	50.0%	0	0.0%
Ticket Sales - Events	4,627	280	6	583	5	83.3%	1	16.7%	0	0.0%
Bank Equipment & Supplies	4,593	281	5	640	4	80.0%	1	20.0%	0	0.0%
Bakers - Retail	4,564	282	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floors - Hardwood	4,562	283	0	1,737	0	0.0%	0	0.0%	0	0.0%
Massage Therapists	4,451	284	0	1,737	0	0.0%	0	0.0%	0	0.0%
Woodworkina	4,446	285	4	717	0	0.0%	Δ	100.0%	0	0.0%
Office Furniture & Equipment	4,441	285		1,737	0	0.0%		0.0%	0	0.0%
Insurance Consultants	4,441	286	98	68	73	74.5%	25		0	
Mail Order & Catalog Shopping	4,409	287	98	499	/3		25		0	0.0%
			8		5	62.5%	3	37.5%	0	0.0%
Tutoring  Facines Debuild & Sushanes	4,387	289	1	1,213	1	100.0%	0	0.0%	0	0.0%
Engines - Rebuild & Exchange	4,381	290	0	1,737	0	0.0%	0	0.0%	0	0.0%
Landscape Architects	4,376	291	30	187	14	46.7%	16	53.3%	0	0.0%
Liquidators	4,368	292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Furniture Designers & Custom Builders	4,364	293	0	1,737	0	0.0%	0	0.0%	0	0.0%
Credit Reporting Agencies	4,294	294	32	177	31	96.9%	1	3.1%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Financing	4,239	295	4	717	4	100.0%	0	0.0%	0	0.0%
Building Restoration & Preservation	4,229	296	6	583	3	50.0%	3	50.0%	0	0.0%
Energy Management & Conservation Consultant	4,210	297	0	1,737	0	0.0%	0	0.0%	0	0.0%
Blinds	4,200	298	3	837	3	100.0%	0	0.0%	0	0.0%
Department Stores	4,191	299	0	1,737	0	0.0%	0	0.0%	0	0.0%
Garage Builders	4,191	299	1	1,213	0	0.0%	1	100.0%	0	0.0%
Market Research & Analysis	4,173	301	2	980	2	100.0%	0	0.0%	0	0.0%
Basement - Contractors	4,171	302	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jewelers - Wholesale	4,148	303	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Transporters & Drive-Away Companies	4,147	304	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laser Cosmetic Services	4,142	305	0	1,737	0	0.0%	0	0.0%	0	0.0%
Opticians	4,132	306	6	583	2	33.3%	4	66.7%	0	0.0%
Windows & Doors - Installation & Service	4,125	307	0	1,737	0	0.0%	0	0.0%	0	0.0%
Brake Service	4,119	308	18		10	55.6%	5	27.8%	3	16.7%
Moving Services - Labor & Materials	4,112	309	0	1,737	0	0.0%	0	0.0%	0	0.0%
Environmental & Ecological Services	4,094	310	0	1,737	0	0.0%	0	0.0%	0	0.0%
Investigators	4,034	311	2	980	2	100.0%	0	0.0%	0	0.0%
Welding	4,033	312	0	1,737	0	0.0%	0	0.0%	0	0.0%
Newspapers	3,981	313	1	1,213	0	0.0%	1	100.0%	0	0.0%
Truck Dealers	3,978	314	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vacuum Cleaning Systems	3,963	315	0	1,737	0	0.0%	0	0.0%	0	0.0%
Credit Card Processing Service	3,960	316	0	1,737	0	0.0%	0	0.0%	0	0.0%
Doors - Repair	3,960	316	0	-7	0	0.0%	0	0.0%	0	0.0%
Buying Clubs & Group Purchasing Service	3,950 3,943	318	0	1,737 1,737	0	0.0%	0	0.0%	0	0.0%
Freight Forwarding	3,943	319	0	1,737	0	0.0%	0	0.0%	0	0.0%
Relocation Service Beds - Retail	3,932	320	14		7	0.0%	0	0.0%	0	0.0%
Grocery - Bulk Food Stores	3,899	321	14	1,737	/	50.0%	0	42.9%	1	7.1%
Maids & Butlers Service	3,893	322 323	0	1,737	0	0.0%	0	0.0%	0	0.0%
Credit Cards & Plans	3,872	323	0		0	0.0%	0	0.0%	0	0.0%
Wedding Supplies & Services	3,858	325	14		14	100.0%	0	0.0%	0	0.0%
Landscape Maintenance	3,855	326	1	1,213	1	100.0%	0	0.0%	0	0.0%
Cabinet Maker	3,837	327	0	1,737	0	0.0%	0	0.0%	0	0.0%
Nurseries - Plants, Trees	3,837	327	0	1,737	0	0.0%	0	0.0%	0	0.0%
Health & Medical Products	3,807	329	0	1,737	0	0.0%	0	0.0%	0	0.0%
Energy Service Companies	3,735	330	54		47	87.0%	7	13.0%	0	0.0%
Funeral Directors	3,704	331	1	1,213	1	100.0%	0	0.0%	0	0.0%
Meat - Retail	3,700	332	1	1,213	1	100.0%	0	0.0%	0	0.0%
Waste Reduction, Disposal, Recycle Equipment	3,696	333	0		0	0.0%	0	0.0%	0	0.0%
Martial Arts	3,695	334	128	56	117	91.4%	11	8.6%	0	0.0%
Dog Breeders	3,694	335	14		9	64.3%	4	28.6%	1	7.1%
Gold, Silver & Platinum Dealers	3,689	336	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chambers Of Commerce	3,686	337	0	1,737	0	0.0%	0	0.0%	0	0.0%
Internet Access Provider	3,678	338	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate Appraisers	3,657	339	1	1,213	1	100.0%	0	0.0%	0	0.0%
Employment Training	3,627	340	2	980	1	50.0%	1	50.0%	0	0.0%
Lotteries - Foreign	3,597	341	2	980	0	0.0%	2	100.0%	0	0.0%
Photographers - Commercial	3,593	342	4	717	2	50.0%	2	50.0%	0	0.0%
Clinics	3,561	343	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lubricating Service - Automotive	3,542	344	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boat Dealers	3,508	345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Safety Consultants	3,505	346	2	980	1	50.0%	1	50.0%	0	0.0%
Motels	3,501	347	2	980	1	50.0%	1	50.0%	0	0.0%
Pet Sitting Services	3,479	348	0	1,737	0	0.0%	0	0.0%	0	0.0%
Toys - Retail	3,472	349	2	980	1	50.0%	1	50.0%	0	0.0%
Gift Shops	3,471	350	1	1,213	1	100.0%	0	0.0%	0	0.0%
Vacation Rentals	3,450	351	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bathroom Accessories	3,449	352	0	1,737	0	0.0%	0	0.0%	0	0.0%
All-Terrain Vehicles	3,439	353	8	499	5	62.5%	3	37.5%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Lawn & Garden Equipment & Supplies	3,433	Inquiries 354	. 1	Complaint 1,213	. 1	100.0%		0.0%		0.0%
Home Design & Planning	3,426	355	1	1,213	0	0.0%	1	100.0%	0	0.0%
Furniture Repair & Refinish	3,416	356	2	980	1	50.0%	1	50.0%	0	0.0%
Guns & Gunsmiths	3,401	357	1	1,213	0	0.0%	1	100.0%	0	0.0%
Windows - Repairing	3,380	358	1	1,213	1	100.0%	0	0.0%	0	0.0%
Kitchen Remodeling	3,378	359	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Service - Rust proofing Shops	3,348	360	6	583	2	33.3%	4	66.7%	0	0.0%
Auto Parts & Supplies - Used & Rebuilt	3,337	361	22	248	15	68.2%	5	22.7%	2	9.1%
Business & Trade Organizations	3,324	362	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photographic Equipment & Supplies - Retail	3,320	363	6	583	2	33.3%	2	33.3%	2	33.3%
Messenger Service	3,311	364	5	640	- 5	100.0%	0	0.0%	0	0.0%
Railings	3,297	365	7	540	2	28.6%	5	71.4%	0	0.0%
Auto Salvage Yards	3,285	366	8	499	- 5	62.5%	3	37.5%	0	0.0%
Hospital & Medical Equipment & Supplies	3,264	367	1	1,213	0	0.0%	1	100.0%	0	0.0%
Television & Radio - Dealers	3,261	368	0	1,737	0	0.0%	-	0.0%	0	0.0%
Irrigation Systems & Equipment	3,259	369	0	1,737	0	0.0%	0	0.0%	0	0.0%
Upholstery & Carpet Cleaning	3,243	370	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Manufacturers & Distributors	3,197	370	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rental Service Stores & Yards	3,197	371	14	349	13	92.9%	1	7.1%	0	0.0%
Septic Tanks & Systems Contractors & Dealers	3,185	371	14	1,213	13	0.0%	1	100.0%	0	0.0%
Mufflers & Exhaust Systems	3,180	373	^	1,737	0	0.0%	1	0.0%	0	0.0%
Telecommunication Equipment & Systems Dealers	3,173	374	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bicycle - Dealers	3,171	376	1	1,213	1	100.0%	0	0.0%	0	
Funeral Related Services	3,160	370	200	33	117	58.5%	69	34.5%	14	0.0% 7.0%
Insurance - Auto	3,129	377	250	219	117	24.0%	19	76.0%	14	0.0%
Gas - Propane	3,123	379	23	240	17				0	
Divorce Assistance	3,104	380	23	1,737	17	73.9% 0.0%	0	26.1% 0.0%	0	0.0%
Siding Materials	3,104	381	0	465	0		0		0	0.0%
Awnings & Canopies	3,083	382	1	1,213	0	55.6% 0.0%	1	44.4% 100.0%	0	0.0%
Roofing Materials	3,080	383	18	301	18	100.0%	1		0	0.0%
Vacation Time Share	3,080	383	10	1,213	10	100.0%	0	0.0%	0	0.0%
Garden Centers	3,075	385	11	410	-	54.5%		45.5%	0	0.0%
Personal Services	3,073	386	- 11	717	2		1		0	
Electronic Equipment & Supplies - Wholesale & Manufacturers	3,074	387	0	1,737	,	75.0% 0.0%	1	25.0% 0.0%	0	0.0%
Computers - Networks	3,055	388	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sunroom & Solarium Design & Construction	3,047	389	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trucking	3,047	389	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photographers - Wedding	3,044	391	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sand & Gravel	3,036	391	2	980	0	0.0%	0	0.0%	2	
Buildings - Pre - Cut, Prefab & Modular - Dealers	3,016	393	0	1,737	0	0.0%	0	0.0%		100.0%
Contractor - Electrical	3,016	393	0	1,737	0		0		0	
Computer Software Publishers & Developers	3,015	395	0	1,737	0	0.0%	0	0.0%	0	0.0%
Graphic Designers	3,000	395	2	980	1	50.0%	0	0.0%	1	0.0% 50.0%
Telephone Equipment & Systems Dealers	2,997	396	0	1,737	1	0.0%	0	0.0%	1	
Secret Shopper	2,997	397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pizza	2,985	398	0	1,737	0	0.0%	0	0.0%	0	0.0%
Banquet Facilities	2,983	400	0	1,737	0	0.0%	0	0.0%	0	0.0%
	2,969	400	0	465	0		0		0	
Health & Fitness Program Consultants  Machine Shops	2,969	401	9	1,737	3	55.6% 0.0%	4	44.4% 0.0%	0	0.0%
Resorts	2,967	402	0	1,737	0	0.0%	0	0.0%	0	
Music Instruction - Instrumental	2,947	403	2	837	2	66.7%	1		0	0.0%
Food Products	2,943	404	3	1,737	2	0.0%	1	33.3% 0.0%	0	0.0%
Lumber - Retail	2,944	405	1	1,737	1	100.0%	0		0	0.0%
Firewood	2,944	405	2	980	1	100.0%	0	0.0%	0	
	2,942	407	2	1,737	2		0		0	0.0%
Disc Jockeys  Patia Equipment & Supplies	2,941	408 409	0	1,737	0	0.0%	0	0.0%	0	0.0%
Patio Equipment & Supplies  Meteorycles - Supplies & Parts	2,940		0		0	0.0%	0	0.0%	0	0.0%
Motorcycles - Supplies & Parts Stair Builders	2,938	410	0	1,737 1,737	0	0.0%	0	0.0%	0	0.0%
Stair Builders Professional Services - General	2,937	411	0	1,737	0	0.0%	0	0.0%	0	0.0%
Professional Services - General	2,925	412	0	1,/3/	U 0	0.0%	0	0.0%	0	0.0%

Mail Shiften incomparison (Security 1999)   1999	Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Section   Sect			Inquiries 413	1	Complaint 1,213	1		0		0	0.0%
1,000   1,00				2		1		1		0	
Teach   Final Content   Fina				0		-		0		0	
February Systems   1,000   1				0		0		0		0	
Reindeg Controllarion Controllarion (1997)  1. 489   419   0 1.777   0 1.079   0 0.000	· · ·			1		0		1		0	
December of Anthorner - Stores				0		0		-		0	+
March March March   1,249	-			0		0		0		0	+
2,400   227   3   131   4   295   5   296   6   296   7   296   6   296   7   296   296   7   296   296   7   296   296   7   296				3		2		1		0	1
Transmert Frendering				1		0		-		1	
PART				2		0		2		1	
1980s   1980						0		0		0	
Designation   Confession   Co				0		0		0		0	
September   Sept				0		0		0		0	+
Second Experience Subgelles				1		1		0		0	
Engineering Professional   2,772				21		14		7		0	
Components & Variable   2,705				21		14		,		0	
Description   1,775				0		0		0		0	
Semicontanton				0		0		0		0	
Information Fortrology Services   2,765   432   1   1,212   1   10,07%   0   0.0%   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0				0		0		0		0	
voluning she Chalemians  2.78				0		0		0		0	1
Antergues-Deserts				1		1		0		0	+
Convenence Stores				7		6		1		0	
Dearmonis	· · · · · · · · · · · · · · · · · · ·			3		0		3		0	
Auso Driving-School Auso D				0		0		0		0	
Germe & Supplese Beautre Equipment - Service & Repair Power Company (1)				0		0		0		0	
Electric Captrogenet - Service Repair  2,727  4489  1,727  0,000				19		13		6		0	
Troor Carringis  1. 2,09  1. 400  1. 177  1. 10  1. 10  1. 177  1. 10  1. 10  1. 177  1. 10  1. 10  1. 177  1. 10  1. 10  1. 10  1. 177  1. 10  1.	· ·			4		2		2		0	
Here Regularement Hore Regularization   2,999   441   7   540   4   57,1%   3   42,9%   0   0.9%				0		0		0		0	
Finence - Sales, Service & Contractors    1,688				0		0		0		0	
1,000   1,00	· ·			7		4		3		0	
Lawn A Sarden Sprinkler Systems   2,662   444   1   1,213   0   0,0%   1   10,00%   0   0,0%   0	· · · · · · · · · · · · · · · · · · ·			10		6		4		0	+
Business Services - General	·			0		0		0		0	
Plumbing Fatures, Parts, Supplies - Retail   2,651   446   1   1,213   0   0.0%   1   100.0%   0   0.0%   0				1		0		1		0	
Swimming Pool Service & Repair Cocking Utensils Croperty Management - Industrial & Commercial Cocking Utensils Croperty Management - Industrial & Cocking Utensils Croperty Management - Industrial & Commercial Croperty Management - Industrial & Commercial Croperty Management - Industrial & Commercial Croperty Management - Industrial & Cocking Utensils Croperty Management - Industrial & Commercial Croperty Management				0		0		0		0	
Cooking Uttensis				1		0		1		0	
Property Management - Industrial & Commercial 2,645 448 0 1,737 0 0.0% 0				1		1		0		0	
Industrial Manufacturers				0		0		0		0	+
Resume Service	1 1			0		0		0		0	
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery 2,628 452 0 1,737 0 0.0% 0				1		1		0		0	
Water Companies - Bottled, Bulk Retirement & Life Care Communities & Homes 2,614 453 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% Investment Scurities 1,737 0 0,0% 1,737 0 0,0% 0				0		0		0		0	
Retirement & Life Care Communities & Homes				0		0		0		0	
Insurance - Funeral				0		0		0		0	0.0%
Investment Securities				35		9		15		11	
Advertising - Directory & Guide 2,593 457 0 1,737 0 0,0% 0				0		0		0		0	0.0%
Marine Sales & Service 2,593 457 15 327 11 73.3% 4 26.7% 0 0.0% 0.0% 1 14.3% 1		, , , ,		0		0	0.0%	0	0.0%	0	0.0%
Importers   2,592   459   7   540   5   71.4%   1   14.3%   14.3%   14.3%   14.3%   14.3%   14.3%   14.3%   14.3%   14.3%				0		0		0		0	+
Travel Agent Mills         2,579         460         2         980         2         100.0%         0         0.0%         0         0.0%           Event Planers         2,577         461         4         717         4         100.0%         0         0.0%         0         0.0%           Refrigeration Equipment - Commercial - Sales & Service         2,568         462         7         540         5         71.4%         2         28.6%         0         0.0%           Kitchen Accessories         2,566         463         2         980         0         0.0%         2         100.0%         0         0.0%           Insurance Agency         2,555         464         2         980         1         50.0%         1         50.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%	Marine Sales & Service			15		11		4		0	
Event Planners				7		5		1		1	
Refrigeration Equipment - Commercial - Sales & Service 2,568 462 7 540 5 71.4% 2 28.6% 0 0.0% 10				2		2	100.0%	0	0.0%	0	0.0%
Kitchen Accessories         2,566         463         2         980         0         0.0%         2         100.0%         0         0.0%           Insurance Agency         2,555         464         2         980         1         50.0%         1         50.0%         0         0.0%           Copy & Duplicating Service         2,551         465         0         1,737         0         0.0%         0         0.0%         0         0.0%           Surveyors - Land         2,543         466         1         1,213         1         100.0%         0         0.0%	Event Planners			4		4	100.0%	0		0	0.0%
Insurance Agency 2,555 464 2 980 1 50.0% 1 50.0% 0 0.0% 0				7		5	71.4%	2	28.6%	0	0.0%
Copy & Duplicating Service     2,551     465     0     1,737     0     0.0%     0     0.0%     0     0.0%       Surveyor - Land     2,543     466     1     1,213     1     100.0%     0     0.0%     0     0.0%       Tailors     2,543     466     0     1,737     0     0.0%     0     0.0%     0     0.0%     0     0.0%       Bedding     2,553     468     0     1,737     0     0.0%     0     0.0%     0     0.0%       Barbers     2,552     469     0     1,737     0     0.0%     0     0.0%     0     0.0%       Aluminum Products     2,552     470     0     1,737     0     0.0%     0     0.0%     0     0.0%	Kitchen Accessories			2		0		2		0	0.0%
Surveyors - Land 2,543 466 1 1,213 1 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.0%				2		1	50.0%	1	50.0%	0	+
Tailors 2,543 466 0 1,737 0 0.0% 0 0.				0		0		0		0	0.0%
Bedding     2,533     468     0     1,737     0     0.0%     0     0.0%     0     0.0%       Barbers     2,526     469     0     1,737     0     0.0%     0     0.0%     0     0.0%       Aluminum Products     2,502     470     0     1,737     0     0.0%     0     0.0%     0     0.0%	Surveyors - Land			1		1	100.0%	0	0.0%	0	0.0%
Barbers 2,526 469 0 1,737 0 0,0% 0 0,	Tailors			0		0	0.0%	0	0.0%	0	0.0%
Aluminum Products 2,502 470 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%	Bedding	2,533	468	0	1,737	0	0.0%	0	0.0%	0	0.0%
	Barbers	2,526	469	0	1,737	0	0.0%	0	0.0%	0	0.0%
Monuments 2,482 471 0 1,737 0 0,0% 0 0,0% 0 0,0%	Aluminum Products	2,502	470	0	1,737	0	0.0%	0	0.0%	0	0.0%
	Monuments	2,482	471	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Foreign Currency Exchange Broker	2,478	472	3	837	2	66.7%	1	33.3%	0	0.0%
Accounting Services	2,469	473	2	980	1	50.0%	1	50.0%	0	0.0%
Battery Supplies	2,469	473	0	1,737	0	0.0%	0	0.0%	0	0.0%
Yacht Charter Broker	2,466	475	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paint - Retail	2,453	476	0	1,737	0	0.0%	0	0.0%	0	0.0%
Publishers - Magazine	2,434	477	0	1,737	0	0.0%	0	0.0%	0	0.0%
Demolition Contractors	2,420	478	0	1,737	0	0.0%	0	0.0%	0	0.0%
Debt Settlement - Canada	2,398	479	0	1,737	0	0.0%	0	0.0%	0	0.0%
Roofing Service Consultants	2,396	480	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sound Systems & Equipment	2,381	481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Karaoke Machines & Tapes	2,378	482	6	583	4	66.7%	2	33.3%	0	0.0%
Funeral Homes	2,377	483	7	540	7	100.0%	0	0.0%	0	0.0%
Insurance - Health	2,376	484	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trucking Transportation Brokers	2,371	485	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bullion Coin Dealers	2,363	486	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pipe Line, Oil & Gas Wholesaler & Distributors	2,360	480	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hobby & Model Construction Supplies - Retail	2,358	488	0	1,737	0	0.0%	0		0	
Pet Training	2,336	488 489	0	1,737	0		0	0.0%	0	0.0%
<del>-</del>	2,349		0	1,737	0	0.0%	0	0.0%	0	0.0%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing Fire & Smoke Alarm Systems	2,342	490 491	0	1,737	0	0.0%	0		0	0.0%
· ·			0		0	0.0%	0	0.0%	0	0.0%
Home Decor, Accessories & Gifts - Online Retailer	2,323	492	1	1,213	1	100.0%	0	0.0%	0	0.0%
Art Galleries, Dealers & Consultants	2,316	493	0	1,737	0	0.0%	U	0.0%	0	0.0%
Merchandising Service	2,313	494	1	1,213	0	0.0%	1	100.0%	0	0.0%
Condominiums	2,312	495	1	1,213	1	100.0%	0	0.0%	0	0.0%
Sewing Machines - Dealers	2,310	496	0	1,737	0	0.0%	0	0.0%	0	0.0%
Naturopaths	2,309	497	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motorcycles - Repairing & Service	2,304	498	0	1,737	0	0.0%	0	0.0%	0	0.0%
Payment Processing Service	2,295	499	1	1,213	1	100.0%	0	0.0%	0	0.0%
Home Improvements - Additions	2,290	500	1	1,213	1	100.0%	0	0.0%	0	0.0%
Language Schools	2,287	501	51		33	64.7%	9	17.6%	9	17.6%
Wedding Officiant	2,279	502	2	980	0	0.0%	2	100.0%	0	0.0%
Road Service - Automotive	2,275	503	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trucking - Motor Freight	2,257	504	0	1,737	0	0.0%	0	0.0%	0	0.0%
Surplus & Salvage Merchandise	2,249	505	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Immigration & Naturalization	2,245	506	0	1,737	0	0.0%	0	0.0%	0	0.0%
Debt Relief Services	2,231	507	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Commercial	2,228	508	0	1,737	0	0.0%	0	0.0%	0	0.0%
Currency Exchange	2,228	508	1	1,213	0	0.0%	1	100.0%	0	0.0%
Couriers	2,225	510	3	837	2	66.7%	1	33.3%	0	0.0%
Coin Dealers, Supplies	2,209	511	36			77.8%	5	13.9%	3	8.3%
Energy Conservation Products & Services	2,205	512	7	540	4	57.1%	2	28.6%	1	14.3%
Auto Service - Window Tinting	2,204	513	0	1,737		0.0%	0	0.0%	0	0.0%
Real Estate Consultants	2,200	514	50	124	39	78.0%	11	22.0%	0	0.0%
Landscaping Equipment & Supplies	2,194	515	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bed & Breakfast	2,188	516	7	540	6	85.7%	1	14.3%	0	0.0%
Advance Fee Brokers	2,184	517	2	980	0	0.0%	2	100.0%	0	0.0%
Jewelry Designers	2,181	518	1	1,213	0	0.0%	1	100.0%	0	0.0%
Home Theater	2,171	519	0	1,737	0	0.0%	0	0.0%	0	0.0%
Business Promotions - General	2,166	520	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electric Companies	2,166	520	1	1,213	1	100.0%	0	0.0%	0	0.0%
Oil Tank Removal & Installation	2,166	520	0	1,737	0	0.0%	0	0.0%	0	0.0%
Farm Equipment	2,165	523	0	1,737	0	0.0%	0	0.0%	0	0.0%
Investment Management	2,155	524	1	1,213	1	100.0%	0	0.0%	0	0.0%
Watches - Service & Repair	2,146	525	195	35	184	94.4%	11		0	0.0%
Fire Protection Equipment & Supplies	2,120	526	0	1,737	n	0.0%	0	0.0%	0	0.0%
Auto Customizing	2,118	527	5	640	1	20.0%	4	80.0%	n	0.0%
Leasing Service	2,115	528	n	1,737	0	0.0%	0	0.0%	n	0.0%
Fund Raising Counselors & Orgs	2,113	529	2	980	1	50.0%	1	50.0%	0	0.0%
Appliances - Small - Dealers	2,106	530	0	1,737	0	0.0%	1	0.0%	0	0.0%
Approved Strain Dealers	2,100	530	U	1,/3/	U	0.0%	U	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Animal Hospitals	2,105	531	0	1,737	0	0.0%	0	0.0%	0	0.0%
Millwork	2,105	531	7	540	5	71.4%	2	28.6%	0	0.0%
Real Estate Investors	2,085	533	1	1,213	0	0.0%	0	0.0%	1	100.0%
Timeshare Companies	2,080	534	19	283	3	15.8%	16	84.2%	0	0.0%
Manufacturers Agents & Representatives	2,079	535	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Direct Mail	2,078	536	0	1,737	0	0.0%	0	0.0%	0	0.0%
Orthopedic Appliances	2,072	537	0	1,737	0	0.0%	0	0.0%	0	0.0%
Coffee & Tea	2,068	538	3	837	2	66.7%	1	33.3%	0	0.0%
Clothes - Consignment & Resale	2,066	539	0	1,737	0	0.0%	0	0.0%	0	0.0%
Government Offices	2,066	539	2	980	0	0.0%	0	0.0%	2	100.0%
Stoves - Wood, Coal	2,065	541	3	837	2	66.7%	0	0.0%	1	33.3%
Agricultural Services	2,058	542	11	410	0	0.0%	11	100.0%	0	0.0%
Video Production Services	2,058	542	0	1,737	0	0.0%	0	0.0%	0	0.0%
Human Resources	2,042	544	0	1,737	0	0.0%	0	0.0%	0	0.0%
Market Survey Companies	2,022	545	19	283	17	89.5%	0	0.0%	2	10.5%
Health & Diet Food Products - Wholesale & Manufacturing	2,017	546	21	260	9	42.9%	12	57.1%	0	0.0%
Childrens & Infants Wear - Retail	2,015	547	0	1,737	0	0.0%	0	0.0%	0	0.0%
Porcelain Enamel Repair & Refinish	2,011	548	0	1,737	0	0.0%	0	0.0%	0	0.0%
Books - New	2,009	549	8	499	6	75.0%	2	25.0%	0	0.0%
Modular Homes	2,009	549	17	312	12	70.6%	5	29.4%	0	0.0%
Soliciting Organizations	2,009	549	1	1,213	0	0.0%	1	100.0%	0	0.0%
Log Cabins, Homes & Buildings	2,002	552	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Boarding - Dogs	2,000	553	1	1,213	0	0.0%	1	100.0%	0	0.0%
Gold Buyers	1,997	554	35	163	18	51.4%	15	42.9%	2	5.7%
Commodity Brokers	1,994	555	0	1,737	0	0.0%	0	0.0%	0	0.0%
Management Consultants	1,994	555	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shoe Repair	1,994	555	0	1,737	0	0.0%	0	0.0%	0	0.0%
Baby Accessories & Services	1,989	558	148	48	112	75.7%	36	24.3%	0	0.0%
Alterations - Clothing	1,983	559	0	1,737	0	0.0%	0	0.0%	0	0.0%
Architects	1,977	560	2	980	2	100.0%	0	0.0%	0	0.0%
Recreational Vehicles - Repair & Service	1,977	560	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Caps & Shells	1,977	560	3	837	3	100.0%	0	0.0%	0	0.0%
Auto Accessories	1,976	563	1	1,213	1	100.0%	0	0.0%	0	0.0%
Closet Systems & Accessories	1,971	564	0	1,737	0	0.0%	0	0.0%	0	0.0%
Internet Auction Service	1,969	565	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dancing Instruction	1,964	566	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vitamins & Food Supplements	1,963	567	0	1,737	0	0.0%	0	0.0%	0	0.0%
Computer Consultant	1,961	568	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rehabilitation Services	1,957	569	22	248	12	54.5%	9	40.9%	1	4.5%
Auto Radios & Stereos - Sales & Repair	1,951	570	1	1,213	1	100.0%	0	0.0%	0	0.0%
Cruises	1,946	571	1	1,213	1	100.0%	0	0.0%	0	0.0%
Grocers - Wholesale	1,937	572	4	717	1	25.0%	3	75.0%	0	0.0%
Telecommunications Equipment - Disability	1,936	573	0	1,737	0	0.0%	0	0.0%	0	0.0%
Massage Therapeutic	1,933	574	1	1,213	1	100.0%	0	0.0%	0	0.0%
Educational Consultants	1,930	575	1	1,213	0	0.0%	1	100.0%	0	0.0%
Cable TV, Internet & Telephone Installation Service	1,927	576	1	1,213	1	100.0%	0	0.0%	0	0.0%
Concrete Products	1,923	577	0	1,737	0	0.0%	0	0.0%	0	0.0%
Recreational Vehicles - Equipment, Parts, Supplies	1,910	578	0	1,737	0	0.0%	0	0.0%	0	0.0%
Industrial Equipment & Supplies	1,907	579	0	1,737	0	0.0%	0	0.0%	0	0.0%
Airlines	1,900	580	0	1,737	0	0.0%	0	0.0%	0	0.0%
Basement - Remodeling	1,900	580	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sales Presentations	1,890	582	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electric Equipment & Supplies - Retail	1,864	583	0	1,737	0	0.0%	0	0.0%	0	0.0%
House & Building Movers	1,863	584	48	130	25	52.1%	22	45.8%	1	2.1%
Vacation Certificates & Vouchers	1,856	585	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mens Clothing & Furnishings - Retail	1,847	586	0	1,737	0	0.0%	0	0.0%	0	0.0%
Parking Attendant Service	1,840	587	0	1,737	0	0.0%	0	0.0%	0	0.0%
Magazine Sales	1,839	588	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Restoration	1,836	589	0	1,737	0	0.0%	0	0.0%	0	0.0%
		203				21070		0.070	1	

Video Tapes & Discs Sales & Rentals 1,826 590 5 640 4 80.0% 1 20.0% 0 0.0%	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Missester   1,28   55   5   7   7   5   6   6   6   6   6   6   6   6   6	Video Tapes & Discs Sales & Rentals	1,826		5		4	80.0%	1	20.0%	0	0.0%
Common Profession   1,157   597   1,177   1,175   1,185   1,	Business Brokers			0	1,737	0		0		0	-
Margan   M	Commercial Products Manufacturers	1,823		0	1,737	0		0		0	
Mary Control   Mary   Mary Control   Mary   Mary Control   Mary Mary   Mary Control   Mary Mary   Mary Mary   Mary Mary Mary Mary Mary Mary Mary Mary	Appraisers	1,818		16	323	5		11	68.8%	0	-
Section   1,500   595   74   59   50   50   50   50   50   50   50	Physical Therapists	1,815		0	1,737	0		0		0	
Stripton	Contractor - Remodel & Repair	1,809		74		43	58.1%	28	37.8%	3	
1988 B. SPANESS   1,775   597   7   75   77   7   1,775   1,	· · · · · · · · · · · · · · · · · · ·			0	1,737	0		0		0	
Treyber Programs - Holder   1,700   598   70   69   59   61,78   11   1,700   2.95   2				3		2		1		0	
Page   1.75				72				11		2	-
NET AND SECURIONS  1,772  500  1,772  500  1,773  500  1,774  500  1,775  500  1,775  500  1,776  500  1,776  500  1,777  500  1,777  500  1,777  500  1,777  500  1,778  1,778  1,7				0	1,737	0		0		0	
Seven - Provided Provided   1,789	'			1		1		0		0	-
Process products   1,729				1		1		0		0	
From prices   1.77				0		0		0		0	
1,779				0		0		0		0	
1,779   655				0		0		0		0	
1.768				1		1		0		0	
Anne Service Devices Total Numberlary  1.779  1.779  1.770				0		0		0		0	-
Jame   Seminary Systems				1		1		n		n	
Auth Adams Scientry Systems   1,78				7		4		3		0	-
Bayles Subh & Tubbes   1,738   611   7 9 00				, n		0		0		0	
Lights Dakes 3 Libes   1,728				2		9		0		0	
1,739   612   0				2		3		0		0	
1,778   613   0   1,779   0   0,06   0   0,076   0				2		2		0		0	
Francisco Consultation				0		0		0		0	
No Prieff Organizations - General Membership No Prieff Organization - General Membership No Prieff Organ				2		2		0		0	-
Dromg Pricessory Test Service 1,1721 616 4 777 2 50.000 2 50.000 0.000 Pricessor Washing 1,1721 617 4 177 3 50.000 2 50.000 0.000 Pricessor Washing 1,1721 617 0 1,177 0 0.0000 0.000 0.000 0.000 0.000 0.000 0.000 Pricessor Washing 1,1721 617 0 1,177 0 0.0000 0.000 0.000 0.000 0.000 0.000 0.000 Pathot Noty Septically Services 1,1721 617 0 1,177 0 0.0000 0.0000 0.000 0.000 0.000 0.000 0.000 0.000 0.0000 0.000 0.000 0.000 0.0000 0.0						2		0		1	
Computer - Training				1		0		0		1	
Pressure Washing				4		2		2		0	
Number   N				4		3		1		0	-
Elderly Services				0		0		0		0	
Auto Body Shop Equipment & Surp Dictaling & Afford Sury Dictaling & Afford Sur				0		0		0		0	-
1,691   6,22   870   4   8.86   64.9%   37   4.3%   7   0.9%   1.0%				0		0		0		0	
Internet Selling Services   1,677   623   1,049   1   1,008   96.1%   40   3.8%   1   0.1%     Nousewers - Retail   1,677   624   3   837   3   100.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,672   624   3   837   3   100.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,671   626   0   1,737   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,671   626   0   1,737   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,671   626   0   1,737   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,671   626   0   1,737   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,671   626   0   1,737   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,672   628   0   1,737   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   628   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   628   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   628   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   628   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   628   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   628   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   628   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   633   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   633   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   633   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   638   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   638   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   638   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Nousewers - Retail   1,669   638   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.				070		026		0		0	-
Houseware - Retail					4					/	
Jewelry Manufacturers				1,049	1	1,008		40		1	
Lesers				3		3		U		0	
Sportswear - Retail	·			0		0		0		0	
Venetian Blinds - Dealers         1,669         628         0         1,737         0         0,0%         0				0		0		0		0	
Heat Pumps				2		1		1		0	-
Yoga Instruction         1,667         630         0         1,737         0         0,0%         0         0,0%         0         0,0%           Auto Paintless Dent Repair         1,664         631         1         1,213         1         100,0%         0         0,0%				0		0		0		0	
Auto Paintless Dent Repair  1,664 631 1,1,213 1,100.0% 0,0% 0,0% 0,0% 0,0% 0,0% 0,0% 0,0%				0		0		0		0	
Photographers   1,654   632   0   1,737   0   0,0%				0		0		0		0	
Showmobiles   1,646   633   0   1,737   0   0,0%   0	·			1		1		0		0	
Stone - Natural   1,645   634   0   1,737   0   0.0%				0		0		0		0	
License Services  1,641 635 0 1,737 0 0 0.0%				0		0		0		0	
Billiard Equipment & Supplies 1,633 636 0 1,737 0 0 0.0% 0				0		0		0		0	
Senior Citizens Service Organization         1,630         637         0         1,737         0         0.0%         0         0.0%         0         0.0%           Marriage, Family, Child, Individual Counselors         1,619         638         2         980         2         100.0%         0         0.0%         0         0.0%           Topsoil         1,619         638         1         1,213         1         100.0%         0         0.0%         0         0.0%           Cadings - Protective         1,619         641         0         1,737         0         0.0%         0         0.0%         0         0.0%           Sauna Equipment & Supplies         1,669         641         0         1,737         0         0.0%         0         0.0%         0         0.0%           Piano & Organ Moving         1,669         641         0         1,737         0         0.0%         0         0.0%         0         0.0%           Pet Health Plans         643         0         1,737         0         0.0%         0         0.0%         0         0.0%           Recreational Vehicles - Rent & Lease         1,598         643         0         1,737         0				0		0		0		0	
Marriage, Family, Child, Individual Counselors         1,619         638         2         980         2         100.0%         0         0.0%         0         0.0%           Topsoil         1,619         638         1         1,213         1         100.0%         0         0.0%         0         0.0%           Coatings - Protective         1,615         640         0         1,737         0         0.0% <t< td=""><td></td><td></td><td></td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td></t<>				0		0		0		0	
Topsoil 1,619 638 1 1,213 1 100.0% 0 0.0% 0				0		0	0.0%	0	0.0%	0	0.0%
Coatings - Protective         1,615         640         0         1,737         0         0.0%         0         0.0%         0         0.0%           Sauna Equipment & Supplies         1,609         641         0         1,737         0         0.0%         0         0.0%         0         0.0%           Piano & Organ Moving         1,607         642         0         1,737         0         0.0%         0         0.0%         0         0.0%           Pet Health Plans         1,598         643         0         1,737         0         0.0%         0         0.0%         0         0.0%           Recreational Vehicles - Rent & Lease         1,596         644         0         1,737         0         0.0%         0         0.0%         0         0.0%           Physicians & Surgeons - Medical-M.D.         1,593         645         2         980         2         10.0%         0         0.0%         0         0.0%           Pharmacy - Compounding         1,585         646         0         1,737         0         0.0%         0         0.0%         0         0.0%           Iron Work         1,577         647         0         1,737         0	Marriage, Family, Child, Individual Counselors			2		2		0		0	0.0%
Sauna Equipment & Supplies         1,609         641         0         1,737         0         0.0%         0	·			1		1	100.0%	0	0.0%	0	
Piano & Organ Moving         1,607         642         0         1,737         0         0.0%         0				0		0		0		0	0.0%
Pet Health Plans     1,598     643     0     1,737     0     0.0%     0     0.0%     0     0.0%       Recreational Vehicles - Rent & Lease     1,596     644     0     1,737     0     0.0%     0     0.0%     0     0.0%       Physicians & Surgeons - Medical-M.D.     1,593     645     2     980     2     100.0%     0     0.0%     0     0.0%       Pharmacy - Compounding     1,585     646     0     1,737     0     0.0%     0     0.0%     0     0.0%       Iron Work     1,577     647     0     1,737     0     0.0%     0     0.0%     0     0.0%				0		0		0		0	
Recreational Vehicles - Rent & Lease         1,596         644         0         1,737         0         0.0%         <				0		0		0		0	0.0%
Physicians & Surgeons - Medical-M.D.         1,593         645         2         980         2         100.0%         0         0.0%         0         0.0%           Pharmacy - Compounding         1,585         646         0         1,737         0         0.0%         0         0.0%         0         0.0%           Iron Work         1,577         647         0         1,737         0         0.0%         0         0.0%         0         0.0%				0		0	0.0%	0	0.0%	0	0.0%
Pharmacy - Compounding         1,585         646         0         1,737         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0         0         0         0         0         0 <td>Recreational Vehicles - Rent &amp; Lease</td> <td></td> <td></td> <td>0</td> <td></td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td>	Recreational Vehicles - Rent & Lease			0		0	0.0%	0	0.0%	0	0.0%
Iron Work 1,577 647 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0%	Physicians & Surgeons - Medical-M.D.		645	2		2	100.0%	0	0.0%	0	0.0%
				0		0	0.0%	0	0.0%	0	0.0%
Telephone & Television Cable Contractors 1,574 648 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0%	Iron Work		647	0		0	0.0%	0	0.0%	0	0.0%
	Telephone & Television Cable Contractors	1,574	648	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Entertainers	1,573	649	4	717	2	50.0%	2	50.0%	0	0.0%
Holistic Practitioners	1,557	650	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cosmetics & Perfumes - Retail	1,556	651	18	301	13	72.2%	5	27.8%	0	0.0%
Screen Printing	1,548	652	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Services	1,545	653	1	1,213	1	100.0%	0	0.0%	0	0.0%
Gas - Propane - Equipment & Supplies	1,543	654	1	1,213	1	100.0%	0	0.0%	0	0.0%
Party Supplies	1,537	655	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contact Lenses	1,534	656	2	980	2	100.0%	0	0.0%	0	0.0%
Mud Jacking Contractors	1,531	657	0	1,737	0	0.0%	0	0.0%	0	0.0%
Recycling Services	1,528	658	1	1,213	0	0.0%	1	100.0%	0	0.0%
Sweepstakes	1,525	659	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paper & Document Shredding	1,524	660	8	499	5	62.5%	2	25.0%	1	12.5%
Radiators - Automotive	1,521	661	0	1,737	0	0.0%	0	0.0%	0	0.0%
Searchers of Records	1,519	662	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Repair & Service - Equipment & Supplies	1,518	663	0	1,737	0	0.0%	0	0.0%	0	0.0%
Career & Outplacement Counseling	1,515	664	1	1,213	1	100.0%	0	0.0%	0	0.0%
Money Orders & Transfers	1,508	665	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trucking - Heavy Hauling	1,507	666	2	980	1	50.0%	1	50.0%	n	0.0%
In-Home Care	1,505	667	1	1,213	0	0.0%	1	100.0%	0	0.0%
Investment Seminars	1,503	668	22			68.2%	7	31.8%	0	0.0%
Glass - Stained & Leaded	1,500	669		1,737	13	0.0%	,	0.0%	0	0.0%
Auto Electric Service	1,494	670	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sheet Metal Work	1,494	670	0	1,737	0	0.0%	0	0.0%	0	0.0%
Publishers - Periodical	1,494	672	1	1,737	0		1		0	
Tools - Rent	1,484	673	2	980	0	0.0%	1	100.0%	0	0.0%
Travel & Moving Services	1,479		21			0.0%	17	100.0%	1	0.0%
Psychologists	1,479	674	31	1,737	13	41.9%	1/	54.8%	1	3.2%
· · ·	1,474	675	12		0	0.0%	0	0.0%	0	0.0%
Shutters Manufactured Homes - Dealers	1,473	676	12	394 465		75.0%	3	25.0%	0	0.0%
	1,472	677	9	1,737	3	55.6%	1	11.1%	3	33.3%
Garbage Disposal Equipment - Supplies & Parts	1,471	678	0	1,/3/	0	0.0%	0	0.0%	0	0.0%
Lingerie Translation Deutsch Made State		679	1		0	0.0%	1	100.0%	0	0.0%
Timeshare Resale and Rental Marketing  Dance Companies	1,460 1,452	680	0	1,737 1,737	0	0.0%	0	0.0%	0	0.0%
·		681	0		0	0.0%	U	0.0%	0	0.0%
Employment Contractors - Temporary Help	1,444 1,440	682	0	1,737 1,213	0	0.0%	0	0.0%	0	0.0%
Furniture Rent & Lease		683	1		1	100.0%	U	0.0%	0	0.0%
Adult Novelties	1,439	684	1	1,213	1	100.0%	0	0.0%	0	0.0%
Schools - Academic - Special Education	1,439	684	1	1,213	1	100.0%	0	0.0%	0	0.0%
Photo Finishing - Retail	1,434	686	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sod & Sodding Service	1,434	686	10		6	60.0%	4	40.0%	0	0.0%
Appliances - Major - Wholesale & Manufacturers	1,433	688	1	1,213	1	100.0%	0	0.0%	0	0.0%
Pianos	1,433	688	0	1,737	0	0.0%	0	0.0%	0	0.0%
Appliances - Used	1,425	690	0	1,737	0	0.0%	0	0.0%	0	0.0%
Furniture - Childrens	1,423	691	0	1,737	0	0.0%	0	0.0%	0	0.0%
Foods - Carry Out	1,412	692	0	1,737	0	0.0%	0	0.0%	0	0.0%
Molds	1,412	692	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gift Baskets & Parcels	1,405	694	1	1,213	0	0.0%	1	100.0%	0	0.0%
Auto Perform, Race & Sport Equipment	1,403	695	1	1,213	0	0.0%	1	100.0%	0	0.0%
Boat Repair	1,397	696	0	1,737	0	0.0%	0	0.0%	0	0.0%
Clubs	1,397	696	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drivers Education	1,397	696	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractors - Solar Energy	1,395	699	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Driver Training	1,394	700	0	1,737	0	0.0%	0	0.0%	0	0.0%
Janitors Equipment & Supplies	1,391	701	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jewelry Buyers	1,388	702	0	1,737	0	0.0%	0	0.0%	0	0.0%
Swimming Pool Equipment & Supplies	1,380	703	139	50	36	25.9%	52	37.4%	51	36.7%
Home Electronics	1,370	704	0	1,737	0	0.0%	0	0.0%	0	0.0%
Product Development & Marketing	1,368	705	1	1,213	0	0.0%	1	100.0%	0	0.0%
Restaurant Equipment & Supplies	1,367	706	0	1,737	0	0.0%	0	0.0%	0	0.0%
Scrap Metals	1,364	707	0	1,737	0	0.0%	0	0.0%	0	0.0%
,										

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Employment Service	1,352	Inquiries 708	1	Complaint 1,213	1	100.0%	0	0.0%	0	0.0%
Pet Exercising Service	1,349	709	14	349	7	50.0%	7	50.0%	0	0.0%
Bail Bonds	1,344	710	1	1,213		0.0%	1	100.0%	0	0.0%
Painters - Commercial or Residential	1,341	710	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ink Cartridge - Refill & Sales	1,332	712	0	1,737	0	0.0%	0	0.0%	0	0.0%
Party Supplies - Renting	1,322	713	3	837	3	100.0%	0	0.0%	0	0.0%
Trailers - Truck	1,320	714	2	980	2	100.0%	0	0.0%	0	0.0%
Glass Coating & Tinting	1,316	715	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - Custom Wheels/Rims	1,312	716	5	640	1	20.0%	4	80.0%	0	0.0%
Oilfield Equipment	1,287	717	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Spray Foam Insulation	1,286	718	25	219	8	32.0%	10	40.0%	7	28.0%
Sightseeing Tours	1,282	719	62	105	40	64.5%	20	32.3%	2	3.2%
Lawn Mowers	1,279	720	11	410	4	36.4%	2	18.2%	5	45.5%
Office Records Stored	1,279	720	0	1,737	0	0.0%	0	0.0%	0	0.0%
Camps	1,275	722	1	1,213	1	100.0%	0	0.0%	0	0.0%
Furniture - Wholesale	1,268	723	0	1,737	0	0.0%	0	0.0%	0	0.0%
Personnel Consultants	1,263	724	2	980	2	100.0%	0	0.0%	0	0.0%
Manufactured Homes Distributors & Manufacturers	1,261	725	9	465	9	100.0%	0	0.0%	0	0.0%
Adjusters	1,257	726	0	1,737	0	0.0%	0	0.0%	0	0.0%
Call Centers	1,256	727	3	837	2	66.7%	1	33.3%	0	0.0%
Gardeners	1,253	728	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trophies	1,253	728	0	1,737	0	0.0%	0	0.0%	0	0.0%
Environmental Consulting & Contracting	1,242	730	4	717	2	50.0%	2	50.0%	0	0.0%
Luggage - Retail	1,242	730	11	410	7	63.6%	4	36.4%	0	0.0%
Air Pollution Control	1,241	732	6	583	4	66.7%	2	33.3%	0	0.0%
Industrial Products Wholesalers & Distributors	1,241	732	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boat Builders	1,240	734	11	410	5	45.5%	6	54.5%	0	0.0%
Craft Supplies	1,239	735	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boat - Charter	1,235	736	0	1,737	0	0.0%	0	0.0%	0	0.0%
Not Elsewhere Classified After Investigation	1,235	736	0	1,737	0	0.0%	0	0.0%	0	0.0%
Brewers	1,234	738	1	1,213	1	100.0%	0	0.0%	0	0.0%
Picture Frames - Dealers	1,234	738	6	583	6	100.0%	0	0.0%	0	0.0%
Florists - Wholesale	1,232	740	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sales Lead Generation	1,227	741	15	327	5	33.3%	10	66.7%	0	0.0%
Translators & Interpreters	1,225	742	5	640	2	40.0%	3	60.0%	0	0.0%
Wedding Consultants	1,223	743	582	8	494	84.9%	84	14.4%	4	0.7%
Audio-Visual Equipment - Dealers	1,222	744	1	1,213	1	100.0%	0	0.0%	0	0.0%
Casinos	1,221	745	4	717	4	100.0%	0	0.0%	0	0.0%
Drafting Services	1,218	746	0	1,737	0	0.0%	0	0.0%	0	0.0%
Collectibles	1,215	747	0	1,737	0	0.0%	0	0.0%	0	0.0%
Massage Equipment & Supplies	1,215	747	0	1,737 1,737	0	0.0%	0	0.0%	0	0.0%
Engineering Consultants Electricians - Commercial	1,212 1,210	749	0	1,737	0	0.0%	0	0.0%	0	0.0%
Engines - Diesel	1,210	750 750	0	1,737	0	0.0%	0	0.0%	0	0.0%
Book, Compact Disc, & DVD Clubs	1,210	750	4	717	1	25.0%	3	75.0%	0	0.0%
Garage Door Repair	1,205	752	4	717	2	50.0%	2	50.0%	0	0.0%
Auto Inspection Stations	1,204	754	2	980	0	0.0%	2	100.0%	0	0.0%
Information Bureaus	1,190	755	1	1,213	0	0.0%	1	100.0%	0	0.0%
Gazebos	1,187	756	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hypnotherapists - Hypnotists	1,184	757	4	717	4	100.0%	0	0.0%	0	0.0%
Butchering	1,181	758	2	980	2	100.0%	0	0.0%	0	0.0%
Night Clubs	1,181	758	2	980	1	50.0%	0	0.0%	1	50.0%
Shower Doors & Enclosures	1,181	758	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rental Vacancy Listing Service	1,180	761	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - Wholesale & Manufacturers	1,179	762	3	837	2	66.7%	1	33.3%	0	0.0%
Concrete Breaking, Cutting, Sawing	1,176	763	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drilling & Boring Contractors	1,175	764	1	1,213	1	100.0%	0	0.0%	0	0.0%
Structural Integration	1,175	764	1	1,213	1	100.0%	0	0.0%	0	0.0%
Apartment Finding & Rental Service	1,166	766	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Oil & Gas Exploration & Development	1,162	Inquiries 767	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Recycling Centers	1,161	768	2	980	2	100.0%	0	0.0%	0	0.0%
Water Damage Restoration	1,161	768	5	640	3	60.0%	1	20.0%	1	20.0%
Auto Lube & Oil - Mobile	1,158		0	1,737	0	0.0%	0	0.0%	0	0.0%
Road Building Contractors	1,153	771	3	837	3	100.0%	0	0.0%	0	0.0%
Steel Fabricators	1,153	771	13	372	7	53.8%	6	46.2%	0	0.0%
Hunting & Fishing Services	1,152	773	0	1,737	0	0.0%	0	0.0%	0	0.0%
Novelties - Retail	1,152	773	0	1,737	0	0.0%	0	0.0%	0	0.0%
Product Sales - General	1,147	775	1	1,213	0	0.0%	1	100.0%	0	0.0%
Saddlery & Harness	1,145	776	156	45	121	77.6%	33	21.2%	2	1.3%
Golf Equipment & Supplies - Retail	1,143	777	1	1,213	1	100.0%	0	0.0%	0	0.0%
Compact Discs, Tapes & Records - Retail	1,139	778	1	1,213	1	100.0%	0	0.0%	0	0.0%
Lighting Systems & Equipment	1,135	779	2	980	2	100.0%	0	0.0%	0	0.0%
Meat Packers Equipment & Supplies	1,126	780	2	980	1	50.0%	1	50.0%	0	0.0%
Weed Control Service	1,122	781	2	980	2	100.0%	0	0.0%	0	0.0%
China & Glassware - Retail	1,120	782	4	717	2	50.0%	1	25.0%	1	25.0%
Buses - Charter & Rental	1,119	783	2	980		50.0%	1	50.0%	0	0.0%
Radio Communication Equipment & Systems	1,116		1	1,213	0	0.0%	1	100.0%	0	0.0%
Podiatrists	1,109	785	0	1,737	0	0.0%	0	0.0%	0	0.0%
Recreation Centers	1,109		0	1,737	0	0.0%	0	0.0%	0	0.0%
Pumps - Service & Repair	1,108	787	60	107	37	61.7%	21		2	3.3%
Baths - Equipment & Supplies	1,107		29	193		69.0%	8	27.6%	1	3.4%
Marinas	1,107	788	101	64		95.0%	5	5.0%	0	0.0%
Dental Equipment & Supplies	1,106	790	2	980		50.0%	0	0.0%	1	50.0%
Pet Training - Dog	1,105	791	2	980	1	50.0%	1	50.0%	0	0.0%
Personal Trainers	1,104	792	4	717	4	100.0%	0	0.0%	0	0.0%
Display Designers & Producers	1,103		196	34		88.8%	19	5.7 70	3	1.5%
Dental Laboratories	1,097	794	5	640		80.0%	1	20.0%	0	0.0%
Beer Home Brewing Equipment & Supplies	1,095	795		640	1	20.0%	0	0.0%	4	80.0%
Alternators & Generators - Retail	1,092	796	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tile - Ceramic - Manufacturers & Distributors	1,091	797	8	499	1	12.5%	/	87.5%	0	0.0%
Pet Cemeteries, Crematories & Supplies	1,089	798	5	640	2	40.0%	2	40.0%	1	20.0%
Commercial Products Wholesale & Distributor	1,087	799	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tank Heads Printing Brokers	1,087	799	1	1,213 717	1	100.0%	0	0.0%	0	0.0%
Flatware - Table	1,082	801	4	1,737	0	0.0%	4	100.0%	0	0.0%
Real Estate - Rentals by Individuals	1,000	802 803	0	1,737	0	0.0%	0		0	0.0%
Books - Used & Rare	1,065	804	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gymnastic Instruction	1,064		0	1,737	0	0.0%	0	0.0%	0	0.0%
Checks - Printing	1,063	806	0	1,737	0	0.0%	0	0.0%	0	0.0%
Window Coverings	1,060		0	1,737	0	0.0%	0	0.0%	0	0.0%
Lawn Mowers - Sharpen & Repair	1,058	808	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Repairing - Foreign	1,057	809	0	1,737	0	0.0%	0	0.0%	0	0.0%
Senior Home Care	1,057	809	112	61	67	59.8%	40		5	4.5%
Project Management	1,055	811	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fence Posts & Fittings	1,043	812	0	1,737	0	0.0%	0	0.0%	0	0.0%
Liquor Stores	1,041	813	0	1,737	0	0.0%	0	0.0%	0	0.0%
Home Sitting Services	1,038	814	3	837	1	33.3%	2	66.7%	0	0.0%
Electric Bikes	1,037	815	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cleaning Services - Commercial Office	1,035		0	1,737	0	0.0%	0	0.0%	0	0.0%
Animal Insemination - Artificial	1,034	817	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bus Lines	1,034	817	3	837	1	33.3%	2	66.7%	0	0.0%
Kitchen & Bath Design	1,031	819	0	1,737	0	0.0%	0	0.0%	0	0.0%
Theatrical Agencies	1,030		3	837	1	33.3%	1	33.3%	1	33.3%
Second Hand Stores	1,025	821	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chemicals	1,024	822	3	837	3	100.0%	0	0.0%	0	0.0%
Concrete Repair/Leveling	1,024	822	4	717	3	75.0%	1	25.0%	0	0.0%
Credit Services Payroll Service	1,024	822	0 101	1,737 64	0	0.0%	0 47	0.0%	0 10	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Auto Listing Service	1,022	Inquiries 826	1	Complaint 1,213	1	100.0%	0	0.0%	0	0.0%
Coffee Brewing Devices	1,022	826	0	1,737	0	0.0%	0	0.0%	0	0.0%
Coffee Break Service & Supplies	1,020	828	3	837	1	33.3%	1	33.3%	1	33.3%
Medical Testing Companies	1,017	829	1	1,213	0	0.0%	1	100.0%	0	0.0%
Commercial Painting Contractor	1,016	830	0	1,737	0	0.0%	0	0.0%	0	0.0%
Upholstery Fabrics - Retail	1,013	831	0	1,737	0	0.0%	0	0.0%	0	0.0%
Psychics	1,007	832	2	980	0	0.0%	2	100.0%	0	0.0%
Air Conditioning Repair	1,005	833	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bartending Service	1,003	834	0	1,737	0	0.0%	0	0.0%	0	0.0%
Leather Goods - Dealers	1,001	835	1	1,213	0	0.0%	1	100.0%	0	0.0%
Adult & Continuing Education	999		0	1,737	0	0.0%	0	0.0%	0	0.0%
Frozen Foods - Retail	999		1	1,213	0	0.0%	1	100.0%	0	0.0%
Shopping Centers & Malls	995	838	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bathtub Refinishing	994		0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Day Care	993	840	0	1,737	0	0.0%	0	0.0%	0	0.0%
Party Planning	992	841	1	1,213	0	0.0%	1	100.0%	0	0.0%
Advertising - Telephone	991	842	40	139	33	82.5%	6	15.0%	1	2.5%
Trailers - Repair & Service	989	843	1	1,213	0	0.0%	1	100.0%	0	0.0%
Television & Radio - Service & Repair	985	844	5	640	3	60.0%	1	20.0%	1	20.0%
Rustproofing & Undercoating - Auto	983	845	1	1,213	0	0.0%	1	100.0%	0	0.0%
Winemaking Equipment & Supplies	982	846	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Rent & Lease	981	847	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gutter Cleaning	974	848	2	980	2	100.0%	0	0.0%	0	0.0%
Passport & Visa Services	970	849	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractors - Framing	968	850	0	1,737	0	0.0%	0	0.0%	0	0.0%
Schools - Academic - Pre & Kindergarten	968	850	0	1,737	0	0.0%	0	0.0%	0	0.0%
Business Opportunity Companies	966	852	11	410	3	27.3%	8	72.7%	0	0.0%
Carpet & Rug Pads, Linings & Accessories	963	853	1	1,213	0	0.0%	1	100.0%	0	0.0%
Fur Business - Retail	961	854	4	717	3	75.0%	1	25.0%	0	0.0%
Physicians & Surgeons - Dermatology	959	855	1	1,213	0	0.0%	1	100.0%	0	0.0%
Furniture - Outdoor	958	856	0	1,737	0	0.0%	0	0.0%	0	0.0%
Waste Reduction, Recycle Service - Industrial	956	857	0	1,737	0	0.0%	0	0.0%	0	0.0%
Uniforms	955	858	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Newspaper	950	859	19	283	11	57.9%	7	36.8%	1	5.3%
Dentistry - Cosmetic	947	860	3	837	1	33.3%	2	66.7%	0	0.0%
Communication Consultants	946	861	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cleaning Systems Press, Chemical	943	862	0	1,737	0	0.0%	0	0.0%	0	0.0%
Parking Area Maintenance & Marking	943	862	1	1,213	0	0.0%	0	0.0%	1	100.0%
Insulation Materials	940	864	15	327	5	33.3%	9	60.0%	1	6.7%
Venetian Blinds - Repair & Cleaning	937	865	0	1,737	0	0.0%	0	0.0%	0	0.0%
Water - Bottled & Bulk	933	866	2	980	1	50.0%	1	50.0%	0	0.0%
Irrigation Consultants	931	867	0	1,737	0	0.0%	0	0.0%	0	0.0%
Retail Stores	931		0	1,737	0	0.0%	0	0.0%	0	0.0%
Prize Promotions	930		0	1,737	0	0.0%	0	0.0%	0	0.0%
Musical Instruments - Supplies & Accessories	928		0	1,737	0	0.0%	0	0.0%	0	0.0%
Services - General	928		25	219	17	68.0%	8	32.0%	0	0.0%
Solar Energy System Design & Installation	927	872	0	1,737	0	0.0%	0	0.0%	0	0.0%
Geothermal Heating & Cooling	925		409	14	180	44.0%	209	51.1%	20	4.9%
Food & Beverage Services	913	874	1	1,213	0	0.0%	1	100.0%	0	0.0%
Truck Equipment & Parts	912		0	1,737	0	0.0%	0	0.0%	0	0.0%
Moving Equipment Rental	905	0.0	1	1,213	0	0.0%	1	100.0%	0	0.0%
Tile - Non-Ceramic - Contractors & Dealers	904		9	465	5	55.6%	4	44.4%	0	0.0%
Chain Link Fence Sales, Service & Contractors	900		3	837	0	0.0%	3	100.0%	0	0.0%
Sporting Goods - Wholesale & Manufacturers	898		2	980	1	50.0%	1	50.0%	0	0.0%
Watches - Dealers	894		0	1,737	0	0.0%	0	0.0%	0	0.0%
Engines - Fuel Injection Service & Parts	891	881	13	372	10	76.9%	3	23.1%	0	0.0%
Physicians & Surgeons - Osteopathic-D.O.	891	881	2	980	2	100.0%	0	0.0%	0	0.0%
Internet-Based Telephone Service	890		0	1,737	0	0.0%	0	0.0%	0	0.0%
Drapery Installation Service	889	884	1	1,213	1	100.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Computers - Used	886	885	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chauffeur Service	885	886	0	1,737	0	0.0%	0	0.0%	0	0.0%
Genealogy Services	885	886	20	267	15	75.0%	5	25.0%	0	0.0%
Auto Auctions	884	888	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sealing - Pavement	884	888	4	717	2	50.0%	2	50.0%	0	0.0%
Food Products - Organic	883	890	0	1,737	0	0.0%	0	0.0%	0	0.0%
Engines - Supplies, Equipment & Parts	882	891	0	1,737	0	0.0%	0	0.0%	0	0.0%
Transportation Consultants	882	891	6	583	1	16.7%	5	83.3%	0	0.0%
Tools - Electric	881	893	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electric Equipment & Supplies - Wholesale	880	894	1	1,213	1	100.0%	0	0.0%	0	0.0%
Farms	877	895	0	1,737	0	0.0%	0	0.0%	0	0.0%
Eviction Service	873	896	0	1,737	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Equipment - Service & Repair	870	897	55	116	54	98.2%	1	1.8%	0	0.0%
Pharmaceutical Products - Wholesale & Manufacturing	869	898	0	1,737	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Consultants	867	899	1	1,213	1	100.0%	0	0.0%	0	0.0%
Concrete - Restoration, Sealing & Cleaning	866	900	0	1,737	0	0.0%	0	0.0%	0	0.0%
Party Plans - In-Home	865	901	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ear & Body Piercing	864	902	21	260	6	28.6%	15	71.4%	0	0.0%
Wheel Alignment, Frame & Axle Service - Auto	864	902	9	465	4	44.4%	4	44.4%	1	11.1%
Speedometers	862	904	1	1,213	0	0.0%	1	100.0%	0	0.0%
Cocktail Lounges	861	905	0	1,737	0	0.0%	0	0.0%	0	0.0%
T-Shirts	861	905	3	837	2	66.7%	1	33.3%	0	0.0%
Assisted Living Centers & Adult Family Homes	859	907	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractors Equipment & Supplies - Rent & Lease	858	908	2	980	1	50.0%	1	50.0%	0	0.0%
Attorneys & Lawyers - Divorce	854	909	44	134	30	68.2%	10	22.7%	4	9.1%
Bins	854	909	0	1,737	0	0.0%	0	0.0%	0	0.0%
Storm Windows & Doors	854	909	14	349	5	35.7%	9	64.3%	0	0.0%
Magazines - Distributors	852	912	531	10	412	77.6%	114	21.5%	5	0.9%
Computers - Wholesale & Manufacturers	851	913	11	410	8	72.7%	3	27.3%	0	0.0%
Solar Energy Products - Retail	849	914	0	1,737	0	0.0%	0	0.0%	0	0.0%
Garage Organizers	847	915	0	1,737	0	0.0%	0	0.0%	0	0.0%
Online Travel Agency	844	916	9	465	0	0.0%	9	100.0%	0	0.0%
Greenhouses	838	917	1	1,213	0	0.0%	1	100.0%	0	0.0%
Trucking - Light Hauling	838	917	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Fire & Flood Specialists	833	919	4	717	3	75.0%	1	25.0%	0	0.0%
Leather Clothing - Retail	831	920	0	-,	0	0.0%	0	0.0%	0	0.0%
Media Consultant	831	920	0	1,737	0	0.0%	0	0.0%	0	0.0%
Candy & Confectionery - Retail	829	922	0	1,737	0	0.0%	0	0.0%	0	0.0%
Controls, Control Sys & Regulators	827	923	0	1,737	0	0.0%	0	0.0%	0	0.0%
Batteries - Dry Cell - Wholesale & Manufacturers	826	924	38		35	92.1%	3	7.9%	0	0.0%
Coupon Book Promotions	826	924	24	229	23	95.8%	1	4.2%	0	0.0%
Deck Builder	824	926	75	93	66	88.0%	9	12.0%	0	0.0%
Guns - Air, BB and Pellet	824	926	22		20	90.9%	1	4.5%	1	4.5%
Metal Fabricators	821	928	61	106	56	91.8%	5	8.2%	0	0.0%
Stables	818	929	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bowling	816	930	7	540	7	100.0%	0	0.0%	0	0.0%
Tool & Utility Sheds	816	930	1	1,213	0	0.0%	0	0.0%	1	100.0%
Furniture - Used	815	932	9	465	7	77.8%	0	0.0%	2	22.2%
Golf Courses - Public	813	933	13		10	76.9%	0	0.0%	3	23.1%
Public Utility Consultants	813	933	12		9	75.0%	3	25.0%	0	0.0%
Pipe & Valve Fitters	811	935	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Service - Sound Systems Sales & Service	803	936	1	1,213	0	0.0%	1	100.0%	0	0.0%
Music & Messaging Services	803	936	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trade Shows, Expositions & Fairs	803	936	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trailers - Rent & Lease	801	939	0	1,737	0	0.0%	0	0.0%	0	0.0%
Modeling Schools	800	940	3	837	2	66.7%	1	33.3%	0	0.0%
Clocks - Service & Repair	798	941	0	1,737	0	0.0%	0	0.0%	0	0.0%
Custom Brokers	798	941	0	1,737	0	0.0%	0	0.0%	0	0.0%
Home Automation	798	941	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Animal Breeders	794	944	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Bicycles - Repair	794	944	4	717	3	75.0%	1	25.0%	0	0.0%
Formal Wear	794		0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys Service Bureaus	787		0	1,737	0	0.0%	0	0.0%	0	0.0%
Boat Equipment & Supplies	782	948	0	1,737	0	0.0%	0	0.0%	0	0.0%
Golf Courses - Private	782		0	1,737	0	0.0%	0	0.0%	0	0.0%
Physicians - Specialists	782		0	1,737	0	0.0%	0	0.0%	0	0.0%
Charity - Local	778	951	4	717	3	75.0%	1	25.0%	0	0.0%
Gift Certificates/Cards	778	951	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractors - Ceiling	777	953	0	1,737	0	0.0%	0	0.0%	0	0.0%
Extended Warranty Contract Service Companies	775		0	1,737	0	0.0%	0	0.0%	0	0.0%
Steel Distributors & Warehouses	774		1	1,213	1	100.0%	0	0.0%	0	0.0%
Barbecue Equipment & Supplies	771		0	1,737	0	0.0%	0	0.0%	0	0.0%
Bars & Taverns	770		0	1,737	0	0.0%	0	0.0%	0	0.0%
Plastering Contractors	770		3	837	2	66.7%	1	33.3%	0	0.0%
Air Courier Service	768		6	583	3	50.0%	2	33.3%	1	16.7%
Occupational Health - Nursing Services	767	960	12	394	6	50.0%	5	41.7%	1	8.3%
Piling	766		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tourists Homes	761	962	2	980	1	50.0%	1	50.0%	0	0.0%
Concrete - Stamped & Decorative	760		0	1,737	0	0.0%	0	0.0%	0	0.0%
Ventilating Contractors	758		0	1,737	0	0.0%	0	0.0%	0	0.0%
Image & Graphics Printing	756		0	1,737	0	0.0%	0	0.0%	0	0.0%
Manicuring	756	0.00	0	1,737	0	0.0%	0	0.0%	0	0.0%
Elevators - Sales & Service	755	967	1	1,213	1	100.0%	0	0.0%	0	0.0%
Door & Gate Operating Devices	754		1	1,213	0	0.0%	1	100.0%	0	0.0%
Marine Equipment & Supplies	754		93	71	47	50.5%	45	48.4%	1	1.1%
Pipes & Smokers Articles	754		0	1,737	0	0.0%	0	0.0%	0	0.0%
Woodworking Equipment & Supplies	754	968	0	1,737	0	0.0%	0	0.0%	0	0.0%
Internet Gaming	753		113	60	33	29.2%	61		19	16.8%
Mobile Telephone Equipment & Supplies	752		0	1,737	0	0.0%	0	0.0%	0	0.0%
Animal Shelters	751	974	1	1,213	1	100.0%	0	0.0%	0	0.0%
Roof Cleaning & Stain Removal	751		5	640	4	80.0%	1	20.0%	0	0.0%
Machine Tools	746		1	1,213	1	100.0%	0	0.0%	0	0.0%
Shirts - Custom Made	745		3	837	0	0.0%	2	66.7%	1	33.3%
Meal Preparation Service	743		3	837	0	0.0%	3	100.0%	0	0.0%
Wind Energy Systems	743		1	1,213	1	100.0%	0	0.0%	0	0.0%
Mens Clothing & Furnishings - Wholesale & Manufacturers	740		3	837	3	100.0%	0	0.0%	0	0.0%
Recruitment Services	740		0	1,737	0	0.0%	0	0.0%	0	0.0%
Kitchen Cabinet Refacing	737		87	81	61	70.1%	25	28.7%	1	1.1%
Exporters	736		0	1,737	0	0.0%	0	0.0%	0	0.0%
Costumes - Masquerade & Theatrical	731		0	1,737	0	0.0%	0	0.0%	0	0.0%
Amusement Parks & Places	730		1	1,213	1	100.0%	0	0.0%	0	0.0%
Teeth Whitening Services	728		0	1,737	0	0.0%	0	0.0%	0	0.0%
Safety & Rescue Equipment Sales & Services	727		1	1,213	0	0.0%	0	0.0%	1	100.0%
Schools - Academic - Elementary & Secondary	727		0	1,737	0	0.0%	0	0.0%	0	0.0%
Handbags	726		1	1,213	1	100.0%	0	0.0%	0	0.0%
Aircraft Charter, Rental & Lease	725		2	980	2	100.0%	0	0.0%	0	0.0%
Drapery & Curtain Fabrics - Retail	722		0	1,737	0	0.0%	0	0.0%	0	0.0%
Bakers - Wholesale	719		1	1,213	1	100.0%	0	0.0%	0	0.0%
Commercial Roofing	718		0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate - Rent to Own	717	994	2	980	2	100.0%	0	0.0%	0	0.0%
Environmental, Conservationist & Ecol Org	715		1	1,213	1	100.0%	0	0.0%	0	0.0%
Moldings	715		26	211	20	76.9%	6	23.1%	0	0.0%
Nursing Homes	714		4	717	4	100.0%	0	0.0%	0	0.0%
Linens - Retail	712		0	1,737	0	0.0%	0	0.0%	0	0.0%
Radio Stations & Broadcast Companies	712	998	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floors - Industrial	711		296	24	292	98.6%	4	1.4%	0	0.0%
Incentive Programs	710		0	1,737	0	0.0%	0	0.0%	0	0.0%
Appliances - Small - Wholesale & Manufacturers	707	,	4	717	2	50.0%	2	50.0%	0	0.0%
		1,002				30.070		30.0%	·	0.070

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Video Games - Rent & Lease	707	Inquiries 1,002	1	Complaint 1,213	0	0.0%	1	100.0%	0	0.0%
Insurance - Travel	704	1,004	0	1,737	0	0.0%	0	0.0%	0	0.0%
Concrete - Ready Mixed	699	1,005	0	1,737	0	0.0%	0	0.0%	0	0.0%
Manufactured Home Dealers	695	1,006	0	1,737	0	0.0%	0	0.0%	0	0.0%
Water Supply Systems	695	1,006	0	1,737	0	0.0%	0	0.0%	0	0.0%
Embroidery	693	1,008	2	980	2	100.0%	0	0.0%	0	0.0%
Automobile Dealers - Imported Cars	692	1,009	1	1,213	1	100.0%	0	0.0%	0	0.0%
Antiques - Repair & Restore	685	1.010	0	1,737	0	0.0%	0	0.0%	0	0.0%
Recording Service - Sound & Video	685	1,010	5	640	1	20.0%	0	0.0%	4	80.0%
Artificial Turf	684	1,012	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dressmakers	684	1,012	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fish & Seafood - Retail	684	1,012	0	1,737	0	0.0%	0	0.0%	0	0.0%
Safety Equipment & Clothing	683	1,015	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bankruptcy Assistance & Services	682	1,016	1	1,213	1	100.0%	0	0.0%	0	0.0%
Accounting & Bookkeeping Machines	680	1,017	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electric Motors - Dealers & Repairing	678	1,018	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wheelchair & Disability Transportation	678	1.018	13	372	7	53.8%	6	46.2%	0	0.0%
Pumps - Dealers	677	1,010	0	1,737	0	0.0%	0	0.0%	0	0.0%
House Furnishings & Services	676	1,020	332	19	285	85.8%	44	13.3%	3	0.9%
Medical Business Administration	676	1,021	n	1,737	n	0.0%	0	0.0%	0	0.9%
Boat Renting & Leasing	674	1,023	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck accessories	673	1,023	5	640	1	20.0%	4	80.0%	n	0.0%
Interior Decorators & Designers Supplies	669	1,025	1	1,213	-	0.0%	1	100.0%	0	0.0%
Surveillance Equipment, Sales & Service	669	1,025	0	1,737	0	0.0%	0	0.0%	0	0.0%
School Supplies	668	1,023	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cosmetic Sales by Internet	667	1,028	1	1,213	1	100.0%	0	0.0%	0	0.0%
Laser Therapy	666	1,028	1	1,213	0	0.0%	1	100.0%	0	0.0%
Laser Vision Correction	666	1,029	4	717	4	100.0%	-	0.0%	0	0.0%
Legal Services Plans	666	1,029	. 0	1,737	. 0	0.0%	0	0.0%	0	0.0%
Tools - Hand	664	1,032	2	980	0	0.0%	2	100.0%	0	0.0%
Concrete - Custom	663	1,032	5	640	5	100.0%	0	0.0%	0	0.0%
Electric Scooters	662	1,033	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boots	661	1,034	1	1,213	0	0.0%	1	100.0%	0	0.0%
Pillows	661	1,035	1	1,213	0	0.0%	1	100.0%	0	0.0%
Laboratories - Medical	660	1,033	1	1,213	1	100.0%	0	0.0%	0	0.0%
Air Quality Service	657	1,037	18	301	- 6	33.3%	11		1	5.6%
Engineering Contractors - General	657	1,038	0	1,737	0	0.0%	0	0.0%	0	0.0%
Aquariums - Dealers	652	1,040	0	1,737	0	0.0%	0	0.0%	0	0.0%
Metal Specialties	649	1,040	0	1,737	0	0.0%	0	0.0%	0	0.0%
Batteries - Storage-Retail	648	1,041	2	980	2	100.0%	0	0.0%	0	0.0%
Cremation Services	640	1,042		583	0	0.0%	6	100.0%	0	0.0%
Trailer Hitches	640	1,043	2	980	2	100.0%	0	0.0%	0	0.0%
Audiologists	637	1,045	1	1,213	1	100.0%	0	0.0%	0	0.0%
Meat Packers	636	1,045	n	1,737	0	0.0%	0	0.0%	0	0.0%
Optical Equipment & Supplies	634	1,046	n	1,737	0	0.0%	0	0.0%	0	0.0%
Plumbing Plan Services	634	1,047	1	1,213	1	100.0%	0	0.0%	0	0.0%
Schools - Home Study	633	1,047	n	1,737	1	0.0%	0	0.0%	0	0.0%
Fire Extinguishers	632	1,049	0	1,737	0	0.0%	0	0.0%	0	0.0%
Flea Markets	632	1,050	n	1,737	0	0.0%	0	0.0%	0	0.0%
Warehousing Services	631	1,050	5	640	3	60.0%	2	40.0%	0	0.0%
Holding Companies	629	1,052	58	109	33	56.9%	25		0	0.0%
Laundries - Self Service	628	1,053	۸ ا	1,737	33	0.0%	23	43.1% 0.0%	0	0.0%
Brick - Concrete, Pumice	627	1,054	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sunglasses	627	1,055	- 4	717	2	50.0%	1	25.0%	1	25.0%
Camping Equipment	624	1,055	1	1,213	1	100.0%	1	0.0%	1	25.0%
	624	1,057	1	1,737	1		0		0	
Logistics Water Coolers - Equipment & Supplies	622		- 0	1,/3/	0	0.0%	1	0.0%	0	0.0%
Roof Decks	620	1,059	1	1,213	0	0.0%	1	100.0%	0	0.0%
	620	1,060	9	1,213	4	44.4%	5	55.6%	0	0.0%
Sewing Machines - Supplies & Parts	620	1,060	1	1,213	1	100.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Trailer Sales	618	Inquiries 1,062	8	Complaint 499	7	87.5%	1	12.5%	0	0.0%
Glass - Repair	617	1,063	0	1,737	0	0.0%	0	0.0%	0	0.0%
Decoration Contractors - Party, Convention	615	1,064	1	1,213	0	0.0%	1	100.0%	0	0.0%
Dentist - Orthodontist	614	1,065	0	1,737	0	0.0%	0	0.0%	0	0.0%
Barber Schools	612	1,066	4	717	4	100.0%	0	0.0%	0	0.0%
Promotional Products	611	1,067	0	1,737	0	0.0%	0	0.0%	0	0.0%
Computers - Multimedia	609	1,068	0	1,737	0	0.0%	0	0.0%	0	0.0%
Giftware - Wholesale & Manufacturers	609	1,068	0	1,737	0	0.0%	0	0.0%	0	0.0%
Engineers - Civil	608	1,070	4	717	0	0.0%	4	100.0%	0	0.0%
Venetian Blinds - Wholesale & Manufacturers	607	1,071	3	837	2	66.7%	1	33.3%	0	0.0%
Office & Desk Space Rental Service	605	1,072	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mirrors	604	1,073	2	980	0	0.0%	2	100.0%	0	0.0%
Cigar & Cigarette & Tobacco Dealers - Retail	603	1,074	0	1,737	0	0.0%	0	0.0%	0	0.0%
Printing Equipment	603	1,074	2	980	1	50.0%	1	50.0%	0	0.0%
Jewelry Repair	601	1,076	0	1,737	0	0.0%	0	0.0%	0	0.0%
Generators - Electric	600	1,077	0	1,737	0	0.0%	0	0.0%	0	0.0%
Small Engine Repair	597	1,077	6	583	5	83.3%	0	0.0%	1	16.7%
CPR Training & Certification	596	1,078	7	540	2	28.6%	4	57.1%	1	14.3%
Insurance - Accident & Health	595	1,080	24	229	12	50.0%	11	45.8%	1	4.2%
Oilfield Hauling	595	1,080	5	640	3	60.0%	2	40.0%	n	0.0%
Fashion Accessories	590	1,080	n	1,737	0	0.0%	0	0.0%	n	0.0%
Photography Sales	588	1,082	2	980	2	100.0%	0	0.0%	n	0.0%
Hydraulic Equipment & Supplies	586	1,083	2	980	0	0.0%	2	100.0%	n	0.0%
Pet Foods - Wholesale & Manufacturers	586	1,084	0	1,737	0	0.0%		0.0%	0	0.0%
Oils - Fuel - Treatment Compounds	585	1,084	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fire Protection Consultants	584	1,080	155	46	87	56.1%	67	43.2%	1	0.6%
Building Cleaning - Exterior	583	1,087	133	1,737	0,	0.0%	07	0.0%	0	0.0%
Water Gardens Fountains & Ponds	580	1,089	1	1,213	1	100.0%	0	0.0%	0	0.0%
Proofreading	579	1,089	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sprinklers - Automatic - Fire	579	1,090	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tents	579	1,090	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gymnasiums	578	1,090	0	1,737	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Installation	578	1,093	0	1,737	0	0.0%	0	0.0%	0	0.0%
Process Servers	578	1,093	0	1,737	0	0.0%	0	0.0%	0	
Video Equipment - Service & Repair	578	1,093	9	465	4	44.4%	4	44.4%	1	0.0%
Auto Air Conditioning	577	1,093	3	980	1	50.0%	1	50.0%		11.1%
Trailers - Automotive Utility	577	1,097	0	1,737	1	0.0%	1	0.0%	0	0.0%
Chocolate & Cocoa	576	1,097	78		30	38.5%	47	60.3%	1	1.3%
Pet Transporting	576	1,099	78	1,737	30	0.0%	47	0.0%	1	0.0%
Carpet Layers	575	1,101	0	1,737	0	0.0%	0	0.0%	0	
Garbage Disposal Equipment - Industrial & Commercial	573	1,101	0	1,737	0		0		0	0.0%
Contractor - Industrial	571	1,102	0	1,737	0	0.0%	0	0.0%	0	0.0%
Waste Containers	570	1,103	1	1,213	1		0		0	0.0%
Balloons - Manned	569		7	540	1	100.0% 42.9%		0.0% 57.1%	0	0.0%
Employee Benefit Plans	569	1,105 1,105	,	717	3	42.9% 100.0%	4	0.0%	0	0.0%
Computers - Disaster Recovery	568		4	980	4	100.0% 50.0%	1	50.0%	0	0.0%
Souvenirs - Retail	568	1,107		640	1		1		0	
	567	1,107	3	1,213	3	100.0%	0	0.0%	1	0.0%
Packaging Materials Laboratories - Testing	564	1,109	1	1,213	1	0.0%	0	0.0%	1	100.0%
	563	1,110	1		1	100.0%	0	0.0%	0	0.0%
Art Supplies Petroleum	563	1,111	0	1,737 1,737	0	0.0%	0	0.0%	0	0.0%
	562	1,112	0	1,/3/	0	0.0%	0	0.0%	0	0.0%
Automated Teller Machines		1,113	2		1	50.0%	1	50.0%	0	0.0%
Candles - Retail	559	1,114	4	717	2	50.0%	1	25.0%	1	25.0%
Contractors Equipment & Supplies - Dealers & Ser	559	1,114	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hockey Clubs	559	1,114	0	1,737	0	0.0%	0	0.0%	0	0.0%
Home Staging	558	1,117	1	1,213	1	100.0%	0	0.0%	0	0.0%
Home Warranty Plans	558	1,117	0	1,737	0	0.0%	0	0.0%	0	0.0%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	558	1,117	14		10	71.4%	4	28.6%	0	0.0%
Water Heaters - Repairing	558	1,117	33	172	29	87.9%	4	12.1%	0	0.0%

WORK PAGE   197   1111   6   10   2   1000   3   1000   0   1000   0   1000   0   1000   0	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Water Page Annexes   550   1,125   500	Mobile Apps	557		6		3	50.0%	3	50.0%	0	0.0%
See   Progress   See   1.17	Wineries	557		4	717	3	75.0%	1	25.0%	0	
Story   Stor	Yellow Page Advertising	554		3	837	3		0		0	
Section Forward Sequence	Banking Services	549		9	465	6	66.7%	3	33.3%	0	
Marcon	Mattress Makers Supplies	549		0	1,737	0		0		0	
North-Acades	Nutrition	549		0	1,737	0	0.0%	0	0.0%	0	
Section   Sect	Penny Auctions		,	0		0		0		0	
PRINTS   PRINTS PRINTS PRINTS   1,128			,	0		0		0		0	
Maint Relation Committee  50 1,128   0 1,77   0 0,00   0		547		0		0		0		0	
Scripting Agency   140	·			0		0		0		0	
Comp & França Complements	Scaffolding & Aerial Lifts		-,	0		0		0		0	
Variery Sorvers    540   1,132   0   1,777   0   0,00   0   0,00   0   0,00   0				0		0		0		0	
Goors Congress   544   1,124   10   328   9   90.0   1   1.00%   0   0.00%			, -	0		0		0		0	
Seaderthe Services	,		-,	10		9		1		0	
Attempt of Allaryer - Restricting of A Tower Country of Mininger Composed Season (1986) (1986			, .	0		0		0		0	
Comment Side   Sept			-,	0		0		0		0	
State   Seminary & Management   Stat   1,138   0   1,277   0   0.01   0   0.05   0   0   0   0   0   0   0   0   0			,	0		0		0		n	
Updany Rotmers Medical Annual Processes & Francisco Service Proc			,	n		n		n		n	
Vogying Compresser   590   1,139   49   130   31   64,6%   17   35,54%   0   0.0%   0				n		0		0		n	
Calmies Renders Provider  539 1,154 1 1,213 0 0,00% 1 10,00% 0 0,00%  Social Services Organizations  539 1,154 4 1 1,213 1 190% 0 0,00% 0 0,00%  Social Services Organizations  531 1,154 4 1 13 26 55.1% 16 36.4% 2 4.5%  Allomations Systems Requirement  532 1,154 10 15 120 62.0% 60 17.7% 3 0.7%  Security Renders Renders Organizations  533 1,156 10 0 1,77 10 0 0,0% 0 0 0,0%  Full Clinical Services Organizations  534 1,156 10 0 1,77 10 0 0,0% 0 0 0,0%  535 1,156 0 0 1,77 0 0 0,0% 0 0 0,0%  536 1,156 0 0 1,77 0 0 0,0% 0 0 0,0%  537 1,156 0 0 1,77 0 0 0,0% 0 0 0,0%  538 1,155 0 0 1,77 0 0 0,0% 0 0 0,0%  539 1,156 0 0 1,77 0 0 0,0% 0 0 0,0%  539 1,156 0 0 1,77 0 0 0,0% 0 0 0,0%  539 1,156 0 0 1,77 0 0 0,0% 0 0 0,0%  539 1,156 0 0 1,77 0 0 0,0% 0 0 0,0%  539 1,156 0 0 1,77 0 0 0,0% 0 0 0,0%  539 1,156 0 0 1,77 0 0 0,0% 0 0 0,0%  539 1,156 0 0 1,77 0 0 0,0% 0 0 0,0%  539 1,156 0 0 1,77 0 0 0,0% 0 0 0,0%  540 1,155 0 0 1,77 0 0 0,0% 0 0 0,0%  540 1,155 0 0 1,77 0 0 0,0% 0 0 0,0%  540 1,155 0 0 1,77 0 0 0,0% 0 0 0,0%  540 1,156 0 0 1,77 0 0 0,0%  540 1,156 0 0 1,77 0 0 0,0%  540 1,156 0 0 1,77 0 0 0,0%  540 1,156 0 0 1,77 0 0 0			-,	48		21		17		n	
Immil Service Provider  538 1,142 1 1,213 1 1,000% 0 0.0%			-,	1		0		17		0	
Sood Service Cognetizations A Equipment 6 131 1,143 4 4 134 5 5 9,1% 16 136,4% 12 4,5% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 16 17.2% 3 0,2% 17.2			,	1		1		1		0	
Automation Systems & Equipment  534   1,144   401   51   320   62,06   69   17,278   3   0.78    Bashy Considuals  537   1,145   120   57   112   62,76   65,96   1   0.88    Bashy Considuals  538   1,146   0   1,737   0   0.06   0   0.09   0   0.09    Bashy Considuals  539   1,146   0   1,737   0   0.06   0   0.09    Bashy Considuals  539   1,146   0   1,737   0   0.06   0   0.09    Bashy Considuals  539   1,146   0   1,737   0   0.06   0   0.09    Constitution Systems &				44		26		16		3	
Alternative Hedicine			-							2	
Bearly Consulante			,					6	17.12.70	1	
Pregature Addiction - Infed & Threstene M. Park Service Addition - Infed			-,	120		115		0		0	
Paulice - Productis - Production - Productis - Product	'		, .	0		1		1		0	
Online Physmets	*			2		1		1		0	
Greenhouse Builders fragmers - Case			, -	0		0		0		0	
Engines - Gas Adversings - Provided   5.55   1,151   0   1,727   0   0.0%   0			, .	0		0		0		0	
Aberensian - Periodical				0		0		0		0	
Megames - Subscription Agents         525         1,152         0         1,727         0         0.0%         0 <td></td> <td></td> <td>, -</td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td>			, -	0		0		0		0	
Air Conditioning Supplies Parts    524			, -	0		0		0		0	
Contract - File Roof	· · ·		, -	0		0		0		0	
Fences - Vinyl Lecture & Seminar Dreaus			-,	0		0		0		0	
Lecture & Seminar Bureaus 522 1,157 4 717 3 75.0% 1 25.0% 0 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0			-,	0		0		0		0	
Online Drug & Prescription Services - Unapproved Foreign 522 1,157 2 980 0 0,0% 2 100.0% 0 0.0% 0 0.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 100.0% 10 10.0% 1	,		-,	1		0		1		0	
Bulldings - Metal			, -	4		3		1		0	
Health Maintenance Organizations 521 1,159 0 1,737 0 0,0%			, -			0		2		0	
Television Program Producers			,	1		U		0		1	
Playgrounds	-		,	0		0		0		0	
Renewable Energy   517   1,163   1   1,213   1   100.0%   0   0.				0		0		0		0	
Seals - Notary & Corporation         517         1,163         0         1,737         0         0.0%         0         0.0%         0         0.0%           Ski Equipment - Retail         517         1,163         0         1,737         0         0.0%         0         0.0%         0         0.0%           Convention Services & Facilities         517         1,163         0         1,737         0         0.0%         0         0.0%         0         0.0%           Convention Services & Facilities         515         1,167         14         349         7         50.0%         7         50.0%         0         0.0%           Convention Services & Facilities         514         1,168         11         410         4         36.4%         7         50.0%         0         0.0%           Fertilizers         514         1,168         11         410         4         36.4%         7         63.6%         0         0.0%           Advertising - Shoppers Guides         513         1,169         1         1,213         1         10.0%         0         0.0%         0         0.0%           Welding Equipment - Rent         512         1,170         7         540 <td></td> <td></td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td>				0		0		0		0	
Ski Equipment - Retail       517       1,163       0       1,737       0       0.0%       0       0.0%       0       0.0%         Tents - Rental       517       1,163       0       1,737       0       0.0%				1		1		0		0	
Tents - Rental         517         1,163         0         1,737         0         0.0%         0         0.0%         0         0.0%           Convention Services & Facilities         515         1,167         14         349         7         50.0%         7         50.0%         0         0.0%           Convention Services & Facilities         513         1,168         11         410         4         36.4%         7         50.0%         7         50.0%         0         0.0%           Advertising - Shoppers Guides         513         1,169         1         1,213         1         100.0%         0         0.0%         0         0.0%           Welding Equipment - Rent         513         1,179         7         540         3         42.9%         2         28.6%         2         28.6%           Auto Manufacturers Equipment & Supplies         9         1,171         0         1,737         0         0.0%         0         0.0%         0         0.0%           Auto Manufacturers Equipment & Supplies         Part         1,171         0         1,737         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%<			,	0		0		0		0	
Convention Services & Facilities				0		0		0		0	
Fertilizers				0		0		0		0	
Advertising - Shoppers Guides 513 1,169 1 1,213 1 100.0% 0 0.0% 0 0.0% 0 0.0% Welding Equipment - Rent 512 1,170 7 540 3 42.9% 2 28.6% 2 28.6% 2 28.6% Auto Manufacturers Equipment & Supplies S			, ,			7		7		0	
Welding Equipment - Rent         512         1,170         7         540         3         42.9%         2         28.6%         2         28.6%           Auto Manufacturers Equipment & Supplies         511         1,171         0         1,737         0         0.0%         0         0.0%         0         0.0%           Marble - Cultured         511         1,171         0         1,737         0         0.0%         0         0.0%         0         0.0%           Solar Energy Equipment & Systems Supplies & Parts         511         1,171         0         1,737         0         0.0% <td></td> <td></td> <td></td> <td>11</td> <td></td> <td>4</td> <td></td> <td>7</td> <td></td> <td>0</td> <td></td>				11		4		7		0	
Auto Manufacturers Equipment & Supplies         511         1,171         0         1,737         0         0.0%         0         0.0%         0         0.0%           Marble - Cultured         511         1,171         0         1,737         0         0.0%         0         0.0%         0         0.0%           Solar Energy Equipment & Systems Supplies & Parts         511         1,171         0         1,737         0         0.0%         0         0.0%         0         0.0%           Fasteners - Industrial & Construction         510         1,174         0         1,737         0         0.0%         0         0.0%         0         0.0%           Food - Sales & Delivery         510         1,174         17         312         5         29.4%         12         70.6%         0         0.0%           Franchising         510         1,174         0         1,737         0         0.0%         0         0.0%         0         0.0%           Online Networking         510         1,174         0         1,737         0         0.0%         0         0.0%         0         0.0%           Permanent Make Up         510         1,174         8         499			,	1		1		0		0	
Marble - Cultured         511         1,171         0         1,737         0         0.0%         0         <				7		3		2		2	
Solar Energy Equipment & Systems Supplies & Parts         511         1,171         0         1,737         0         0.0%         0         0.0%         0         0.0%           Fasteners - Industrial & Construction         510         1,174         0         1,737         0         0.0%         0         0.0%         0         0.0%           Food - Sales & Delivery         510         1,174         17         312         5         29.4%         12         70.6%         0         0.0%           Franchising         510         1,174         0         1,737         0         0.0%         0         0.0%         0         0.0%           Online Networking         510         1,174         0         1,737         0         0.0%         0         0.0%         0         0.0%           Permanent Make Up         510         1,174         8         499         4         50.0%         2         25.0%         2         25.0%			,	0		0		0		0	
Fasteners - Industrial & Construction 510 1,174 0 1,737 0 0 0.0%				0		0		0		0	
Food - Sales & Delivery         510         1,174         17         312         5         29,4%         12         70,6%         0         0,0%           Franchising         510         1,174         0         1,737         0         0,0%         0         0,0%         0         0,0%           Online Networking         510         1,174         0         1,737         0         0,0%         0         0,0%         0         0,0%           Permanent Make Up         510         1,174         8         499         4         50,0%         2         25,0%         2         25,0%			,	0		0		0		0	
Franchising         510         1,174         0         1,737         0         0.0%         0         0         0         0         0         0         0         0				0		0		0		0	
Online Networking         510         1,174         0         1,737         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0         0         0         0         0         0         0         0         0         0         0         0 <th< td=""><td>· · · · · · · · · · · · · · · · · · ·</td><td></td><td>,</td><td>17</td><td></td><td>5</td><td></td><td>12</td><td></td><td>0</td><td></td></th<>	· · · · · · · · · · · · · · · · · · ·		,	17		5		12		0	
Permanent Make Up 510 1,174 8 499 4 50.0% 2 25.0% 2 25.0%				0		0		0		0	
77-11 23070	Online Networking			0		0		0		0	0.0%
Sandblasting 509 1,179 3 837 3 100.0% 0 0.0% 0 0.0%	'		=,=	8		4		2		2	
	Sandblasting	509	1,179	3	837	3	100.0%	0	0.0%	0	0.0%

1.10	Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Seminar Seminar   Semina			Inquiries 1 179		Complaint 163	<u> </u>		2		0	0.0%
Market Prince   1988   1,141   9   10   10   10   10   10   10   10	·							2		0	
Section   Sect				3		0		3		0	
See Tribulation  150   1,148   0   1,77   0   0   0   0   0   0   0   0   0				2		0		2		0	
Memories - Company Purces   100   1,158   0   1,177   0   0.05   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   0.05   0   0.05   0.05   0   0.05   0.05   0   0.05				0		0		0		0	
Medican Service   196				0		0		0		0	
Management   100				0	-	0		0		0	
November				1		1		0		0	
Part				0		0		0		0	
ALE DEBURS - ARCOLE COURT  FOR PROPERTY STREET, CHOSEN  FOR 1,199				0		0		0		0	
Accordance   Acc				0		0		0		0	
Thinks Anne Special Strategy Market Strategy Str				1		1		0		0	
Bearines Empires Benefits   43   1,192   0   1,772   0   0,0	-			2		2		0		0	
All Comment   Application	· ·			0		0		0		0	
Computer				0		0		0		0	
Note Charge Products General Delawin Solide Charge Products General Begar  469 1,195 2 987 4 13,316 8 66-76 9 0,96 506 Charge Products General Begar  460 1,195 7 196 8 1,195 8 1 10,016 8 1 0,00 9 0,00 9 0,00 1,00 1,00 1,00 1,00 1,00 1,00 1,00	·			1		0		1		0	
Les Courses From Delarents - Coulons  460  5,197  600 - 197  600 -				2		1		2		0	
Maile Serviny Mounted Servine & Repair   446   1,196   2   880   2   10,006   0   0,006			,	12		1		2		0	
Notes				12		4		8		0	
1				2		2		0		0	
According to the property of				0	-	0		0		0	
Internet Supply Supply   464   1,001				1		1		0		0	
1.00   1.00	7 7 7 7			1	-	Û		1		0	
Delicatesians  1482   1,205   1   1,217   0   0,0%   0	·			0		0 î		0		0	
2006 B Dead Transfer Agents   447   1,706   3   1,121   1   10,00%   0   0,				0		0		0		0	
Seal Estade Services   478   1,206   3   1,272   3   1,006   6   0,0%   6				0		0		0		0	
Nea Estate Services  1 479   1,206   0   1,727   0   0.0%   0   0.				1		1		0		0	
1.208   5   640   3   6.00   2   4.008   0   0.08   0				3		3		0		0	
2-activity Contractors				0		0		0		0	
Satellist Communication - Common Carrier 475   1,209   0   1,727   0   0.0%				5		3		2		0	
Webertsing - Outdoor         474         1,211         1         1,213         1         10,00%         0         0,0%         0				0		0		0		0	
Time Retreads Repair  (474 1,211 0 1,777 0 0,0% 0 0				0		0		0		0	
Migs & Harpieces				1		1		0		0	
Bettle Return Dept				0		0		0		0	
Outboard Motors         473         1,214         2         980         1         50.0%         1         50.0%         0         0.0%           Traffic & Parking Consultants         473         1,214         0         1,737         0         0.0%				0		0		0		0	
Traffic & Parking Consultants	'			0		0		0		0	
Artiss - Fine Art  472 1,217 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%  472 1,217 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%  472 1,217 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%  472 1,217 0 1,737 0 0.0% 0 0.0% 0 0.0%  473 1,221 0 1,737 0 0.0% 0 0.0% 0 0.0%  474 1,222 0 1,737 0 0.0% 0 0.0% 0 0.0%  475 1,222 1 1,223 1 1 100.0% 0 0 0.0%  476 1,222 3 837 3 100.0% 0 0.0%  477 1,222 1 1,231 1 100.0% 0 0 0.0%  478 1,222 1 1,231 0 0.0%  479 1,222 1 1,231 0 0.0%  470 1,222 1 1,231 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,231 1 10.0%  470 1,222 1 1,232 1 1,232 1 1,233 1 10.0%  470 1,222 1 1,				2		1		1		0	
Pet Fencing & Containment Systems 472 1,217 0 1,737 0 0.0%	*			0	-	0		0		0	
Sales Promotion Service 472 1,217 0 1,737 0 0.0% 0				0		0		0		0	
Mobile Telephone Service				0		0		0		0	
Feachers Agencies 471 1,220 1 1,213 1 100.0% 0 0.0% 0 0.0% 0 0.0% Consultar - Planning 470 1,222 3 837 3 100.0% 0 0.0% 0 0.0% 0 0.0% Planos - Tuning & Repair 470 1,222 1 1,213 0 0.0% 1 100.0% 1 100.0% 0 0.0% Planos - Tuning & Repair 470 1,222 1 1,213 0 0.0% 1 100.0% 1 100.0% 0 0.0% Planos - Tuning & Repair 470 1,222 1 1,213 0 0.0% 1 100.0% 1 100.0% 0 0.0% Planos - Tuning & Repair 470 1,225 1 1,213 0 0.0% 1 100.0% 0 0.0% Planos - Tuning & Repair 469 1,225 1 1,213 0 0.0% 1 100.0% 0 0.0% Storage - Liquid & Bulk 5torage - Liquid & Bulk 5torage - Liquid & Bulk 468 1,227 1 1,213 0 0.0% 1 100.0% 0 0.0% Storage - Liquid & Bulk 468 1,227 1 1,213 0 0.0% 1 100.0% 0 0.0% Storage - Liquid & Bulk 610 1,228 17 312 9 52.9% 7 41.2% 1 1.5% Insurance - Homeowners 465 1,230 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Hair Products and Equipment 466 1,231 0 1,737 0 0.0% 0 0.0% 0 0.0% Hair Products and Equipment 464 1,231 0 1,737 0 0.0% 0 0.0% Boutiques 465 1,233 1 1 3,23 1 1 3,23 1 1 100.0% 0 0.0% Boutiques 466 1,233 1 1 1,213 1 1 100.0% 0 0.0% Boutiques 467 1,234 1 1,235 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Boutiques 468 1,237 1 1,233 1 1 100.0% 0 0.0% 0 0.0% 0 0.0% Boutiques 469 1,235 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Boutiques 460 1,237 1 1,235 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Boutiques 460 1,237 1 1,235 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Roofing Equipment & Supplies				0		0		0		0	
Consultant - Planning				0		0		0		0	
Furniture Cleaning  470 1,222 1 1,213 0 0.0% 0 0.0% 1 100.0% 0 0.0%  Planos - Tuning & Repair  470 1,222 1 1,213 0 0.0% 1 100.0% 0 0.0%  Glass - Beveled, Carved, Ornamental  469 1,225 1 1,213 0 0.0% 1 100.0% 0 0.0%  Storage - Liquid & Bulk  5torage - Liquid & Bulk  468 1,227 1 1,213 0 0.0% 1 100.0% 0 0.0%  5torage - Liquid & Bulk  468 1,227 1 1,213 0 0.0% 1 100.0% 0 0.0%  5torage - Liquid & Bulk  468 1,227 1 1,213 0 0.0% 1 100.0% 0 0.0%  5torage - Liquid & Bulk  467 1,228 17 312 9 52.9% 7 41.2% 1 5.9%  468 1,229 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%  469 1,231 0 1,737 0 0.0% 0 0.0% 0 0.0%  460 1,231 0 1,737 0 0.0% 0 0.0% 0 0.0%  461 1,231 0 1,737 0 0.0% 0 0.0% 0 0.0%  464 1,231 0 1,737 0 0.0% 0 0.0%  465 1,233 1 4 349 1 0 1,737 0 0.0%  466 1,231 0 1,737 0 0.0%  467 4,231 1 1,23 1 1 100.0%  468 1,231 1 1,23 1 1 100.0%  469 1,231 1 1,23 1 1 100.0%  460 1,231 1 1,23 1 1 100.0%  460 1,231 1 1,23 1 1 100.0%  460 1,231 1 1,23 1 1 100.0%  460 1,235 0 1,737 0 0.0%  460 0.0%  460 1,235 0 1,737 0 0.0%  460 0.0%				1		1		0		0	
Planos - Tuning & Repair  1,222 1 1,213 0 0,0% 1 100,0% 0 0,0%  Fire Protection Contractor  469 1,225 19 283 13 68.4% 6 31.6% 0 0,0%  Glass - Beveled, Carved, Ornamental  469 1,225 1 1,213 0 0,0% 1 100,0% 0 0,0%  Glass - Beveled, Carved, Ornamental  468 1,227 1 1,213 0 0,0% 1 100,0% 0 0,0%  Estheticians  467 1,228 17 312 9 52.9% 7 41.2% 1 100,0%  Insurance - Homeowners  466 1,229 0 1,737 0 0,0% 0 0,0% 0 0,0%  Home Centers  466 1,231 0 1,737 0 0,0% 0 0,0% 0 0,0%  Marble - Natural  464 1,231 50 124 24 48.0% 25 50.0% 1 20.0%  Home Health Services - Skilled  468 1,233 14 349 10 71.4% 4 28.6% 0 0,0%  Boutlques  469 1,234 1 1,213 1 1,213 1 100,0% 0 0,0%  Boutlques  460 1,234 1 1,213 1 1,213 1 100,0% 0 0,0%  Boutlques  461 1,235 0 1,737 0 0,0% 0 0,0%  Boutlques  461 1,235 0 1,737 0 0,0%  Boutlques  462 1,234 1 1,213 1 100,0% 0 0,0%  Boutlques  463 1,235 0 1,737 0 0,0%  Boutlques  464 1,235 0 1,737 0 0,0%  Boutlques  465 1,235 0 1,737 0 0,0%  Boutlques  466 1,235 0 1,737 0 0,0%  Boutlques  467 1,238 1 1,213 1 1,213 1 100,0%  Boutlques  468 1,235 0 1,737 0 0,0%  Boutlques  469 1,235 0 1,737 0 0,0%  Boutlques  460 1,237 1 1,213 0 0,0%  Boutlques  460				3		3		0		0	
Fire Protection Contractor  469 1,225 19 283 13 68.4% 6 31.6% 0 0.0% Glass - Beveled, Carved, Ornamental  469 1,225 1 1,213 0 0.0% 1 100.0% 0 0.0% Glass - Beveled, Carved, Ornamental  469 1,225 1 1,213 0 0.0% 1 100.0% 0 0.0% Estheticians  468 1,227 1 1,213 0 0.0% 1 100.0% 0 0.0% Estheticians  467 1,228 17 312 9 52.9% 7 41.2% 1 5.9% Ensurance - Homeowners  468 1,229 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%  469 1,230 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%  460 1,231 0 1,737 0 0.0% 0 0.0%  460 1,231 50 1,737 0 0.0%  460 1,231 50 1,737 0 0.0%  460 1,231 50 1,737 0 0.0%  460 1,231 50 1,737 0 0.0%  460 1,231 50 1,737 0 0.0%  460 1,231 50 1,737 0 0.0%  460 1,231 50 1,737 0 0.0%  460 1,231				0		0		0		0	
Glass - Beveled, Carved, Ornamental 469 1,225 1 1,213 0 0,0% 1 100.0% 0 0.0% Ctorage - Liquid & Bulk 468 1,227 1 1,213 0 0,0% 1 100.0% 0 0,0% 1 00.0% 0 0,0% 1 100.0% 0 0,0% 1 00.0% 1 00.0% 0 0,0% 1 00.0% 1 00.0% 1 0.0%				1		0		1		0	
Storage - Liquid & Bulk   1,227   1 1,213   0 0,0%   1 100.0%   0 0,0%   1 100.0%   0 0,0%   1 100.0%   0 0,0%   1 100.0%   0 0,0%   1 100.0%   0 0,0%   1 100.0%   0 1 5.9%   1 5.9%				19		13		6		0	
Setheticians   467   1,228   17   312   9   52.9%   7   41.2%   1   5.9%     Insurance - Homeowners   466   1,229   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Home Centers   465   1,230   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Home Centers   464   1,231   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Hair Products and Equipment   464   1,231   50   124   24   48.0%   25   50.0%   1   2.0%     Home Health Services - Skilled   463   1,233   14   349   10   71.4%   4   28.6%   0   0.0%     Home Health Services - Skilled   464   1,231   1,213   1   100.0%   0   0.0%   0   0.0%     Boutiques   462   1,234   1   1,213   1   100.0%   0   0.0%   0   0.0%     Warehouses - Merchandise   461   1,235   0   1,737   0   0.0%   0   0.0%   0   0.0%     Warehouses - Merchandise   460   1,237   1   1,213   0   0.0%   0   0.0%   0   0.0%     Roofing Equipment & Supplies   460   1,237   1   1,213   0   0.0%   0   0.0%   0   0.0%     Roofing Equipment & Supplies   460   1,237   1   1,213   0   0.0%   0   0.0%   0   0.0%     The state of the				1		0		1		0	
Assurance - Homeowners				1		0		1		0	
Home Centers 465 1,230 0 1,737 0 0 0,0% 0 0,	Estheticians			17		9		7		1	5.9%
Hair Products and Equipment  464 1,231 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%  Marble - Natural  464 1,231 50 124 24 48.0% 25 50.0% 1 2.0%  Home Health Services - Skilled  463 1,233 14 349 10 71.4% 4 28.6% 0 0.0%  Boutiques  462 1,234 1 1,213 1 100.0% 0 0.0%  50opting Service - Personal  461 1,235 0 1,737 0 0.0% 0 0.0%  Warehouses - Merchandise  461 1,235 0 1,737 0 0.0% 0 0.0%  Confing Equipment & Supplies				0		0		0		0	
Marble - Natural     464     1,231     50     124     24     48.0%     25     50.0%     1     2.0%       Home Health Services - Skilled     463     1,233     14     349     10     71.4%     4     28.6%     0     0.0%       Boutiques     462     1,234     1     1,213     1     100.0%     0     0.0%     0     0.0%       Shopping Service - Personal     461     1,235     0     1,737     0     0.0%     0     0.0%     0     0.0%       Warehouses - Merchandise     461     1,235     0     1,737     0     0.0%     0     0.0%     0     0.0%       Roofing Equipment & Supplies     460     1,237     1     1,213     0     0.0%     1     100.0%     0     0.0%	Home Centers			0		0		0		0	
Home Health Services - Skilled 463 1,233 14 349 10 71.4% 4 28.6% 0 0.0%				0		0		0		0	
Boutiques         462         1,234         1         1,213         1         100.0%         0         0         0.0%         0 </td <td>Marble - Natural</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>25</td> <td></td> <td>1</td> <td></td>	Marble - Natural							25		1	
Shopping Service - Personal         461         1,235         0         1,737         0         0.0%         0         0         0.0%         0         0.0%         0         0         0.0%         0	Home Health Services - Skilled			14		10		4		0	0.0%
Warehouses - Merchandise         461         1,235         0         1,737         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         1         100.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0         0.0%         0	Boutiques			1		1	100.0%	0	0.0%	0	0.0%
Roofing Equipment & Supplies 460 1,237 1 1,213 0 0,0% 1 100.0% 0 0,0%	Shopping Service - Personal			0		0	0.0%	0	0.0%	0	0.0%
3,24	Warehouses - Merchandise			0		0	0.0%	0	0.0%	0	0.0%
Pallets & Skids 459 1,238 3 837 1 33.3% 2 66.7% 0 0 0.0%	Roofing Equipment & Supplies		1,237	1		0	0.0%	1	100.0%	0	0.0%
	Pallets & Skids	459	1,238	3	837	1	33.3%	2	66.7%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Coaching - Business	458	1,239	2	980	2	100.0%	0	0.0%	0	0.0%
Entertainment Bureaus	458	1,239	12	394	9	75.0%	3	25.0%	0	0.0%
Gun Dealers	458	1,239	1	1,213	0	0.0%	1	100.0%	0	0.0%
Tours - Wholesale	458	1,239	0	1,737	0	0.0%	0	0.0%	0	0.0%
Horticultural Consultants	457	1,243	0	1,737	0	0.0%	0	0.0%	0	0.0%
Livestock Breeders	457	1,243	3	837	3	100.0%	0	0.0%	0	0.0%
Bird & Wildlife Supply Shops	456	1,245	0	1,737	0	0.0%	0	0.0%	0	0.0%
Designers - Apparel	456	1,245	3	837	3	100.0%	0	0.0%	0	0.0%
Laundry Consultants	454	1,247	0	1,737	0	0.0%	0	0.0%	0	0.0%
Identification Card Service	453	1,248	0	1,737	0	0.0%	0	0.0%	0	0.0%
Seeds & Bulbs - Retail	453	1,248	0	1,737	0	0.0%	0	0.0%	0	0.0%
Medical Alarms	452	1,250	0	1,737	0	0.0%	0	0.0%	0	0.0%
Upholstery and Rug Cleaning	452	1,250	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sewing Machines - Service & Repair	451	1,252	0	1,737	0	0.0%	0	0.0%	0	0.0%
Swimwear & Accessories	449	1,253	4	717	4	100.0%	0	0.0%	0	0.0%
Concierge Services	448	1,254	7	540	5	71.4%	2	28.6%	0	0.0%
Estates - Appraisals, Sales & Auctions	448	1,254	1	1,213	0	0.0%	1	100.0%	0	0.0%
Stone Setting - Interlocking Pavers	447	1,256	1	1,213	1	100.0%	0	0.0%	0	0.0%
Theaters	446	1,257	2	980	2	100.0%	0	0.0%	0	0.0%
Electric Heating Equipment - Wholesale & Manufacturers	443	1,258	2	980		100.0%	0	0.0%	0	0.0%
Filters Air & Gas Cleaning	441	1,259	1	1,213	1	100.0%	0	0.0%	0	0.0%
Mediation Services	441	1,259	3	837	2	66.7%	1	33.3%	0	0.0%
Photo Imaging Service	441	1,259	2	980		50.0%	1	50.0%	0	0.0%
Poultry Farms	441	1,259	96	70		57.3%	40	41.7%	1	1.0%
Western Apparel	441	1,259	2	980		100.0%	0	0.0%	0	0.0%
Upholstery Fabrics - Wholesale & Manufacturers	440	1,264	0	1,737	0	0.0%	0	0.0%	0	0.0%
Videographers	440	1,264	0	1,737	0	0.0%	0	0.0%	0	0.0%
Custom Framing	439	1,266	0	1,737	0	0.0%	0	0.0%	0	0.0%
Greeting Cards - Retail	439	1,266	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cosmetics - Wholesale & Manufacturers	438	1,268	8	499	1	12.5%	6	75.0%	1	12.5%
Swimming Pool Manufacturers & Distributors	438	1,268	0	1,737	- 0	0.0%	0	0.0%	0	0.0%
Glassware - Wholesale & Manufacturers	437	1,270	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance Agents	437	1,270	0	1,737	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Rental & Leasing	437	1,270	0	1,737	0	0.0%	0	0.0%	0	0.0%
Television Home Shopping	437	1,270	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wheel Chairs	436	1,274	57		35	61.4%	18		4	7.0%
Concrete Pumping Service	433	1,275	0	1,737	0	0.0%	0	0.0%	0	0.0%
Printers - Business Forms	433	1,275	1	1,213	0	0.0%	1	100.0%	0	0.0%
Tourists Attractions	432	1,277	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dryer Vent Cleaning	431	1,278	1	1,213	0	0.0%	1	100.0%	0	0.0%
Contractor - Decorative & Specialty Concrete	430	1,279	1	1,213	0	0.0%	1	100.0%	0	0.0%
Stock & Bond Brokers	430	1,279	- 1	1,737	0	0.0%	1	0.0%	0	0.0%
Conference Centers	429	1,279	0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Repair	428	1,281	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lumber - Wholesale	428	1,282	0	1,737	0	0.0%	0	0.0%	0	0.0%
Prepaid Debit/Credit Cards	428	1,282	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate Schools	428	1,282	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Repair - Mobile	427	1,282	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cemeteries	426	1,286	0	1,737	0	0.0%	0	0.0%	0	0.0%
Adult Entertainment	424	1,287	0	1,737	0	0.0%	0	0.0%	0	
Pet Supplies & Foods - Wholesale	424		0	1,737	0	0.0%	0		0	0.0%
	424	1,288	0	1,737	0		0	0.0%	0	
Talent Representation  Cabin, Cottage & Chalet - Rentals	423	1,290	0	1,737	0	0.0%	0	0.0%	0	0.0%
		1,291	0		0	0.0%	0	0.0%	0	0.0%
Trailers - Equipment & Parts	422	1,291	0	1,737 1,213	0	0.0%	0	0.0%	0	0.0%
Divers Equipment & Supplies	421	1,293	1		1	100.0%	0	0.0%	0	0.0%
Executive Search Consultants	421	1,293	0	1,737	0	0.0%	0	0.0%	0	0.0%
Patent Agents Classics Company de	421 420	1,293	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cleaning Compounds		1,296	0	1,737	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Production Services	418	1,297	12	394	7	58.3%	5	41.7%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Auto Diagnostic Service	418	Inquiries 1,297	0	Complaint 1,737	0	0.0%	ompis rect section	0.0%	ompio onabie to i aroae	0.0%
Stucco Manufacturers & Distributors	417	1,297	88	79	80	90.9%	7	8.0%	1	1.1%
Television Stations & Broadcast Companies	415		10	436	7	70.0%	,	30.0%	0	0.0%
Garbage Disposals - Household	413		5	640	,	60.0%	2	40.0%	0	0.0%
Organizing Services - Household & Business	413	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Global Positioning Systems	409		0	1,737	0	0.0%	0	0.0%	0	
Loans - Small Business	408	-,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Shredding Services	403	1,50 .	0	1,737	1	0.0%	0	0.0%	0	0.0%
Tile & Marble	407	-,	33		29	87.9%	4	12.1%	0	0.0%
Cash Registers & Supplies	406		33	1,213	1	100.0%	4	0.0%	0	0.0%
Machinery - New	406		1	1,737	1	0.0%	0	0.0%	0	0.0%
Hydroponics - Equipment & Supplies	405		0	1,737	0	0.0%	0	0.0%	0	0.0%
Lighting Consultants	405		0	1,737	0	0.0%	0	0.0%	0	0.0%
Health Resorts	403		0	1,737	0		0		0	
	403	,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pest Control Supplies & Equipment Food Products Manufacturing Equipment	403		0	1,737	0	0.0%	0	0.0%	0	0.0%
		1,515	0		0	0.0%	0	0.0%	0	0.0%
Art Instruction & Schools	399 398	-,	1	1,213 540		0.0%	1	100.0%	0	0.0%
Art Instruction & Schools		-,	-			71.4%	1	14.3%	1	14.3%
Gymnasiums - Equipment & Supplies	397 397	, , , ,	5	640 240		80.0%	1	20.0%	0	0.0%
Recreational Vehicles - Storage		,	23		19	82.6%	4	17.4%	0	0.0%
Coffee Roasting & Handling Equipment	396		0	1,737	0	0.0%	0	0.0%	0	0.0%
Packaging Service	396	,		540	1	14.3%	1	14.3%	5	71.4%
Trading Stamps	394		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tractor Equipment & Parts	393	, -	6	583	5	83.3%	1	16.7%	0	0.0%
Art Goods	392	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Engineers - Structural	392	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Aircraft Parts & Supplies	391	-, :	1	1,213	1	100.0%	0	0.0%	0	0.0%
Audio-Visual Equipment - Supplies & Parts	390	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Food Processing Equipment & Supplies	390	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Ophthalmology	390	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Swimming Pool Cover Sales & Service	389	-,	3	837	3	100.0%	0	0.0%	0	0.0%
Tree Service - Pruning	389	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Answering Services	388	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Appraisers	388	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Hydronic Heating	388	1,550	0	1,737	0	0.0%	0	0.0%	0	0.0%
Identification Equipment & Supplies	388	1,550	2	980		50.0%	0	0.0%	1	50.0%
Fax Transmission Service	387	_,00	151	47	134	88.7%	16	10.6%	1	0.7%
Fish & Seafood - Wholesale	386	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Railroads	386	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Swimming Pools - Leak Detection & Repair	385	, , , , ,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Child Care - In Home	384	, , , , , , , , , , , , , , , , , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Excavating Equipment	384	,	6	583	6	100.0%	0	0.0%	0	0.0%
Trusses - Construction	383	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Toys - Wholesale & Manufacturers	382		0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Repair & Service - Diesel	381	-,- :-	2	980	1	50.0%	1	50.0%	0	0.0%
Eyeglass Suppliers	381	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate Maintenance Protection Plan	381	-,- :-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Animals - Nuisance Control - Trapping	380	-,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Sportswear - Wholesale & Manufacturers	380	-,	26			88.5%	3	11.5%	0	0.0%
College Savings Plans	379	,-	31		15	48.4%	16	51.6%	0	0.0%
Dentist - Dental Surgery	378	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Foresters - Consulting	378	, , ,	24		21	87.5%	3	12.5%	0	0.0%
Taxidermists	378	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Data Processing Service	377		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fountains - Garden, Display	377	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wedding Chapels & Ceremonies	377	1,351	1	1,213	0	0.0%	1	100.0%	0	0.0%
Movers - Office	376	1,354	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tractor Dealers	376	1,354	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mortgage Bankers	375	1,356	26	211	17	65.4%	8	30.8%	1	3.8%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Office Supplies - Sale by Deceptive Telemarketing	374	1,357	2	980	1	50.0%	1	50.0%	0	0.0%
Oilfield Consultants	374	1,357	1	1,213	1	100.0%	0	0.0%	0	0.0%
Soccer Clubs	374	1,357	0	1,737	0	0.0%	0	0.0%	0	0.0%
Crane Service	373	1,360	6	583	0	0.0%	6	100.0%	0	0.0%
Credit Cards & Plans - Equipment & Supplies	372	1,361	4	717	2	50.0%	2	50.0%	0	0.0%
Animal Health Products	371	1,362	139	50	53	38.1%	85	61.2%	1	0.7%
Auto Race Cars	371	1.362	28	197	3	10.7%	25	89.3%	0	0.0%
Diaper Service	371	1,362	0	1,737	0	0.0%	0	0.0%	0	0.0%
Legal Document Assistance	371	1,362	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photographs - Stock	371		0	1,737	0	0.0%	0	0.0%	0	0.0%
Hair Weaving	370	1,367	0	1,737	0	0.0%	0	0.0%	0	0.0%
Appliances - Installation	369		0	1,737	0	0.0%	0	0.0%	0	0.0%
Referral - Doctor	369	1,368	3	837	2	66.7%	1	33.3%	0	0.0%
Skating Equipment & Supplies	369	1,368	6	583	6	100.0%	0	0.0%	0	0.0%
Thrift Shops	369	1,368	0	1,737	0	0.0%	0	0.0%	0	0.0%
Stamps - Collectors	368	1,372	0	1,737	0	0.0%	0	0.0%	0	0.0%
Welcome ServiceFor Newcomers	368		14	349	8	57.1%	6	42.9%	0	0.0%
Legal Information Services	367	1,374	23	240	12	52.2%	11	47.8%	0	0.0%
Tourist Information	364		0	1,737	0	0.0%	0	0.0%	0	0.0%
Government - City, Village & Township	363	1,376	6	583	4	66.7%	1	16.7%	1	16.7%
Grant - Scholarship - Financial Aid Finder Service	363	1,376	85	84	6	7.1%	79	92.9%	0	0.0%
Restaurant Equipment - Repair & Service	363	1,376	4	717	2	50.0%	2	50.0%	0	0.0%
Shingles	362	1,379	0	1,737	0	0.0%	0	0.0%	0	0.0%
Training - Video Instruction Tapes	361	1,380	5	640	3	60.0%	2	40.0%	0	0.0%
Fire Damage Restoration	360	1,381	0	1,737	0	0.0%	0	0.0%	0	0.0%
Staffing - Technical	360		2	980	1	50.0%	1	50.0%	0	0.0%
Beds - Wholesale & Manufacturers	358	1,383	3	837	0	0.0%	3	100.0%	0	0.0%
Motivational & Self Improvement Training	358	1,383	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sheepskin Specialties	358	1,383	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Machine Shops	357	1,386	1	1,213	1	100.0%	0	0.0%	0	0.0%
Coated Fabrics	357	1,386	1	1,213	0	0.0%	1	100.0%	0	0.0%
Outlets - Stores, Factory, Mills	357	1,386	22	248	9	40.9%	11	50.0%	2	9.1%
Television & Radio Parts - Retail	357	1,386	0	1,737	0	0.0%	0	0.0%	0	0.0%
Unclaimed Funds Retrieval Services	357	1,386	1	1,213	0	0.0%	1	100.0%	0	0.0%
Alternators & Generators - Auto Repair	356		1	1,213	1	100.0%	0	0.0%	0	0.0%
Doughnuts	355	1,392	0	1,737	0	0.0%	0	0.0%	0	0.0%
Guards - Door & Window	355	1,392	3	837	2	66.7%	1	33.3%	0	0.0%
Feed Dealers	352	1,394	1	1,213	0	0.0%	1	100.0%	0	0.0%
Hotels - Reservations	351	1,395	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sausages	350		0	1,737	0	0.0%	0	0.0%	0	0.0%
Craft Galleries & Dealers	349	1,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - General Green Builder	348	1,398	0	1,737	0	0.0%	0	0.0%	0	0.0%
Herbs	348	1,398	0	1,737	0	0.0%	0	0.0%	0	0.0%
Machinery Rebuild & Repair	348	1,398	8	499	6	75.0%	2	25.0%	0	0.0%
Modeling - Advance Fee	347	1,401	0	1,737	0	0.0%	0	0.0%	0	0.0%
Coffee & Tea Shops	346	1,402	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mailing Machines & Equipment	346		0	1,737	0	0.0%	0	0.0%	0	0.0%
Self Defense	346	1,402	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sewing Contractors	346		2	980	1	50.0%	1	50.0%	0	0.0%
Telegraph Service	346	1,402	2	980	0	0.0%	2	100.0%	0	0.0%
Metal Powder Fabricators	345	1,407	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bookbinders	344	1,408	0	1,737	0	0.0%	0	0.0%	0	0.0%
Furniture - Rustic	344	1,408	2	980	2	100.0%	0	0.0%	0	0.0%
Credit Cards - Protection Service	343	1,410	4	717	0	0.0%	0	0.0%	4	1 100.0%
Marine Contractors	343	1,410	0	1,737	0	0.0%	0	0.0%	0	0.0%
Childrens & Family Entertainment	341	1,412	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Washing & Cleaning	341	1,412	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fishermens Supplies	340	1,414	2	980	2	100.0%	0	0.0%	0	0.0%
DVD sales & service	337	1,415	0	1,737	n	0.0%	0	0.0%	n	0.0%
L		1,713	ū	-,. 5,	ı	0.070		3.0%	ı	0.070

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Auto Warranty Service	336	1,416	8	499	5	62.5%	3	37.5%	0	0.0%
Dancing Supplies	336	1,416	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lamps - Supplies & Parts	334	1,418	4	717	4	100.0%	0	0.0%	0	0.0%
DNA Testing	333	1,419	8	499	3	37.5%	5	62.5%	0	0.0%
Auto Parts & Supplies - Used	332	1,420	1	1,213	1	100.0%	0	0.0%	0	0.0%
Knives - Machine	332	1,420	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dental Hygienists	331	1,422	1	1,213	0	0.0%	1	100.0%	0	0.0%
Estate Liquidators	330	1,423	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mats & Matting	330	1,423	0	1,737	0	0.0%	0	0.0%	0	0.0%
Incorporating Companies	329	1,425	1	1,213	1	100.0%	0	0.0%	0	0.0%
Boilers - New & Used	328	1,426	0	1,737	0	0.0%	0	0.0%	0	0.0%
Emergency Disaster Preparedness Equipment & Supplies	328	1,426	5	640	1	20.0%	4	80.0%	0	0.0%
Nurses	328	1,426	20	267	15	75.0%	5	25.0%	0	0.0%
Business Forms & Systems	327	1,429	2	980	2	100.0%	0	0.0%	0	0.0%
Construction Equipment Sales / Services	327	1,429	4	717	2	50.0%	0	0.0%	2	50.0%
Home Accessories	327	1,429	4	717	3	75.0%	1	25.0%	0	0.0%
Connectors - Electric	326	1,432	945	2	704	74.5%	229	24.2%	12	1.3%
Aluminum	325	1,433	6	583	6	100.0%	0	0.0%	0	0.0%
Data Systems - Consultants & Designers	323	1,434	0	1,737	0	0.0%	0	0.0%	0	0.0%
Diving Instruction	323	1,434	4	717	2	50.0%	2	50.0%	0	0.0%
Masonry Panels - Prefabricated	322	1,436	14		8	57.1%	6	42.9%	0	0.0%
Mortgage Lender	322	1,436	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sewing Instruction	322	1,436	5	640	4	80.0%	1	20.0%	0	0.0%
Stationers - Retail	322	1,436	0	1,737	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Used	320	1,440	32		24	75.0%	7	21.9%	1	3.1%
Tile Sales	320	1,440	28	197	24	85.7%	4	14.3%	0	0.0%
Smelters & Refiners Equipment & Supplies	318	1,442	1	1,213	0	0.0%	1	100.0%	0	0.0%
Smokers Information & Treatment	317	1,443	17	312	13	76.5%	4	23.5%	0	0.0%
Millwrights	316	1,444	10	436	4	40.0%	6	60.0%	0	0.0%
Leather Goods - Repair	315	1,445	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate - Commercial	315	1,445	0	1,737	0	0.0%	0	0.0%	0	0.0%
Comic Books	314	1,447	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boating Instruction	313	1,448	9	465	6	66.7%	2	22.2%	1	11.1%
Screen Enclosures	313	1,448	0	1,737	0	0.0%	0	0.0%	0	0.0%
Title Companies & Agents	313	1,448	15		9	60.0%	6	40.0%	0	0.0%
Jewelers - Supplies	312	1,451	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cabinet Refinishers	311	1,452	14	349	11	78.6%	3	21.4%	0	0.0%
Meat - Wholesale	311	1,452	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tickets & Coupons - Printers & Suppliers	311	1,452	0	1,737	0	0.0%	0	0.0%	0	0.0%
Towers	310	1,455	9	465	9	100.0%	0	0.0%	0	0.0%
Assembly & Fabricating Service	309	1,456	1	1,213	1	100.0%	0	0.0%	0	0.0%
Balloons - Novelty & Toy	306	1,457	8	499	6	75.0%	2	25.0%	0	0.0%
Wines - Retail	305	1,458	2	980	1	50.0%	1	50.0%	0	0.0%
Nutritionists	304	1,459	1	1,213	0	0.0%	1	100.0%	0	0.0%
Farm Supplies	302	1,460	1	1,213	1	100.0%	0	0.0%	0	0.0%
Buildings - Pole & Post Frame	300	1,461	19		17	89.5%	2	10.5%	0	0.0%
Ceramic Products - Decorative	300	1,461	11		8	72.7%	3	27.3%	0	0.0%
Foundations - Education, Philanthropy, Research	300	1,461	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fur Business - Wholesale & Manufacturers	300	1,461	0	1,737	0	0.0%	0	0.0%	0	0.0%
Television Program Distributors	300	1,461	0	1,737	0	0.0%	0	0.0%	0	0.0%
Valves	300	1,461	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chairs - Wholesale & Manufacturers	299	1,467	4	717	3	75.0%	1	25.0%	0	0.0%
Insurance - Viatical	299	1,467	0	1,737	0	0.0%	0	0.0%	0	0.0%
Magicians	299	1,467	2	980	1	50.0%	1	50.0%	0	0.0%
Physicians & Surgeons - Weight Reduction	299	1,467	0	1,737	n	0.0%	0	0.0%	0	0.0%
Woodworking Tools - Retail	299	1,467	3	837	3	100.0%	0	0.0%	0	0.0%
Marble & Terrazzo Cleaning & Service	298	1,472	n	1,737	n	0.0%	n	0.0%	n	0.0%
Lighting Fixtures - Repair & Maintenance	297	1,472	0	1,737	0	0.0%	0	0.0%	0	0.0%
Coins, Stamps & Precious Metals Dealer	296	1,473	7	540	1	14.3%	6	85.7%	0	0.0%
completings and cooper record petition	250	1,474		340	1	14.3%	0	85.7%	<u>ı                                    </u>	0.0%

APPER TROUBUSINGS    20	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Pagester	Airport Transportation	295		79		63	79.7%	14	17.7%	2	2.5%
Stock   1,475	Engineers - Electrical	295		3	837	2		1		0	
Stock Principle	Smoke Detectors & Alarms	295		0	1,737	0		0		0	
Name	Student Housing	295		4	717	2	50.0%	1	25.0%	1	
Searchy Name   22	E-Learning	293		1	1,213	1		0		0	
1,485   1,485   1,485   1,485   1,777   0   0,98   0   0.00   0	Toilets - Portable	293	1,479	0	1,737	0	0.0%	0	0.0%	0	0.0%
Miller   M	Boarding Houses	292		0	1,737	0		0		0	
Page	Doll Clothing & Accessories	292		0	1,737	0	0.0%	0	0.0%	0	
From promotion   281   1,483   0   1,777   1   0,00   0   0,00   0   0,00   0   0,00   0		291	1,483	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mode Primary   1,485	Fencing Instruction	291		0	1,737	0		0		0	
Seame National State   1,466   1   1,272   0   0,56   1   10,056   0   0,56   0,50	Motor Homes	291		0	1,737	0		0	0.0%	0	0.0%
Descriptions   10   1,488   7   8   1   1,498   7   6.598   8   0   0.008	Basement Waterproofing	290		1	1,213	0	0.0%	1	100.0%	0	0.0%
Restrict Production State in Demonstrates   388	Store Fixtures	289	1,487	4	717	2	50.0%	2	50.0%	0	0.0%
Telephone Productors Shee Su Demonstration   398	Glass, Mirror & Screen Companies	288	1,488	87	81	30	34.5%	57	65.5%	0	0.0%
2566   1,492   0   1,727   0   0.06   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0		288		12	394	6		6		0	0.0%
Sead Federicks	Barter & Trade Exchanges	287		2	980	0		2	100.0%	0	
1,402   1,402   0   1,727   0   0,00   0   0,00   0   0,00   0	Steel Erectors	286		0	1,737	0		0		0	
Muchem   256	Industrial Consultants	285		0	1,737	0	0.0%	0	0.0%	0	
Computers - Newton Systems   288   1,494   0   1,777   0   0,94   0   0,04   0   0,06	Mulches	284		0	1,737	0	0.0%	0	0.0%	0	0.0%
Commander - Contents   230	Computers - Security Equip & Systems			0		0		0		0	
Facility Nontaminance (728) 1,494 1 1,213 0 0,0% 1 1,00.0% 0 0,0%		283		17		16		1		0	
Computer - Network Security   S		283		1		0		1		0	
State Authorisornes	Computers - Network Security	281		5	640	4		1		0	
Plumbers   Commercial   280   1,500	Halls & Auditoriums	281		0	1,737	0	0.0%	0		0	
Temper   T	Surgical Centers	281	1,497	0	1,737	0	0.0%	0	0.0%	0	0.0%
Noof Institution   1,000   1,000   1,000   1,000   0	Plumbers - Commercial	280	1,500	0	1,737	0	0.0%	0	0.0%	0	0.0%
Noof Finding	Trampolines	280		0	1,737	0		0		0	
Sharpening Service	Wood Finishing	280	1,500	3	837	2	66.7%	1	33.3%	0	
Shapening Service	Data Communications Equipment & Systems	279	1,503	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Electric Equipment (appropriate Foundament) (appropriate Foundamen	Sharpening Service	279	1,503	3	837	2	66.7%	1	33.3%	0	
Onine Relaier	Auto Electric Equipment	278		0	1,737	0		0		0	
Pepcom R Supplies         228         1,505         0         1,737         0         0.0%         0         <	Engineers - Mechanical	278	1,505	0	1,737	0	0.0%	0	0.0%	0	0.0%
e-operates	Online Retailer	278	1,505	0	1,737	0	0.0%	0	0.0%	0	0.0%
e-Gjarvetes   1,509   0   1,737   0   0,0%	Popcorn & Supplies	278		0	1,737	0		0		0	
Steel Defaillers - Structural   276	e-cigarettes	277		0	1,737	0	0.0%	0	0.0%	0	0.0%
Foundries	Computers - Furniture	276	1,510	0	1,737	0	0.0%	0	0.0%	0	0.0%
Springs - Automotive - Sales & Service   275   1,512   0   1,737   0   0.0%	Steel Detailers - Structural	276	1,510	0	1,737	0	0.0%	0	0.0%	0	0.0%
Swimming Pools - Private   275   1,512   30   187   10   33.3%   19   63.3%   1   3.3%   1.0teries - Local   274   1,515   0   1,737   0   0.0%   0   0.	Foundries	275	1,512	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lotteries - Local	Springs - Automotive - Sales & Service	275	1,512	0	1,737	0	0.0%	0	0.0%	0	0.0%
Churches 273 1,516 1 1,213 0 0.0% 1 100.0% 0 0.0% 0 0.0% 1 00.0% 0 0.0%	Swimming Pools - Private	275	1,512	30	187	10	33.3%	19	63.3%	1	3.3%
Lifts	Lotteries - Local	274	1,515	0	1,737	0	0.0%	0	0.0%	0	0.0%
Diffield Equipment & Supplies   273   1,516   0   1,737   0   0.0%   0   0.	Churches	273	1,516	1	1,213	0	0.0%	1	100.0%	0	0.0%
Plumbing - Contractor   273   1,516   1   1,213   0   0,0%   1   100.0%   0   0,0%   0	Lifts	273	1,516	0	1,737	0	0.0%	0	0.0%	0	0.0%
Duices   1,520   1   1,213   1   100.0%   0   0.0%	Oilfield Equipment & Supplies		1,516	0	1,737	0	0.0%	0	0.0%	0	0.0%
Screen Repair       271       1,521       5       640       3       60.0%       2       40.0%       0       0.0%         Shavers - Electric Repair       271       1,521       4       717       2       50.0%       2       50.0%       0       0.0%         Beds - Electric & Adjustable       270       1,523       0       1,737       0       0.0%       0	Plumbing - Contractor	273	1,516	1	1,213	0	0.0%	1	100.0%	0	0.0%
Shavers - Electric Repair   1,521   4   717   2   50.0%   2   50.0%   0   0	Juices	272	1,520	1	1,213	1	100.0%	0	0.0%	0	0.0%
Beds - Electric & Adjustable       270       1,523       0       1,737       0       0.0%       0	Screen Repair	271	1,521	5	640	3	60.0%	2	40.0%	0	0.0%
Boat Covers, Tops & Upholstery 270 1,523 0 1,737 0 0 0.0%	Shavers - Electric Repair	271	1,521	4	717	2	50.0%	2	50.0%	0	0.0%
Boat Covers, Tops & Upholstery       270       1,523       0       1,737       0       0.0%       0 <td>Beds - Electric &amp; Adjustable</td> <td>270</td> <td>1,523</td> <td>0</td> <td>1,737</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td>	Beds - Electric & Adjustable	270	1,523	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electronic Instruments         268         1,526         0         1,737         0         0.0%         0	Boat Covers, Tops & Upholstery	270		0	1,737	0	0.0%	0	0.0%	0	0.0%
Farm Equipment - Repair & Parts 268 1,526 0 1,737 0 0.0,% 0 0.	Livestock Auction Markets		1,525	0	1,737	0	0.0%	0	0.0%	0	0.0%
Freight Consolidating         268         1,526         0         1,737         0         0.0%         0	Electronic Instruments	268	1,526	0	1,737	0	0.0%	0	0.0%	0	0.0%
Personal Security Guard Service         268         1,526         1         1,213         1         100.0%         0         0.0%         0         0.0%           Pipe         268         1,526         0         1,737         0         0.0%	Farm Equipment - Repair & Parts	268	1,526	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pipe         268         1,526         0         1,737         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0         0         0         0	Freight Consolidating	268		0	1,737	0		0		0	
Designers - Industrial     267     1,531     0     1,737     0     0.0%     0     0.0%     0     0.0%       Billing Service     266     1,532     0     1,737     0     0.0%     0     0.0%     0     0.0%	Personal Security Guard Service	268	1,526	1	1,213	1	100.0%	0	0.0%	0	0.0%
Designers - Industrial 267 1,531 0 1,737 0 0,0% 0 0	Pipe	268	1,526	0	1,737	0	0.0%	0	0.0%	0	0.0%
2/02	Designers - Industrial	267	1,531	0	1,737	0	0.0%	0	0.0%	0	
Carpet Installation 266 1 532 0 1.737 0 0.0% 0 0.0% 0 0.0%	Billing Service	266	1,532	0	1,737	0	0.0%	0	0.0%	0	0.0%
	Carpet Installation	266	1,532	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Flight School	266	1,532	1	1,213	1	100.0%	0	0.0%	0	0.0%
Medicines - Patent & Proprietary	266	1,532	0	1,737	0	0.0%	0	0.0%	0	0.0%
Patio Cover	266		0	1,737	0	0.0%	0	0.0%	0	0.0%
Dairy Products - Wholesale	265	1,537	1	1,213	0	0.0%	1	100.0%	0	0.0%
Laundry Equipment	265		0	1,737	0	0.0%	0	0.0%	0	0.0%
Steam Cleaning - Industrial	264		0	1,737	0	0.0%	0	0.0%	0	0.0%
Waterproofing Materials	264	,	38	145	26	68.4%	10	26.3%	2	5.3%
Animal Online Drug & Prescription Services	263		0	1,737	0	0.0%	0	0.0%	0	0.0%
Beverages	263	1,541	0	1,737	0	0.0%	0	0.0%	0	0.0%
Steel Mills	263		4	717	0	0.0%	4	100.0%	0	0.0%
Amusement Park Equipment	262	1,544	1	1,213	0	0.0%	1	100.0%	0	0.0%
Refrigeration Equipment - Supplies & Parts	262		0	1,737	0	0.0%	0	0.0%	0	0.0%
ServiceStation Equipment	262	=,0	1	1,213	0	0.0%	1	100.0%	0	0.0%
Aluminum Fabricators	261	1,547	1	1,213	1	100.0%	0	0.0%	0	0.0%
VOIP (Voice Over Internet Protocol) Sales & Service	261	1,547	1	1,213	1	100.0%	0	0.0%	0	0.0%
Playground Equipment	260		0	1,737	0	0.0%	0	0.0%	0	0.0%
Quilting Materials & Supplies	259	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Criminal	259	1,550	27	205	15	55.6%	11		1	3.7%
Wall Bed Sales	258		2/	640	15	100.0%	11	40.7%	1	
Work Clothes - Retail	258		20	267	16		0		0	0.0%
Credit Repair Services - Advance Fee	257	-,	20	1,737	10	80.0%	4	20.0%	0	0.0%
'	257	,	0		0	0.0%	0	0.0%	0	0.0%
Flags & Banners	257	1,554	0	1,737	0	0.0%	0	0.0%	0	0.0%
Driveway Installation, Paving & Repair	256	1,556	0	1,737	0	0.0%	0	0.0%	0	0.0%
Employment Counseling Post-Construction Clean Up	255	-,	0	1,737 1,737	0	0.0%	0	0.0%	0	0.0%
· ·		_,00.	U		U	0.0%	U	0.0%	0	0.0%
Photo Booth Rentals	254	_,000	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vehicle Sales - Manufacturing Companies	254	1,559	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oils - Lubricating	253	-,	5	640	0	0.0%	5	100.0%	0	0.0%
Escort Service - Personal	251	, , , ,	2	980	2	100.0%	0	0.0%	0	0.0%
Remodeling Services	251	1,562	0	1,737	0	0.0%	0	0.0%	0	0.0%
Butchers Equipment & Supplies	250	_,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drama/Acting Instruction	250	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Heat Exchangers	250	=,00	6	583	4	66.7%	1	16.7%	1	16.7%
Refrigerators & Freezers - Service & Repair	250	_,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Water Analysis	250	=,00	5	640	1	20.0%	4	80.0%	0	0.0%
Athletic Organizations	249	_,000	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dolls - Retail	249	,	36	156	24	66.7%	11	30.6%	1	2.8%
Online Publications	249		9	465	5	55.6%	3	33.3%	1	11.1%
Mail Box Rental & Receiving	248		3	837	0	0.0%	3	100.0%	0	0.0%
Youth Organizations & Centers	248		0	1,737	0	0.0%	0	0.0%	0	0.0%
Administrative Services	247	1,574	13	372	6	46.2%	7	53.8%	0	0.0%
Airlines - Training Schools	247	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ambulance Service	247	1,574	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Radios & Stereos - Wholesale & Manufacturers	247	1,574	1	1,213	0	0.0%	1	100.0%	0	0.0%
Power Transmission Equipment	246	1,578	11	410	5	45.5%	4	36.4%	2	18.2%
Hospitals	245	1,579	38	145	13	34.2%	21	55.3%	4	10.5%
Attorneys & Lawyers - Traffic Law	244	1,580	3	837	0	0.0%	3	100.0%	0	0.0%
Retirement Planning Service	244	1,580	5	640	3	60.0%	2	40.0%	0	0.0%
Welding Equipment - Repair	244	1,580	49	128	24	49.0%	21	42.9%	4	8.2%
Better Business Bureaus	243	1,583	4	717	2	50.0%	2	50.0%	0	0.0%
Employment Service - Employee Leasing	242	1,584	3	837	2	66.7%	1	33.3%	0	0.0%
Labor Organizations	242		3	837	2	66.7%	1	33.3%	0	0.0%
Manufactured Homes - Parks	242	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Marine Electronic Equipment & Supplies	242	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Airlines - Ticket Agencies	241	1,588	1	1,213	0	0.0%	1	100.0%	0	0.0%
Job Listing & Advisory Services - Advanced Fee	241		2	980	n	0.0%	2	100.0%	n	0.0%
Pet Grooming - Mobile	241	1,588	0	1,737	0	0.0%	0	0.0%	n	0.0%
Real Estate Loans	241		0	1,737	0	0.0%	0	0.0%	0	0.0%
Arbitration Services	240	_,,,,,	0	1,737	0	0.0%	0	0.0%	0	0.0%
municum Schned	240	1,592	U	1,/3/	U	0.0%	U	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Fingerprinting - Live Scan	240	1,592	24	229	10	41.7%	14	58.3%	0	0.0%
Hostels	239	1,594	2	980	2	100.0%	0	0.0%	0	0.0%
Oil Well Equipment & Supplies	239	1,594	36	156	33	91.7%	2	5.6%	1	2.8%
Bankruptcy Counseling - Federally Certified	238	1,596	0	1,737	0	0.0%	0	0.0%	0	0.0%
Travel Escorts	238	1,596	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vinyl Decking	238	1,596	28	197	15	53.6%	12	42.9%	1	3.6%
Paging Equipment & Service	237	1.599	1	1,213	0	0.0%	1	100.0%	0	0.0%
Office Supplies - Sale by Telemarketing	236	1,600	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paper Distributors	236	1,600	1	1,213	1	100.0%	0	0.0%	0	0.0%
Drug & Alcohol Screening & Testing	235	1,602	0	1,737	0	0.0%	0	0.0%	0	0.0%
Kitchen Cabinets - Refinishing, Refacing & Resurfacing	235	1,602	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ornamental Metal Work	235		0	1,737	0	0.0%	0	0.0%	0	0.0%
Retreat Facilities	235	1,602	8	499	8	100.0%	0	0.0%	0	0.0%
Trailer Storage	235	1,602	34	167	21	61.8%	12	35.3%	1	2.9%
Computers - Graphics	234	1,607	34	167	31	91.2%	3	8.8%	0	0.0%
Stump Removal & Grinding	234	1,607	18	301	13	72.2%	4	22.2%	1	5.6%
Scooters - Medical	233	1,609	15	327	3	20.0%	9	60.0%	3	20.0%
Foot Appliances	232	1,610	13	372	3	23.1%	5	38.5%	5	38.5%
Roof Structures	232		0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Services - Oil & Lube	231	1,612	0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Dealers - Used	231	1,612	0	1,737	0	0.0%	0	0.0%	0	0.0%
First Aid Supplies	231	1,612	0	1,737	0	0.0%	0	0.0%	0	0.0%
Horse Training	231	1,612	525	11	325	61.9%	187	35.6%	13	
Spas & Hot Tubs - Supplies & Parts	231	1,612	2	980		0.0%	1	50.0%	1	50.0%
Animal Rescue Relocation	230	1,617	0	1,737	0	0.0%	0	0.0%	0	0.0%
Business Plan Preparation	230		1	1,213	1	100.0%	0	0.0%	0	0.0%
House Cleaning Equipment & Supplies	230	1,617	10	436	9	90.0%	1	10.0%	0	0.0%
Hydraulic Equipment Repair	230	1,617	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trademark Agents & Consultants	230	1,617	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oxygen	229	1,622	13	372	10	76.9%	1	7.7%	2	15.4%
Filtering Materials & Supplies	228	1,623	1	1,213	1	100.0%	0	0.0%	0	0.0%
Laundries	228	1,623	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wheel Chair Lifts & Ramps	228		0	1,737	0	0.0%	0	0.0%	0	0.0%
Hair Removing Equipment & Supplies	227	1,626	179	40	146	81.6%	28	15.6%	5	2.8%
Hazardous & Medical Waste Services	227	1,626	2	980	1	50.0%	1	50.0%	0	0.0%
Plating	227	1,626	0	1,737	0	0.0%	0	0.0%	0	0.0%
Seal Coating	227	1,626	110	62	77	70.0%	32	29.1%	1	0.9%
Fishing Charters	226	1,630	28	197	23	82.1%	5	17.9%	0	0.0%
Telecommunication Equipment & Systems Service & Repair	226	1,630	26	211	13	50.0%	12	46.2%	1	3.8%
Video Games - Supplies & Parts	226		1	1,213	1	100.0%	0	0.0%	0	0.0%
Welding Equipment & Supplies	226	1,630	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fulfillment Services	225	1,634	1	1,213	0	0.0%	1	100.0%	0	0.0%
News Publications - Trade, Association	225	1,634	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oils - Petroleum	225	1,634	3	837	2	66.7%	1	33.3%	0	0.0%
Safes & Vaults	225	1,634	0	1,737	0	0.0%	0	0.0%	0	0.0%
Horse Riding/Horse Trail Rides	224	1,638	2	980	2	100.0%	0	0.0%	0	0.0%
Trailers - Camping & Travel	224	1,638	0	1,737	0	0.0%	0	0.0%	0	0.0%
Restaurant Management	223	1,640	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dental Equipment - Repair & Refinish	222		4	717	1	25.0%	3	75.0%	0	0.0%
Architectural & Construction Specs	221	1,642	1	1,213	1	100.0%	0	0.0%	0	0.0%
Dry Ice	221		1	1,213	1	100.0%	0	0.0%	0	0.0%
Buildings - Portable	220	1,644	5	640	0	0.0%	5	100.0%	0	0.0%
Car Wash & Polish Equipment & Supplies	220	1,644	250	29		72.8%	62	24.8%	6	2.4%
Drilling - Oil Well	220	1,644	5	640		80.0%	1	20.0%	0	0.0%
Homeopaths	220	1,644	166	43		97.0%	5	3.0%	0	0.0%
Vinyl Repair	220	1,644	0	1,737	0	0.0%	0	0.0%	0	0.0%
Aircraft Servicing & Maintenance	219	1,649	5	640	2	40.0%	3	60.0%	0	0.0%
Boxes - Corrugated & Fiber	219	1,649	89	77	40	44.9%	48	53.9%	1	1.1%
Motor coach Companies	219	1,649	0	1,737		0.0%	0	0.0%	0	0.0%
· · · · · ·		1,043		-,. 5,		0.070	ŭ	3.0%	ı	0.070

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Uniform Supply Service	219	1,649	8	499	6	75.0%	2	25.0%	0	0.0%
Glaziers	218	1,653	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sandblasting Equipment & Supplies	218	1,653	237	30	155	65.4%	69	29.1%	13	5.5%
Soil Solidification	217	1,655	6	583	5	83.3%	1	16.7%	0	0.0%
Home Demonstrations	216	1,656	27	205	14	51.9%	11	40.7%	2	7.4%
Sporting Goods - Repair	216	1,656	2	980	2	100.0%	0	0.0%	0	0.0%
Computer Printers Sales & Service	215	1,658	0	1,737	0	0.0%	0	0.0%	0	0.0%
Document Imaging & Scanning Service	215	1,658	1	1,213	0	0.0%	1	100.0%	0	0.0%
Fur Designers	215	1,658	3	837	2	66.7%	1	33.3%	0	0.0%
Mutual Funds	215	1,658	0	1,737	0	0.0%	0	0.0%	0	0.0%
Plating Equipment & Supplies	215	1,658	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tattoos - Removed	215	1,658	1	1,213	0	0.0%	1	100.0%	0	0.0%
Plastics - Fabricating, Finishing & Decor	214	1,664	0	1,737	0	0.0%	0	0.0%	0	0.0%
Projection Apparatus	213	1,665	0	1,737	0	0.0%	0	0.0%	0	0.0%
Agricultural Consultants	212	1,666	2	980	2	100.0%	0	0.0%	0	0.0%
Manufactured Homes - Repair & Service	212	1,666	2	980	1	50.0%	1	50.0%	0	0.0%
Parachute Jumping Instruction	212	1,666	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ranches	212	1,666	2	980	0	0.0%	2	100.0%	0	0.0%
Chairs - Rent	211	1,670	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fireplace Equipment - Wholesale & Manufacturers	210	1,671	0	1,737	0	0.0%	0	0.0%	0	0.0%
Stone Cutters	210	1,671	1	1,213	1	100.0%	0	0.0%	0	0.0%
Dental Service Plans	209	1,673	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Waste Removal	209	1,673	0	-,	0	0.0%	0	0.0%	0	0.0%
Windows - Vinyl	209	1,673	1	1,213	1	100.0%	0	0.0%	0	0.0%
Battery Repairing & Rebuilding	208	1,676	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jeans	207	1,677	0	1,737	0	0.0%	0	0.0%	0	0.0%
Salvage - Marine	207	1,677	6	583	3	50.0%	3	50.0%	0	0.0%
Data Recovery	206	1,679	0	1,737	0	0.0%	0	0.0%	0	0.0%
Livestock Equipment & Supplies	206	1,679	2	980	2	100.0%	0	0.0%	0	0.0%
Maps - Dealers	206	1,679	0	1,737	0	0.0%	0	0.0%	0	0.0%
Stadiums, Arenas & Athletic Fields	206	1,679	5	640	3	60.0%	2	40.0%	0	0.0%
Golf Instruction	205	1,683	6	583	3	50.0%	3	50.0%	0	0.0%
Videotape, CD, & DVD Duplication & Transfer Services	205	1,683	158	44	116	73.4%	42	26.6%	0	0.0%
Contractors - Retaining Wall	204	1,685	1	1,213	1	100.0%	0	0.0%	0	0.0%
Sports Bar	204	1,685	1	1,213	0	0.0%	1	100.0%	0	0.0%
Animal Brokers & Dealers - Zoo, Circus	203	1,687	80		50	62.5%	25	31.3%	5	6.3%
Furnace Cleaning	203	1,687	2	980	1	50.0%	1	50.0%	0	0.0%
Landscape Contractors - Commercial	203	1,687	8	499	3	37.5%	2	25.0%	3	37.5%
Photographers - Aerial	203	1,687	4	717	3	75.0%	1	25.0%	0	0.0%
Adoption Services	202	1,691	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bridal Supplies - Wholesale & Manufacturing	202	1,691	1	1,213	0	0.0%	1	100.0%	0	0.0%
Building Materials - Used	202	1,691	0	1,737	0	0.0%	0	0.0%	0	0.0%
Glass Blowers	202	1,691	4	717	3	75.0%	1	25.0%	0	0.0%
Outboard Motors - Repair	202	1,691	0	1,737	0	0.0%	0	0.0%	0	0.0%
Child Care - Infant	201	1,696	0	1,737	0	0.0%	0	0.0%	0	0.0%
Crematories	201	1,696	1	1,213	0	0.0%	1	100.0%	0	0.0%
Physicians & Surgeons - Family Practice	201	1,696	1	1,213	1	100.0%	0	0.0%	0	0.0%
Floor Refinishing	200	1,699	1	1,213	1	100.0%	0	0.0%	0	0.0%
Insurance - Bonding	199	1,700	1	1,213	1	100.0%	0	0.0%	0	0.0%
Paint - Wholesale & Manufacturers	199	1,700	0	1,737	0	0.0%	0	0.0%	0	0.0%
Piping Contractors	199	1,700	1	1,213	1	100.0%	0	0.0%	0	0.0%
Aquaculture	198	1,703	0	1,737	0	0.0%	0	0.0%	0	0.0%
Baseball Cards & Sports Memorabilia	198	1,703	1	1,213	1	100.0%	0	0.0%	0	0.0%
Decals De	198	1,703	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dock Builders	198	1,703	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gourmet Shops	198	1,703	2	980	2	100.0%	0	0.0%	0	0.0%
Patent Searchers	197	1,708	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wire & Cable - Electric	197	1,708	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floor Coatings - Epoxy/Polyurethane	196	1,710	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Magazine Sales by Telephone	196	1,710	6	583	6	100.0%	0	0.0%	0	0.0%
Printing Supplies	196	1,710	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sitting Services	196	1,710	2	980	2	100.0%	0	0.0%	0	0.0%
Tennis Courts - Public	195	1,714	7	540	6	85.7%	1	14.3%	0	0.0%
Beads	194		24	229	16	66.7%	7	29.2%	1	4.2%
Contractor - Metal Roofing	194	1,715	1	1,213	0	0.0%	1	100.0%	0	0.0%
Deck - Repair	194	1.715	6	583	1	16.7%	4	66.7%	1	16.7%
Farmers Market	194	1,715	1	1,213	0	0.0%	1	100.0%	0	0.0%
Ice Making Equipment & Machines	194	1,715	2	980	1	50.0%	1	50.0%	0	0.0%
Medical Service Organizations	194		7	540	7	100.0%	0	0.0%	0	0.0%
Shuttle Bus	193		0	1,737	0	0.0%	0	0.0%	0	0.0%
Water Well Drilling Equipment & Supplies	193		0	1,737	0	0.0%	0	0.0%	0	0.0%
Dog Daycare	192		2	980	0	0.0%	2	100.0%	0	0.0%
Traffic Signs, Signals & Equipment	192		0	1,737	0	0.0%	0	0.0%	0	0.0%
Ventilating Systems - Cleaning	192		4	717	1	25.0%	3	75.0%	0	0.0%
Army & Navy Goods	191	1,726	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Service - Steam Cleaning	191		5	640	5	100.0%	0	0.0%	0	0.0%
Clocks - Dealers	191	1,726	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lumber - Drying	191		5	640	2	40.0%	3	60.0%	0	0.0%
Moving Supplies	191		0	1,737	0	0.0%	0	0.0%	0	0.0%
Buildings - Concrete	190	-,	4	717	3	75.0%	1	25.0%	0	0.0%
Candy & Confectionery - Wholesale & Manufacturers	190		3	837	0	0.0%	3	100.0%	0	0.0%
Christmas Lights & Decorations	190	-,	3	837	2	66.7%	1	33.3%	0	0.0%
Cabinet Hardware	189		0	1,737	0	0.0%	0	0.0%	0	0.0%
Farming Service	189		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fingerprinting	188	_,	9	465	6	66.7%	3	33.3%	0	0.0%
Insurance - Senior Products	188	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sports & Recreation	188	-,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Ambulances & Hearses	187	1,739	0	1,737	0	0.0%	0	0.0%	0	0.0%
Artificial Flowers, Plants & Trees	187	1,739	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electrical Power Systems Maintenance	187	1,739	0	1,737	0	0.0%	0	0.0%	0	0.0%
Skateboards & Equipment	187	1,739	1	1,213	1	100.0%	0	0.0%	0	0.0%
Dairies	186		0	1,737	0	0.0%	0	0.0%	0	0.0%
Health Care - Staffing	186	-,	2	980	2	100.0%	0	0.0%	0	0.0%
Horseshoe Equipment & Supplies	186	-,	15	327	15	100.0%	0	0.0%	0	0.0%
Wheels	186	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Magazines - Dealers	185	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Corporate Awards	183	1,748	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laboratories - Research & Development	183		0	1,737	0	0.0%	0	0.0%	0	0.0%
Scalp Care	183		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fruits & Vegetables - Wholesale	182	1,751	1	1,213	1	100.0%	0	0.0%	0	0.0%
Furniture Cleaning Equipment & Supplies	182		4	717	4	100.0%	0	0.0%	0	0.0%
Hardware - Builders	182		0	1,737	0	0.0%	0	0.0%	0	0.0%
Meters	182	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Parcel Post Assembly Service	182		11	410	11	100.0%	0	0.0%	0	0.0%
Pharmaceutical Products - Research	182	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Work Clothes - Wholesale & Manufacturers	182		0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Gas	181	1,758	1	1,213	1	100.0%	0	0.0%	0	0.0%
Contractor - Interior Trim	181		0	1,737	0	0.0%	0	0.0%	0	0.0%
Maternity Clothes	181	1,758	0	1,737	0	0.0%	0	0.0%	0	0.0%
Graffiti Removal	179		n	1,737	0	0.0%	0	0.0%	n	0.0%
Religious Goods	179	, .	n	1,737	0	0.0%	0	0.0%	n	0.0%
Shoes - Custom Made	179	1,761	n	1,737	0	0.0%	0	0.0%	n	0.0%
Tire Retread & Repair - Equipment & Supplies	179		14	349	13	92.9%	0	0.0%	1	7.1%
Guest Ranch	179	1,761	5	640	13	100.0%	0	0.0%	1	7.1% 0.0%
Vertical Blinds	178	1,765	0	1,737	0	0.0%	0	0.0%	0	0.0%
vertical Blinds Bras	178	1,765	116	1,/3/	106		10		0	
Drywall Contractors Equipment & Supplies	177	1,767	110	640	100	91.4% 100.0%	10	8.6% 0.0%	0	0.0%
Pipe Bending & Fabricating	177			1,737	3		0		0	0.0%
ripe bending & Lauricating	1//	1,767	U	1,/3/	U	0.0%	U	0.0%	U	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Alcoholism Info & Treatment Centers	176	1,770	29	193	25	86.2%	4	13.8%	0	0.0%
Bill Paying Service	176	1,770	0	1,737	0	0.0%	0	0.0%	0	0.0%
Inventory Service	176		0	1,737	0	0.0%	0	0.0%	0	0.0%
Laboratory Equipment & Supplies	176	1,770	0	1,737	0	0.0%	0	0.0%	0	0.0%
Land Clearing & Leveling	176		20	267	12	60.0%	8	40.0%	0	0.0%
Office Furniture & Equipment - Repair & Refinishing	176		0	1,737	0	0.0%	0	0.0%	0	0.0%
Pumps - Wholesale & Manufacturers	176	, .	0	1,737	0	0.0%	0	0.0%	0	0.0%
Yacht Brokers	176		1	1,213	0	0.0%	1	100.0%	0	0.0%
Signs - Equipment & Supplies	175	, .	0	1,737	0	0.0%	0	0.0%	0	0.0%
Speakers - Rebuild & Repair	175		0	1,737	0	0.0%	0	0.0%	0	0.0%
Water Coolers	175	, -	99	66	56	56.6%	37	37.4%	6	6.1%
Wine Storage Equipment	175	-,	20	267	18	90.0%	1	5.0%	1	5.0%
Astrologers	174	, -	115	59		73.9%	28		2	1.7%
Sports Promoters & Managers	174	-,	0	1,737	0	0.0%	0	0.0%	-	0.0%
Water Heaters - Wholesale & Manufacturers	174	1,782	10	436	8	80.0%	2	20.0%	0	0.0%
Blowers & Blower Systems	173		141	49	96	68.1%	44	31.2%	1	0.7%
Solar Energy Equipment & Systems Manufacturing & Distribution	173	,	32	177	28	87.5%		12.5%	0	0.0%
Veterinary Emergency	173	1,785	455	177		86.8%	55	12.5%		1.1%
Riding Academies	173		267	26	210	78.7%	45	12.1%	12	
Clinics - Pain Management	172	,	267	410		78.7% 45.5%	45	16.9% 54.5%	12	4.5% 0.0%
Labels - Paper	171	=,	- 11	1,737	3		0	54.5% 0.0%	0	<del> </del>
·	171	,	0	540	0	0.0%	0		0	0.0%
Advertising - Indoor	170		,	465	3	42.9%	4	57.1%	0	0.0%
Industrial Painting	170		9	1,737	ь	66.7%	3	33.3%	0	0.0%
Soffit & Fascia	169		0	980	0	0.0%	0	0.0%	0	0.0%
Contractor - Home Performance		_,	2	436	1	50.0%	1	50.0%	0	0.0%
Recording Studio Equipment	169	=,	10		8	80.0%	2	20.0%	0	0.0%
Telephone Equipment & Systems Supplies & Parts	169	_,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Dealers - Online	168	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mobile Refrigeration	168	, .	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motorcycles - Renting & Leasing	168	, -	2	980	2	100.0%	0	0.0%	0	0.0%
Oxygen Therapy Equipment	168	, -	1	1,213	1	100.0%	0	0.0%	0	0.0%
Textile Fibers	168	1,797	5	640	5	100.0%	0	0.0%	0	0.0%
Wine Brokers	168	=,	2	980	1	50.0%	1	50.0%	0	0.0%
Vinyl Flooring	167	1,803	0	1,737	0	0.0%	0	0.0%	0	0.0%
Compressors	166	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hardware - Wholesale & Manufacturers	166	_,00.	14	349	9	64.3%	4	28.6%	1	7.1%
Package Design & Development	166	,	15	327	10	66.7%	5	33.3%	0	0.0%
Auto Upholstery Cleaning	165	1,807	0	1,737	0	0.0%	0	0.0%	0	0.0%
Survival Products & Supplies	165		0	1,737	0	0.0%	0	0.0%	0	0.0%
Photo Copying	164	,	132	54	99	75.0%	33	25.0%	0	0.0%
Video Equipment - Sales & Rentals	164	1,809	0	1,737	0	0.0%	0	0.0%	0	0.0%
Countertop - Fabrication	163		5	640	5	100.0%	0	0.0%	0	0.0%
Swords	163	1,811	0	1,737	0	0.0%	0	0.0%	0	0.0%
Test Publishers	163	1,811	6	583	2	33.3%	3	50.0%	1	16.7%
Truck Stops	163	1,811	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ice Cream & Frozen Desserts - Mfg & Dist	162	1,815	2	980	1	50.0%	1	50.0%	0	0.0%
Moving Brokers	162	1,815	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paintball - Games & Supplies	162	1,815	4	717	2	50.0%	2	50.0%	0	0.0%
Air Cargo & Package Express Service	161	1,818	0	1,737	0	0.0%	0	0.0%	0	0.0%
Musical Instruments - Repair	161	1,818	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ozone Machines	161		3	837	3	100.0%	0	0.0%	0	0.0%
Basement - Finishing	160	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Disabled Access	160		0	1,737	0	0.0%	0	0.0%	0	0.0%
Photography Schools	160	, -	1	1,213	1	100.0%	0	0.0%	0	0.0%
Pipe Inspection	160		0	1,737	0	0.0%	0	0.0%	0	0.0%
Vacuum Equipment & Systems	160	, -	9	465	7	77.8%	2	22.2%	n	0.0%
Chemical Plant Equipment & Supplies	159		2	980	1	50.0%	1	50.0%	0	0.0%
Desktop Publishing	159		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fish Processors	159	-,	1	1,213	n	0.0%	1	100.0%	n	0.0%
1	133	1,020	1	1,213	U	0.0%	1	100.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Pearls	159	1,826	57	112	40	70.2%	17	29.8%	0	0.0%
Post Offices	159	1,826	2	980	1	50.0%	1	50.0%	0	0.0%
Vehicle Transport Services	159	1,826	23	240	14	60.9%	8	34.8%	1	4.3%
Guide Service	158	1,832	0	1,737	0	0.0%	0	0.0%	0	0.0%
Home Repair & Maintenance	158	1,832	43	136	27	62.8%	16	37.2%	0	0.0%
Video Games - Wholesale & Manufacturers	158	1,832	2	980	1	50.0%	1	50.0%	0	0.0%
Water Works Contractors	158	1,832	19	283	6	31.6%	12		1	5.3%
Annuities	157	1,836	0	1,737	0	0.0%	0	0.0%	0	0.0%
Doors - Installation	157	1,836	1	1,213	1	100.0%	0	0.0%	0	0.0%
Engravers - Mechanical	157	1,836	1	1,213	1	100.0%	0	0.0%	0	0.0%
Golf Courses - Miniature	157	1,836	0	1,737	0	0.0%	0	0.0%	0	0.0%
Material Handling Equipment	157	1,836	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mining Development	157	1,836	0	1,737	0	0.0%	0	0.0%	0	0.0%
Quilting	157	1,836	0	1,737	0	0.0%	0	0.0%	0	0.0%
Children's Play Programs Instruction	156	1,843	13	372	4	30.8%	9	69.2%	0	0.0%
Construction Estimates	156	1,843	0	1,737	0	0.0%	0	0.0%	0	0.0%
Express & Transfer Service	156	1,843	1	1,213	1	100.0%	0	0.0%	0	0.0%
Motor Homes - Rent & Lease	156	1,843	0	1,737	0	0.0%	0	0.0%	0	0.0%
Publishing Consultants	156	1,843	1	1,213	1	100.0%	0	0.0%	0	0.0%
Silversmiths & Goldsmiths	156	1,843	0	1,737	0	0.0%	0	0.0%	0	0.0%
Swap Shops	156	1,843	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys Referral Service	155	1,850	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dolls - Collectors	155	1,850	1	1,213	0	0.0%	1	100.0%	0	0.0%
Hospitalization, Medical & Surgical Plans	154	1,852	0	1,737	0	0.0%	0	0.0%	0	0.0%
Meditation Instruction	154	1,852	0	1,737	0	0.0%	0	0.0%	0	0.0%
Plants - Interior Design & Maintenance	154	1,852	1	1,213	0	0.0%	1	100.0%	0	0.0%
Rubbish & Garbage Removal Contractors Equipment	154	1,852	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bed Bug Removal	153	1,856	0	1,737	0	0.0%	0	0.0%	0	0.0%
Computers - Rent & Lease	153	1,856	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electric Equipment - Manufacturers	153	1,856	0	1,737	0	0.0%	0	0.0%	0	0.0%
Medical Record Service	153	1,856	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pipe Fittings	153	1,856	0	1,737	0	0.0%	0	0.0%	0	0.0%
Riding Apparel & Equipment	153	1,856	1	1,213	0	0.0%	0	0.0%	1	100.0%
Watches - Wholesale & Manufacturers	153	1,856	3	837	0	0.0%	3	100.0%	0	0.0%
Computer Business Services	152	1,863	0	1,737	0	0.0%	0	0.0%	0	0.0%
Handball Courts	152	1,863	2	980	2	100.0%	0	0.0%	0	0.0%
Meat - Processing	152	1,863	4	717	2	50.0%	2	50.0%	0	0.0%
U-Catch Fishing	152	1,863	180	39	100	55.6%	74	41.1%	6	3.3%
Van Conversions & Accessories	152	1,863	1	1,213	1	100.0%	0	0.0%	0	0.0%
Warehouses - Cold Storage	152	1,863	19	283	13	68.4%	6	31.6%	0	0.0%
Door-to-Door Sales - Photography	151	1,869	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hand Painting & Decorating	151	1,869	5	640	2	40.0%	2	40.0%	1	20.0%
Observatories	151	1,869	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sanitary Napkins	151	1,869	9	465	4	44.4%	5	55.6%	0	0.0%
Studio Rental	151	1,869	5	640	4	80.0%	1	20.0%	0	0.0%
Television Sys & Equipment - Closed Circuit	151	1,869	0	1,737	0 î	0.0%	0	0.0%	0	0.0%
Baby Carriages & Strollers	150	1,875	0	1,737	Û	0.0%	0	0.0%	0	0.0%
Golf Carts	150	1,875	40	1,737	20	0.0%	17	0.0%	0	0.0%
Laminations - Plastic, Paper Maccago School	150 150	1,875	40	139 717	20	50.0%	17	42.5%	3	7.5%
Massage School Mold Consulting & Testing	150	1,875 1,875	4	1,737	4	100.0%	0	0.0%	0	0.0%
Traffic Control & Flagging Service	150	1,875	2	1,/3/	0	0.0%	1	0.0% 33.3%	2	0.0%
Airport Parking Reservations	149	1,875	3	717	4	100.0%	1		2	66.7% 0.0%
Insurance - Property	149	1,881	4	717	4	100.0%	0	0.0%	0	0.0%
Concrete Curing & Treating Materials	149	1,883	3	837	2	66.7%	1	33.3%	0	0.0%
Pictures	148	1,883	1	1,213	1	100.0%	1	0.0%	0	0.0%
Audio-Visual Equipment - Rent & Lease	140	1,885	1	1,213	1	0.0%	1	100.0%	0	0.0%
Legal Clinics	147	1,885	18	301	10	55.6%	8	44.4%	0	0.0%
Carpet & Rug Dyers	147	1,887	n	1,737	10	0.0%	0	0.0%	0	0.0%
Carpet & rug Dyers	146	1,687	U	1,/3/	ı	0.0%	U	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Swimming Pools - Public	146	Inquiries 1,887	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Billiard Parlors	145	1,889	10	436	5	50.0%	5	50.0%	0	0.0%
Carpet & Rug Cleaning Equipment& Supplies	145		0	1,737	0	0.0%	0	0.0%	0	0.0%
Compactors - Waste - Industrial & Commercial	145	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Gates	145	1,889	586	7	514	87.7%	71	12.1%	1	0.2%
Tools - Pneumatic	145		10	436	7	70.0%	3	30.0%	0	0.0%
Intercoms Systems & Services	144	,	4	717	4	100.0%	0	0.0%	0	0.0%
Oilfield Supplies	144	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Respirators	144	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Videoconferencing Services	144	, , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Writers - Business	144	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Batteries - Storage-Wholesale & Manufacturers	143	, , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Doll Houses & Accessories	143	_,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Escrow Service	143	-,	5	640	5	100.0%	0	0.0%	0	0.0%
Foam & Sponge Rubber	143	_,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Coaching - Life	142	-,000	0	1,737	0	0.0%	0	0.0%	0	0.0%
Exterior Designers	142	-,	2	980	2	100.0%	0	0.0%	0	0.0%
Hose Couplings & Fittings	142		1	1,213	1	100.0%	0	0.0%	0	0.0%
Paper Products	142	1,903	3	837	1	33.3%	1	33.3%	1	33.3%
Backflow Prevention Devices & Services	140		n	1,737	1	0.0%	1	0.0%	1	0.0%
Lamps & Lamp Shades - Retail	140	_,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Senior Housing/Living	140	,	0	1,737	1	0.0%	0	0.0%	0	0.0%
Crime Scene/Trauma Clean Up	139	,	6	583	1	16.7%	5	83.3%	0	0.0%
Sweeping Service - Power	139	1,910	0	1,737	1	0.0%	0	0.0%	0	0.0%
Woolen Goods - Wholesale & Manufacturers	139		5	640	4	80.0%	1	20.0%	0	0.0%
Box Manufacturers Equipment & Supplies	138	-,	21	260	21	100.0%	1	0.0%	0	0.0%
Concrete Aggregates	138	,	21	980		100.0%	0	0.0%	0	
Fuel Injection Equipment	138	1,913	1	1,213	1		0		0	0.0%
Organs - Tune & Repair	138		1	1,737	1	100.0%	0	0.0%	0	0.0%
Telephone Answering Equipment & Systems	138	-,	0	1,737	0	0.0%	0		0	0.0%
Auto Warranty Plans	137	1,913	0	1,737	0	0.0%	0	0.0%	0	
Campers - Supplies & Parts	137		11	410	11	100.0%	0	0.0%	0	0.0%
Dishwashing Machines - Service & Repair	137	1,918		1,737	0	0.0%	0	0.0%	0	0.0%
Ergonomic Products & Services	137		1	1,213	1	100.0%	0	0.0%	0	0.0%
Floor Removal	137		0	1,737	0	0.0%	0	0.0%	0	
Food Brokers	137	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Marketing Software	137	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Reflexologists	137	1,918	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ship Brokers	137		26	211	15		11		0	0.0%
Shipping Room Supplies	137	1,918	20	980	13	50.0%	11	50.0%	0	0.0%
Utility Submetering & Billing	137		2	980	2		1		0	
Ventilating Equipment	137		1	1,213	1	100.0% 100.0%	0	0.0%	0	0.0%
Aircraft Ferrying & Transporting Service	136		16	323	12	75.0%	4	25.0%	0	0.0%
Gasoline - Wholesale	136	,	10	1,213	12	75.0%	4	25.0%	1	
Grain Dealers	136	1,550	64	1,213	36	56.3%	26		2	100.0%
Video Tape Duplication Service	136	,	1	1,213	1	100.0%	20	0.0%	2	3.1% 0.0%
Wire & Cable - Non-Electric	136		0	499	2	37.5%		62.5%	0	0.0%
Attorneys & Lawyers - Personal Injury & Property Damage	135	,	0	1,737	,	0.0%	3	0.0%	0	0.0%
Door-to-Door Sales - Cosmetics	135		7	540	2		1		3	
Generators - Maintenance	135			1,737	3	42.9% 0.0%	1	14.3%	3	42.9%
Water Heater - Tankless	135		0	1,737	0	0.0%	0	0.0%	0	0.0%
Dentistry - Children	134	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fashion Designers	134	1,939	11	410	0	81.8%	1		1	
Leather Goods - Wholesale & Manufacturers	134		- 11	1,213	,	0.0%	1	9.1% 100.0%	1	9.1%
Leatner Goods - Wholesale & Manuracturers  Music Instruction - Vocal	134		1	1,213	0	0.0%	1		0	0.0%
Oil Refiners	134	1,939	0	1,737	0		0	0.0%	0	
Oil Renners Technical Manual Preparation	134		0		0	0.0%	0	0.0%	0	0.0%
Wood Preserving	134	,	- 0	1,737 1,213	0	0.0%	0	0.0%	0	0.0%
	134	_,,,,,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Attorneys & Lawyers - Business Law/Corporation/Partnership	133	1,946	0	1,/3/	L 0	0.0%	0	0.0%	0	0.0%

10   10   10   10   10   10   10   10	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Carph For Special Resonance   110   150   177   1   2   2   2   5   5   5   5   5   5   5	Boat Transporting	133		0		0	0.0%	0	0.0%	0	0.0%
March   100   10	i i	133		0		0		0		0	
Six Sprignesson		133		0	1,737	0		0		0	
Separate   13   1,946   2   600   2   1000   5   6.05   0.05		133		0	1,737	0		0		0	
Control   10   1,000	Sewage Disposal Systems	133		2	980	2		0		0	
Institute (Control)  139   1,500   10   10   10   10   10   10   10			,	0	1,737	0	0.0%	0	0.0%	0	-
INTERESTRUCTION   1.50   1.550   1.577   0 0 0.00   0 0.0			,	76		59		15		2	
Marie Camerone			,	0		0		0		0	
5000   1000			,	20		20		0		0	
Same Constant   13			,	0	1,737	0		0		0	
Mode   1,000		132		0	1,737	0		0		0	
Annual Process   130   1,500   0   0.77   0   0.00   0   0.00   0   0.00   0			, , , , ,	24		14		5		5	
Design	Art Metal Work	131		0	1,737	0		0	0.0%	0	
Part	Docks	131		1	1,213	1	100.0%	0	0.0%	0	
Janus Desers   131   1590   0   1.77   0   0.96   0	Exterior Structures - Barn Construction	131		3	837	1	33.3%	2	66.7%	0	0.0%
March   13   1,599			,	0	1,737	0		0		0	
Saming   1.50   1.564   0   1.277   0   0.08   0   0.08   0   0.09   0.08   0   0.00	Patio Builder	131		0	1,737	0		0		0	-
Digital Mode   10			,	0		0		0		0	
Description		130		8		0		4		4	
Demonst Degrees   179   1.587   0   1.777   0   0.0%		130		1	1,213	1	100.0%	0	0.0%	0	
Final Process   129   1,967   0   1,777   0   0,0%	Diamond Buyers	129		0	1,737	0		0		0	
Content Merchandes - Wilderseld   129   1,567   0   1,777   0   0.0%   0	Football Clubs			0	1,737	0		0	0.0%	0	
International Frace Chousilateris	General Merchandise - Wholesale	129		0	1,737	0		0		0	-
International Prince Consultances   129   13,677   3   077   3   0.00%   0   0   0.00%   0   0   0.00%   0   0   0.00%   0   0   0.00%   0   0   0   0   0   0   0   0   0	Insurance Services - Commercial	129	1.967	18	301	16	88.9%	2	11.1%	0	0.0%
Meat Shappar Yandr Shappines   129   1,967   0   1,727   0   0,0%   0   0,0	International Trade Consultants	129		3	837	3		0		0	
Minor   Supplies   179   1,967   0   1,777   0   0.0%	Metal Salvage Yards	129		0	1,737	0		0	0.0%	0	
18		129		0	1,737	0		0		0	
Design	Consumers Cooperative Organizations	128		0	1,737	0		0	0.0%	0	
Gas Detectors   128   1,974   8   499   5   62,5%   3   37,5%   0   0.0%   0	Dresses - Wholesale & Manufacturers	128		1	1,213	1		0		0	-
Security Cameras   128   1,974   1   1,213   1   100.0%   0   0.	Gas Detectors	128	1,974	8	499	5	62.5%	3	37.5%	0	
Tanks - Metel  128	Prosthetic Devices	128	1,974	0	1,737	0	0.0%	0	0.0%	0	0.0%
Automation Considerates    1127   1,980   0   1,737   0   0.0%   0	Security Cameras	128	1,974	1	1,213	1	100.0%	0	0.0%	0	0.0%
Ensign Control	Tanks - Metal	128	1,974	0	1,737	0	0.0%	0	0.0%	0	0.0%
Magican Supplies	Automation Consultants	127	1,980	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mode R Millew Remediation   127   1,980   1   1,213   0   0.0%   1   100.0%   0   0.0%	Erosion Control	127	1,980	2	980	1	50.0%	1	50.0%	0	0.0%
Organic/Green Products         127         1,980         6         583         5         83.3%         1         16.7%         0         0.0%           Rubber Stamps         127         1,980         0         1,737         0         0.0% <t< td=""><td>Magicians Supplies</td><td>127</td><td>1,980</td><td>4</td><td>717</td><td>3</td><td>75.0%</td><td>1</td><td>25.0%</td><td>0</td><td>0.0%</td></t<>	Magicians Supplies	127	1,980	4	717	3	75.0%	1	25.0%	0	0.0%
Rubber Stamps   127   1,980   0   1,737   0   0,0%	Mold & Mildew Remediation	127	1,980	1	1,213	0	0.0%	1	100.0%	0	0.0%
Steering Systems & Equipment   127   1,980   0   1,737   0   0,0%   0   0,0	Organic/Green Products	127	1,980	6	583	5	83.3%	1	16.7%	0	0.0%
Theater Stage Play Houses	Rubber Stamps	127	1,980	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tools - Cutting  127 1,980 14 349 7 50.0% 6 42.9% 1 7,1% Gas - Industrial & Medical - Cylinder & Bulk 126 1,989 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 126 1,989 3 837 3 100.0% 0 0.0% 0 0.0% 0 0.0% Pipe Line Companies 126 1,989 5 640 1 20.0% 0 0.0% 4 80.0% Race Tracks 125 1,992 22 248 20 90.9% 2 9.1% 0 0.0% Wood Turning 125 1,992 19 283 3 15.8% 16 84.2% 0 0.0% Fish & Seafood Brokers 124 1,994 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Health Care - Placement 124 1,994 0 1,737 0 0.0% 0 0.0% 0 0.0% Uls - ReRefined Care - Placement 124 1,994 0 1,737 0 0.0% 0 0.0% Clis - ReRefined Care - Placement 124 1,994 13 3772 10 76.9% 3 23.1% 0 0.0% Engines - Fuel Conversion 123 1,998 3 837 1 33.3% 2 66.7% 0 0.0% Engines - Fuel Conversion 123 1,998 3 837 1 33.3% 2 66.7% 0 0.0% Modeling & Acting - Training 122 1,998 3 1,737 0 0.0% 0 0.0% 0 0.0% Modeling & Acting - Training 122 1,998 3 1,737 0 0.0% 0 0.0% 0 0.0% Modeling & Acting - Training 122 2,002 1 1,213 0 0.0% 1 100.0% 1 0.0% Trucking - Water Hauling 122 2,002 1 1,213 1 100.0% 0 0.0% 1 0.0% Trucking - Water Hauling 122 2,002 5 640 5 100.0% 0 0.0% 0 0.0%	Steering Systems & Equipment	127	1,980	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gas - Industrial & Medical - Cylinder & Bulk 126 1,989 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 126 1,989 3 837 3 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 126 1,989 5 640 1 20.0% 0 0.0% 0 0.0% 4 80.0% Modelling & Acting - Training 122 1,998 1 3 372 10 0.0% 0 0.0% 0 0.0% 0 0.0% 10.0% 123 1,998 0 1,737 0 0.0% 0 0.0% 0 0.0% 10.0% 123 1,998 0 1,737 0 0.0% 0 0.0% 123 1,998 0 1,737 0 0.0% 1 33.3% 2 66.7% 0 0.0% 123 1,998 0 1,737 0 0.0% 1 0.0% 1 0.0% 10.0%	Theater Stage Play Houses	127	1,980	3	837	2	66.7%	1	33.3%	0	0.0%
Lubricants	Tools - Cutting	127	1,980	14	349	7	50.0%	6	42.9%	1	7.1%
Pipe Line Companies       126       1,989       5       640       1       20.0%       0       0.0%       4       80.0%         Race Tracks       125       1,992       22       248       20       90.9%       2       9.1%       0       0.0%         Wood Turning       125       1,992       19       283       3       15.8%       16       84.2%       0       0.0%         Fish & Seafood Brokers       124       1,994       0       1,737       0       0.0%       0       0.0%       0       0.0%         Health Care - Placement       124       1,994       0       1,737       0       0.0%       0       0.0%       0       0.0%         Oils - ReRefined       124       1,994       0       1,737       0       0.0%       0       0.0%       0       0.0%         Skylights - Distributors       124       1,994       13       372       10       76.9%       3       23.1%       0       0.0%         Filters - Air & Gas       123       1,998       3       837       1       33.3%       2       66.7%       0       0.0%         Housewares - Wholesale & Manufacturers       123 <td< td=""><td>Gas - Industrial &amp; Medical - Cylinder &amp; Bulk</td><td>126</td><td>1,989</td><td>0</td><td>1,737</td><td>0</td><td>0.0%</td><td>0</td><td>0.0%</td><td>0</td><td>0.0%</td></td<>	Gas - Industrial & Medical - Cylinder & Bulk	126	1,989	0	1,737	0	0.0%	0	0.0%	0	0.0%
Race Tracks  125 1,992 22 248 20 90.9% 2 9.1% 0 0.0%  Wood Turning  126 1,992 19 283 3 15.8% 16 84.2% 0 0.0%  Fish & Seafood Brokers  127 1,994 0 1,737 0 0.0% 0 0.0% 0 0.0%  Oils - Reaffenced  128 1,994 0 1,737 0 0.0% 0 0.0% 0 0.0%  Oils - Reaffenced  129 1,994 0 1,737 0 0.0% 0 0.0% 0 0.0%  Oils - Reaffenced  124 1,994 0 1,737 0 0.0% 0 0.0%  Oils - Restributors  124 1,994 1 13 372 1 0 76.9%  Engines - Fuel Conversion  128 1,998 3 837 1 33.3% 2 66.7% 0 0.0%  Housewares - Wholesale & Manufacturers  129 1,998 0 1,737 0 0.0%  Modeling & Acting - Training  120 1,998 0 1,737 0 0.0%  Modeling & Acting - Training  121 1,998 0 1,737 0 0.0%  Modeling & Acting - Training  122 2,002 1 1,213 1 100.0%  Trucking - Water Hauling  123 1,098 0 1,0%  Trucking - Water Hauling	Lubricants	126	1,989	3	837	3	100.0%	0	0.0%	0	0.0%
Wood Turning         125         1,992         19         283         3         15,8%         16         84.2%         0         0.0%           Fish & Seafood Brokers         124         1,994         0         1,737         0         0.0%         <	Pipe Line Companies	126	1,989	5	640	1	20.0%	0	0.0%	4	80.0%
Fish & Seafood Brokers  124 1,994 0 1,737 0 0 0.0% 0 0.0% 0 0.0% 0 0.0%  Health Care - Placement  124 1,994 0 1,737 0 0 0.0% 0 0.0% 0 0.0% 0 0.0%  Olis - Reefined  124 1,994 0 1,737 0 0 0.0% 0 0.0% 0 0.0% 0 0.0%  Skylights - Distributors  124 1,994 13 372 10 76.9% 3 23.1% 0 0.0%  Engines - Fuel Conversion  123 1,998 3 837 1 33.3% 2 66.7% 0 0.0%  Filters - Air & Gas  123 1,998 0 1,737 0 0 0.0% 0 0.0%  Housewares - Wholesale & Manufacturers  123 1,998 37 150 29 78.4% 8 21.6% 0 0.0%  Modeling & Acting - Training  123 1,998 0 1,737 0 0.0%  Modeling & Acting - Training  124 1,994 1 1,737 0 0.0%  Reflectors  125 2,002 1 1,213 0 0.0%  Trucking - Water Hauling	Race Tracks			22		20	90.9%	2	9.1%	0	0.0%
Health Care - Placement 124 1,994 0 1,737 0 0,0% 0	Wood Turning	125	1,992	19		3	15.8%	16	84.2%	0	0.0%
Olis - ReRefined         124         1,994         0         1,737         0         0.0%         0         0.0%         0         0.0%           Skylights - Distributors         124         1,994         13         372         10         76.9%         3         23.1%         0         0.0%           Engines - Fuel Conversion         123         1,998         3         837         1         33.3%         2         66.7%         0         0.0%           Filters - Air & Gas         123         1,998         0         1,737         0         0.0%         0         0.0%         0         0.0%           Housewares - Wholesale & Manufacturers         123         1,998         37         150         29         78.4%         8         21.6%         0         0.0%           Modeling & Acting - Training         123         1,998         0         1,737         0         0.0%         0         0.0%         0         0.0%           Antennas         122         2,002         1         1,213         0         0.0%         0         0.0%         0         0.0%           Frucking - Water Hauling         122         2,002         1         1,213         1	Fish & Seafood Brokers	124	1,994	0	1,737	0	0.0%	0	0.0%	0	0.0%
Skylights - Distributors         124         1,994         13         372         10         76,9%         3         23.1%         0         0.0%           Engines - Fuel Conversion         123         1,998         3         837         1         33.3%         2         66.7%         0         0.0%           Filters - Air & Gas         123         1,998         0         1,737         0         0.0%         0         0.0%         0         0.0%           Housewares - Wholesale & Manufacturers         123         1,998         37         150         29         78.4%         8         21.6%         0         0.0%           Modeling & Acting - Training         123         1,998         0         1,737         0         0.0%         0         0.0%         0         0.0%           Antennas         122         2,002         1         1,213         0         0.0%         1         10.0%         0         0.0%           Reflectors         122         2,002         1         1,213         1         10.0%         0         0.0%         0         0.0%           Trucking - Water Hauling         122         2,002         5         640         5 <t< td=""><td>Health Care - Placement</td><td>124</td><td>1,994</td><td>0</td><td>1,737</td><td>0</td><td>0.0%</td><td>0</td><td>0.0%</td><td>0</td><td>0.0%</td></t<>	Health Care - Placement	124	1,994	0	1,737	0	0.0%	0	0.0%	0	0.0%
Engines - Fuel Conversion 123 1,998 3 837 1 33.3% 2 66.7% 0 0.0% 0 0.0% Filters - Air & Gas 1,998 0 1,737 0 0 0.0%				0		0	0.0%	0	0.0%	0	0.0%
Filters - Air & Gas 1,998 0 1,737 0 0,0% 0 0	Skylights - Distributors		,	13		10	76.9%	3	23.1%	0	0.0%
Housewares - Wholesale & Manufacturers 123 1,998 37 150 29 78.4% 8 21.6% 0 0.0% Modeling & Acting - Training 123 1,998 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.0% 1 100.0% 0 0.0%	Engines - Fuel Conversion		1,998	3	837	1	33.3%	2	66.7%	0	0.0%
Modeling & Acting - Training         123         1,998         0         1,737         0         0.0%         0         0.0%         0         0.0%           Antennas         122         2,002         1         1,213         0         0.0%         1         100.0%         0         0.0%           Reflectors         122         2,002         1         1,213         1         100.0%         0         0.0%         0         0.0%           Trucking - Water Hauling         122         2,002         5         640         5         100.0%         0         0.0%         0         0.0%	Filters - Air & Gas			0	1,737	0	0.0%	0	0.0%	0	0.0%
Antennas         122         2,002         1         1,213         0         0.0%         1         100.0%         0         0.0%           Reflectors         122         2,002         1         1,213         1         100.0%         0         0.0%         0         0.0%           Trucking - Water Hauling         122         2,002         5         640         5         100.0%         0         0.0%         0         0.0%				37		29	78.4%	8	21.6%	0	0.0%
Reflectors         122         2,002         1         1,213         1         100.0%         0         0.0%         0         0.0%           Trucking - Water Hauling         122         2,002         5         640         5         100.0%         0         0.0%         0         0.0%	Modeling & Acting - Training		,	0		0	0.0%	0	0.0%	0	0.0%
Trucking - Water Hauling 122 2,002 5 640 5 100.0% 0 0.0% 0 0.0%	Antennas			1		0	0.0%	1	100.0%	0	0.0%
7,77			,	1		1	100.0%	0	0.0%	0	0.0%
Day Care - Adults 121 2,005 1 1,213 1 100.0% 0 0.0% 0 0.0%			-,	5		5	100.0%	0	0.0%	0	0.0%
	Day Care - Adults	121	2,005	1	1,213	1	100.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Heat Supply Companies	121	Inquiries 2,005	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Pension & Profit Sharing Plans	121	2,003	1	1,213	1	100.0%	0	0.0%	0	0.0%
Police Equipment	121	2,005	1	1,213	1	100.0%	0	0.0%	9	0.0%
Storm Windows & Doors - Repair	121		1	1,213	1	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Trademark	120	2,003	1	1,213	0	0.0%	1	100.0%	9	0.0%
Fuel Economizers	120		1	1,213	0	0.0%	1	100.0%	0	
Golf Practice Ranges	120	-,	0	1,737	0	0.0%	1	0.0%	0	0.0%
Window Shades - Equipment & Supplies	120	-,	2	980	2	100.0%	0	0.0%	0	0.0%
Art Organizations & Information	119	, , ,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Waterbeds - Dealers	119	-,:	2	980	2	100.0%	0	0.0%	0	0.0%
Boilers - Repair & Cleaning	118	, , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Calligraphers	118		1	1,213	1	100.0%	0	0.0%	0	0.0%
Lighting Fixtures - Supplies & Parts	118		0	1,737	0	0.0%	0	0.0%	0	0.0%
Mediation Services - Divorce	118	2,016	0	1,737	0	0.0%	0	0.0%	0	0.0%
Packing & Crating Service	118		37	150	26	70.3%	11		0	
Pyramid Companies	118		24	229	22	91.7%	11	4.2%	1	0.0% 4.2%
Scrapbooking	118	-,	24	1,737	22	0.0%	1	0.0%	1	
Timber Framing	118	-,	1	1,737	0	0.0%	1	100.0%	0	0.0%
Windows - Wood	118	-,	0	1,737	0	0.0%	1	0.0%	0	0.0%
Food ServiceManagement	118		13	372	0	69.2%	0	30.8%	U	0.0%
Geotechnical Engineering	117	,	13	1,737	,	0.0%	4	0.0%	0	
	117		- 0	717	0		0		0	0.0%
Kennels Equipment & Supplies	117	2,025	9	1,737	2	50.0%	0	0.0%	2	50.0%
Snow Removal Equipment Tile Restoration	117		7	540	2	0.0%	0	0.0%	0	0.0%
Trucks - Industrial	115		,	1,213	3	42.9%	4	57.1%	0	0.0%
Braille Supplies	113	_,	1	1,737	1	100.0%	0	0.0%	0	0.0%
Concrete Blocks & Shapes	114	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Building Inspection - Commercial	113	-,	2	980	- 1		1	0.0%	0	0.0%
Glass Coating & Tinting Materials	113	,	13	372	1	50.0%	1	50.0%	0	0.0%
Pain Management Services	113	2,033 2,033	13	1,737	0	61.5%	3	38.5%	0	0.0%
Contract Manufacturing	113		6	583	0	0.0%	1	0.0%	1	0.0%
-	112	,	3	837	4	66.7%	1	16.7%	1	16.7%
Duty Free Shops  Machine Tools - Repair & Rebuild	112	2,036 2,036	3	1,737	2	66.7%	1	33.3%	0	0.0%
Motion Picture Producers & Studios	112		19	283		0.0%	14	0.0%	0	0.0%
Plaster	112		29	193	16	26.3%	11		3	0.0%
Student Exchange Programs	112	2,036 2,036	29	837	10	55.2%	11	37.570	2	6.9%
Vacuum Cleaners - Wholesale & Manufacturers	112		3	1,737	2	66.7%	1	33.3%	0	0.0%
Bicycles - Wholesale & Manufacturers	111	_,	19	283		0.0% 42.1%	11		0	0.0%
Electric Equipment - Used	111	=,0.0	19	1,737	0		11	0.0%	0	0.0%
Fences - Rental	111	, , ,	18	301	0	0.0% 33.3%	11		0	0.0%
Halloween Supplies	111	2,043	10	1,737	0	0.0%	11	0.0%	1	5.6% 0.0%
Manufactured Homes Equipment & Supplies (Manufacturers)	111		0	1,737	0	0.0%	0	0.0%	0	0.0%
Perfume - Wholesale & Manufacturers	111	, , , ,	4	717	2		2	50.0%	0	
Shock Absorbers	111		1	1,213	1	50.0% 100.0%	2		0	0.0%
Air Conditioning Systems - Cleaning	110		1	717	2	75.0%	1	0.0%	0	0.0%
Containerized Freight Service	110	_,	14	349	,	75.0% 64.3%	1	25.0% 7.1%	4	0.0% 28.6%
Iron	110	, , , , , ,	0	1,737	,	0.0%	1	0.0%	4	0.0%
Schools - Holistic	110	_,	2	980	1	50.0%	1	50.0%	0	
Schools - Holistic Timber & Timberland Companies	110	-,	1	1,213	1	0.0%	1	100.0%	U	0.0%
Truck Manufacturers & Distributors	110	,		583	-	100.0%	1	0.0%	0	0.0%
Cabinet Equipment & Supplies	109		39	142	27	100.0%	12	30.8%	U	0.0%
Ceiling Materials	109	,	29	1,737	27	0.0%	12	0.0%	0	0.0%
Heating & Air Conditioning - Filters	109		0	1,737	0		0	0.0%	0	
Lawn & Garden Pond Dealers & Supplies	109	,	0	1,737	0	0.0%	0		0	0.0%
Plastics - Molders	109		- 0	1,/3/	1		0	0.0%	U	0.0%
Plastics - Molders Tea - Manufacturer & Importer	109	_,	1	1,213	1	100.0%	0	0.0% 44.4%	0	0.0%
Water Heaters - Parts & Supplies	109	,	9	1,737	4	44.4%	4		1	11.1%
Conveyors & Conveying Equipment	109	,	0	1,737	0	0.0%	0	0.0%	U	0.0%
Distributing Service - Circular, Sample	108	-,	0	1,737	1		0		0	0.0%
Distributing Service - Circular, Saffiple	108	2,063	U	1,/3/	U	0.0%	U	0.0%	U	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Drywall Taping and Texturing	108	2,063	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floor Treatment Compounds	108	2,063	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motor Scooters - Dealers	108	2,063	9	465	6	66.7%	3	33.3%	0	0.0%
Painters Equipment & Supplies	108	2,063	0	1,737	0	0.0%	0	0.0%	0	0.0%
Reptiles	108	2,063	19	283	0	0.0%	1	5.3%	18	94.7%
Rooming Houses	108	2,063	1	1,213	1	100.0%	0	0.0%	0	0.0%
Sheet Metal Equipment & Supplies	108	2,063	0	1,737	0	0.0%	0	0.0%	0	0.0%
Transcription Service	108	2,063	1	1,213	0	0.0%	1	100.0%	0	0.0%
Wicker Products	108	2.063	1	1,213	1	100.0%	0	0.0%	0	0.0%
Bingo & Gaming Halls	107	2,074	0	1,737	0	0.0%	0	0.0%	0	0.0%
Heat Treating - Metal	107	2,074	15		12	80.0%	3	20.0%	0	0.0%
Horse Equipment & Supplies	107	2,074	0	1,737	0	0.0%	0	0.0%	0	0.0%
Interior Designers - Architectural	107	2,074	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sky Diving	107	2,074	1	1,213	1	100.0%	0	0.0%	0	0.0%
Air Flight Attendants	106	2,079	0	1,737	0	0.0%	0	0.0%	0	0.0%
Airports	106	2,079	4	717	4	100.0%	0	0.0%	0	0.0%
Calendars	106	2,079	0	1,737	0	0.0%	0	0.0%	0	0.0%
Window Security Laminates	106	2,079	1	1,213	1	100.0%	0	0.0%	0	0.0%
Caskets	105	2,083	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insured Property Replacement Service	105	2,083	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mailing Services - Drop Shipper	105	2,083	1	1,213	0	0.0%	1	100.0%	0	0.0%
Motorcycle Riding Instruction	105	2,083	19		11	57.9%	8	42.1%	0	0.0%
Organs	105	2.083	0		0	0.0%	0	0.0%	0	0.0%
Sailmakers	105	2.083	5	640	5	100.0%	0	0.0%	0	0.0%
Appraisal - Jewelry	104	2,089	1	1,213	1	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Employment Litigation	104	2,089	83		74	89.2%		9.6%	1	1.2%
Concrete Reinforcements	104	2,089	1	1,213	1	100.0%	0	0.0%	0	0.0%
Fuel - Diesel	104	2,089	1	1,213	1	100.0%	0	0.0%	0	0.0%
Gaming Tables	104	2,089	0	1,737	0	0.0%	0	0.0%	0	0.0%
Picture Frames - Wholesale & Manufacturers	104	2,089	2	980	1	50.0%	1	50.0%	0	0.0%
Advertising - Television	103	2,005	0	1,737	0	0.0%	- 0	0.0%	0	0.0%
Biomedical Products - Research	103	2,095	0	1,737	0	0.0%	0	0.0%	0	0.0%
Energy Audits	103	2,095	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	103	2,095	0	1,737	0	0.0%	-	0.0%	0	0.0%
Irrigation Systems - Install/Design	103	2,095	0	1,737	0	0.0%	0	0.0%	0	0.0%
Needlework Supplies - Retail, Wholesale, Manufacturing	103	2,095	0	1,737	0	0.0%	0	0.0%	0	0.0%
Support Groups	103	2,095	0	1,737	0	0.0%	0	0.0%	0	0.0%
Transit Lines	103	2,095	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ammunition & Reload Equipment & Supplies	102	2,103	0		0	0.0%	0	0.0%	0	0.0%
Copper Products	102	2,103	0	1,737	0	0.0%	-	0.0%	0	0.0%
Dentist - Dental Implants	102	2,103	1	1,213	1	100.0%	0	0.0%	0	0.0%
Insulation Contractors Equipment & Supplies	102	2,103	0	1,737	0	0.0%	-	0.0%	0	0.0%
Office Buildings	102	2,103	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Family	101	2,108	0		0	0.0%	-	0.0%	0	0.0%
Attorneys & Lawyers - Real Estate	101	2,108	0	1,737	0	0.0%	0	0.0%	0	0.0%
Musicians	101	2,108	0		0	0.0%	-	0.0%	0	0.0%
Recycling - Computers & Other Electronics	101	2,108	1	1,213	n	0.0%	1	100.0%	n	0.0%
Cat Breeders	100	2,112	1	1,213	0	0.0%	1	100.0%	0	0.0%
Childproofing Services	100	2,112	n	1,737	n	0.0%	1	0.0%	n	0.0%
Shavers - Electric	100	2,112	n	1,737	0	0.0%	0	0.0%	0	0.0%
Bathroom Remodeling - Walk-In Tubs	99	2,112	2	980	2	100.0%	0	0.0%	0	0.0%
Chemical Cleaning - Industrial	99	2,115	n	1,737	n	0.0%	n	0.0%	n	0.0%
Electric Supplies - Manufacturers	99	2,115	0		n	0.0%	n	0.0%	n	0.0%
Lapidaries	99	2,115	n	1,737	0	0.0%	0	0.0%	0	0.0%
Laundry Supplies	99	2,115	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lawn & Garden Equipment & Supplies - Rental	99	2,115	n	1,737	0	0.0%	0	0.0%	0	0.0%
Blasting Contractors	98	2,113	1	1,213	1	100.0%	0	0.0%	n	0.0%
Blinds - Cleaning	98	2,121	0	1,737	1	0.0%	0	0.0%	0	
Bolts & Nuts	98	2,121	0	1,737	0	0.0%	0	0.0%	0	0.0%
DOI: 0. 1013	96	2,121	U	1,/3/	U	0.0%	U	0.0%	ı	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Generators - Steam	98	2,121	38	145	36	94.7%	2	5.3%	0	0.0%
Washing Machines & Dryers - Dealers	98	2,121	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cooking Instruction	97	2,126	12	394	1	8.3%	1	8.3%	10	83.3%
Fraternal Organizations	97	2,126	19	283	8	42.1%	11	57.9%	0	0.0%
Labeling	97	2,126	1	1,213	0	0.0%	1	100.0%	0	0.0%
Language Training Aids	97	2,126	0	1,737	0	0.0%	0	0.0%	0	0.0%
Martial Arts Supplies & Equipment	97	2,126	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shelving	97	2,126	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bottles - Used	96	2,132	33	172	20	60.6%	12	36.4%	1	3.0%
Campers - Service & Repair	96	2,132	1	1,213	1	100.0%	0	0.0%	0	0.0%
Chemicals - Reclaiming	96	2,132	3	837	2	66.7%	0	0.0%	1	33.3%
Electric Motors - Manufacturers & Distributors	96	2,132	9	465	6	66.7%	3	33.3%	0	0.0%
Fashion Consultants	96	2,132	1	1,213	0	0.0%	1	100.0%	0	0.0%
Golf Equipment & Supplies - Wholesale & Manufacturers	96	2,132	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pottery	96	2,132	1	1,213	1	100.0%	0	0.0%	0	0.0%
Ski Centers & Resorts	96	2,132	0	1,737	0	0.0%	0	0.0%	0	0.0%
Talent Listing Service	96	2,132	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tanks - Fiber Glass, Plastic	96	2,132	2	980	1	50.0%	1	50.0%	0	0.0%
Go-Karts	95	2,142	0	1,737	0	0.0%	0	0.0%	0	0.0%
Treatment Centers & Rest Homes - Information & Placement	95	2,142	2	980	0	0.0%	2	100.0%	0	0.0%
Brewers Equipment & Supplies	94	2,144	6	583	5	83.3%	1	16.7%	0	0.0%
Gutter Leaf Guards	94	2,144	1	1,213	0	0.0%	1	100.0%	0	0.0%
Mapping Services	94	2,144	0	1,737	0	0.0%	0	0.0%	0	0.0%
Signs - Digital	94	2,144	0	1,737	0	0.0%	0	0.0%	0	0.0%
Teleconference Service	94	2,144	0	1,737	0	0.0%	0	0.0%	0	0.0%
Adhesives & Glues	93	2,149	25	219	20	80.0%	5	20.0%	0	0.0%
Beverages - Wholesale & Distribution	93	2,149	0	1,737	0	0.0%	0	0.0%	0	0.0%
Leather Restoration	93	2,149	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trailers - Transporting	93	2,149	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trapping Equipment & Supplies	93	2,149	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bicycle Racks & Security Systems	92	2,154	0	1,737	0	0.0%	0	0.0%	0	0.0%
Geophysicists	92	2,154	60	107	34	56.7%	26	43.3%	0	0.0%
Luggage Repair	92	2,154	0	1,737	0	0.0%	0	0.0%	0	0.0%
Meteorological Instruments	92	2,154	0	1,737	0	0.0%	0	0.0%	0	0.0%
Printed & Etched Circuits	92	2,154	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sweepers - Power	92	2,154	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tax Software	92	2,154	0	1,737	0	0.0%	0	0.0%	0	0.0%
Construction Supplies	91	2,161	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drive Shafts	91	2,161	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motel & Hotel Management	91	2,161	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mountain/Rock Climbing Instruction	91	2,161	0	1,737	0	0.0%	0	0.0%	0	0.0%
Yarn - Retail	91	2,161	28	197	4	14.3%	24	85.7%	0	0.0%
Armored Car Service	90	2,166	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - Rebuilt	90	2,166	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dance Apparel	90	2,166	0	1,737	0	0.0%	0	0.0%	0	0.0%
Editorial Services	90	2,166	2	980	2	100.0%	0	0.0%	0	0.0%
Electronic Power Supplies	90	2,166	0	1,737	0	0.0%	0	0.0%	0	0.0%
Forklift Repair & Maintenance	90	2,166	1	1,213	1	100.0%	0	0.0%	0	0.0%
Musical Instruments - Wholesale & Manufacturers	90	2,166	3	837	1	33.3%	2	66.7%	0	0.0%
Picture Frames - Restore & Repair	90	2,166	24	229	18	75.0%	5	20.8%	1	4.2%
Psychotherapist	90	2,166	1	1,213	1	100.0%	0	0.0%	0	0.0%
Archery Ranges	89	2,175	6	583	3	50.0%	3	50.0%	0	0.0%
Cleaning Supplies by Internet	89	2,175	21	260	8	38.1%	13	61.9%	0	0.0%
Display Fixtures & Materials	89	2,175	0	1,737	0	0.0%	0	0.0%	0	0.0%
Food Facilities Consultants	89	2,175	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ultrasound - Medical	89	2,175	704	6	490	69.6%	191	27.1%	23	3.3%
Video Tapes & Discs - Dealers	89	2,175	2	980	1	50.0%	1	50.0%	0	0.0%
Wallpapers & Wallcoverings - Retail	89	2,175	0	1,737	0	0.0%	0	0.0%	0	0.0%
Baskets - Retail	88	2,182	131	55	86	65.6%	44	33.6%	1	0.8%
		,						, , , , , , , , , , , , , , , , , , , ,		

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Boilers - Rental	88	2,182	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cremation Urns	88		0	1,737	0	0.0%	0	0.0%	0	0.0%
Engineering Equipment & Supplies	88		2	980	2	100.0%	0	0.0%	0	0.0%
Hydroseeding	88		32	177	19	59.4%	13	40.6%	0	0.0%
Photographic Equipment - Repair	88		0	1,737	0	0.0%	0	0.0%	0	0.0%
Plants - Retail	88	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Water Main Contractors	88	, -	1	1,213	1	100.0%	0	0.0%	0	0.0%
Church Supplies	87		13	372	10	76.9%	3	23.1%	0	0.0%
Engravers - Metal	87	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Magnets & Magnetic Devices	87	, , , , ,	3	837	2	66.7%	1	33.3%	0	0.0%
Mailing Lists	87	,	0	1,737	0	0.0%	- 0	0.0%	0	0.0%
Swimming Instruction	87	, , , , ,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Campers - Dealers	86	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Workers Compensation	86	, , , , , ,	53	118	49	92.5%	3	5.7%	1	1.9%
Plumbing - Renovation & Repair	86	,		1,737		0.0%	3	0.0%		0.0%
Saws - Sharpen & Repair	86	, , , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Suits - Custom Made	86	,	0	1,737	0	0.0%	0	0.0%	0	<del> </del>
Brakes - Manufacturers & Distributors	85	, , , , , ,	0	1,/3/	0		2		1	0.0%
	85	-,	3	980	5	62.5%	2	25.0%	1	12.5%
Cosmetic & Toiletry Preparations - Manufacturers Electric Motors - Supplies & Parts	85	,	2	1,737	1	50.0%	1	50.0%	0	0.0%
		,	10		42	0.0%	0	0.0%	0	0.0%
Envelopes - Wholesale & Manufacturers	85		18		12	66.7%	5	27.8%	1	5.6%
Group Homes	85		0	1,737	0	0.0%	0	0.0%	0	0.0%
Mason Contractors Equipment & Supplies	85		0	1,737	0	0.0%	0	0.0%	0	0.0%
Metal Finishers	85		9	465	2	22.2%	7	77.8%	0	0.0%
Oriental Goods - Retail	85	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paternity Tests & Services	85	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Radiotelephone Communication - Equipment & Systems	85	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Stair Lifts	85	,	34	167	18	52.9%	15		1	2.9%
Veterinarians Equipment & Supplies	85	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Biofeedback Therapists	84		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fireproofing	84	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Greeting Cards - Wholesale & Manufacturers	84	,	4	717	4	100.0%	0	0.0%	0	0.0%
Livestock Feeding	84	,	379	16	333	87.9%	46	12.1%	0	0.0%
Rubber Stamps - Manufacturers Equipment & Supplies	84	,	2	980	1	50.0%	1	50.0%	0	0.0%
Beverage Dispensers	83	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Dinner Theatres	83	2,217	1	1,213	1	100.0%	0	0.0%	0	0.0%
Dry Cleaners - Equipment - Wholesales	83	2,217	0	1,737	0	0.0%	0	0.0%	0	0.0%
Physical Therapy Equipment	83		0	1,737	0	0.0%	0	0.0%	0	0.0%
Spices	83	2,217	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Bodies	83	2,217	0	1,737	0	0.0%	0	0.0%	0	0.0%
Aviation Consultants	82	2,223	3	837	3	100.0%	0	0.0%	0	0.0%
Ceiling Cleaning	82	2,223	0	1,737	0	0.0%	0	0.0%	0	0.0%
Disability Access Equipment	82	2,223	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drilling & Boring Equipment & Supplies	82	2,223	35	163	32	91.4%	3	8.6%	0	0.0%
Trucks - Forklifts	82	2,223	12	394	7	58.3%	5	41.7%	0	0.0%
Contractor - Mechanical Insulation	81	2,228	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lubricating Devices & Systems	81		9	465	8	88.9%	1	11.1%	0	0.0%
Photographic Equipment & Supplies - Wholesale & Manufacturing	81	2,228	0	1,737	0	0.0%	0	0.0%	0	0.0%
Picture Framing	81		356	18	182	51.1%	162	45.5%	12	3.4%
Quilts	81		0	1,737	0	0.0%	0	0.0%	0	0.0%
Scholastic Prep Courses, Books & Materials	81		0	1,737	0	0.0%	0	0.0%	0	0.0%
Snow Removal Service - Commercial	81	, -	1	1,213	1	100.0%	0	0.0%	0	0.0%
Television & Radio Parts - Wholesale & Manufacturers	81	, , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Anchors - Marine	80		0	1,737	0	0.0%	0	0.0%	0	0.0%
Distillers	80		6	583	3	50.0%	3	50.0%	n	0.0%
Freight Traffic Service	80	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hatcheries - Poultry	80		2	980	1	50.0%	1	50.0%	0	0.0%
Knitting Machines	80	,		1,737	1	0.0%	1	0.0%	0	
Manufactured Homes - Transporting	80		1	1,737	0		1		0	0.0%
manufactured fromes - Transporting	80	2,236	1	1,213	0	0.0%	1	100.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Recreation Program Consultants	80		0	1,737	0	0.0%	0	0.0%	0	0.0%
Stationery - Wholesale & Manufacturers	80		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tennis Instruction	80		0	1,737	0	0.0%	0	0.0%	0	0.0%
Air Pollution Measuring Service	79		1	1,213	1	100.0%	0	0.0%	0	0.0%
Ceramics - Equipment & Supplies	79		1	1,213	1	100.0%	0	0.0%	0	0.0%
Chimney Sweeper	79	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cookies & Crackers	79	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Factoring Service	79		1	1,213	0	0.0%	1	100.0%	0	0.0%
Fare Registers & Meters	79	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Manufactured Homes - Rent & Lease	79		0	1,737	0	0.0%	0	0.0%	0	0.0%
Religious Organizations	79	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Scales	79	-,	6	583	5	83.3%	1	16.7%	0	0.0%
Spraying Equipment	79	, -	0	1,737	0	0.0%	-	0.0%	0	0.0%
Trucking - Dump	79		0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Mediation & Arbitration	78	, -	10			80.0%	2	20.0%	0	0.0%
Inks - Print & Lithograph	78		10	1,737	0	0.0%	2	0.0%	0	0.0%
Auto Dealers - Buying Co-Op	77	,	0	1,737	0	0.0%	0	0.0%	0	<del> </del>
Baby Accessories - Wholesale & Manufacturers	77	,	0	1,737	0		0		0	0.0%
China - Wholesale & Manufacturers	77	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
China - wholesale & manuracturers  Motorcycles - Customizing	77	,	0	1,737	0	0.0%	0		0	0.0%
, -		,	0		0	0.0%	0	0.0%	0	0.0%
Movers - International	77		0	1,737	0	0.0%	0	0.0%	0	0.0%
Paving Equipment	77		0	1,737	0	0.0%	0	0.0%	0	0.0%
Rock Shops	77		67			95.5%	2	3.0%	1	1.5%
Rubber - Synthetic	77		6	583	0	0.0%	5	83.3%	1	16.7%
Steam Bath Equipment & Supplies	77	-,	15		0	0.0%	15	100.0%	0	0.0%
Bicycles - Renting	76	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bulletin & Directory Boards	76	_,,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Caregivers Resources	76	, ,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Chairs - Orthopedic & Lift	76		3	837	2	66.7%	1	33.3%	0	0.0%
Coins & Tokens - Manufacturers	76		0	1,737	0	0.0%	0	0.0%	0	0.0%
Color Consultants	76	, ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cord Blood Storage	76	, ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electric Heating Elements	76	, -	2	980	2	100.0%	0	0.0%	0	0.0%
Energy Conservation Products - Wholesale & Manufacturers	76	-,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Personal Chef	76	, ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tire Distributors & Manufacturers	76	, ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Brick - Fire	75	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cake Decorating Equipment & Supplies	75		0	1,737	0	0.0%	0	0.0%	0	0.0%
Florists Supplies	75	2,278	0	1,737	0	0.0%	0	0.0%	0	0.0%
Invitations & Announcements	75	2,278	1	1,213	0	0.0%	0	0.0%	1	100.0%
Knit Goods - Retail	75	2,278	0	1,737	0	0.0%	0	0.0%	0	0.0%
Magazine Sales by Mail	75	2,278	0	1,737	0	0.0%	0	0.0%	0	0.0%
Child Care Referral	74	2,284	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consultant - Employee Benefit Plans	74	2,284	1	1,213	1	100.0%	0	0.0%	0	0.0%
Fences - Wood	74	2,284	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pumps - Supplies & Parts	74	2,284	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sewer Pipe	74	2,284	20	267	16	80.0%	4	20.0%	0	0.0%
Water Companies - Utility	74	2,284	0	1,737	0	0.0%	0	0.0%	0	0.0%
Railroad Contractors	73	2,290	1	1,213	0	0.0%	1	100.0%	0	0.0%
Rifle & Pistol Ranges	73		0	1,737	0	0.0%	0	0.0%	0	0.0%
Screens - Security Door	73	-,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Staples, Staplers & Tackers	73	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Thermostats	73		0	1,737	0	0.0%	0	0.0%	0	0.0%
Barrels & Drums	72	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cleaners & Dyers Equipment & Supplies	72		30	187	4	13.3%	6	20.0%	20	66.7%
Contractors - Sheet Metal	72	,	3	837	1	33.3%	2	66.7%	0	0.0%
Identity Theft Protection & Prevention Services	72		4	717	2	50.0%	2	50.0%	n	0.0%
Museums	72	,	n	1,737	0	0.0%	0	0.0%	0	0.0%
Oil Producers	72	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
On Froducers	/2	2,295	1	1,213	1	100.0%	U	0.0%	L	0.0%

Market proposes	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Table	Rendering Companies	72		12	394	9	75.0%	3	25.0%	0	0.0%
The Profession	Battery Charging Equipment	71		0	1,737	0	0.0%	0	0.0%	0	
Section	Fire Hydrants	71		15	327	9		5	33.3%	1	
STE TOWARD & NORMAL CONTROLLED   10   10   10   10   10   10   10   1	Hotel Product Sales	71		8	499	1	12.5%	7	87.5%	0	
Image: Controlled   78   2,000   9   460   5   7,100   7   7,500   9   9.00	Shirts - Wholesale & Manufacturers			7				5		0	
Table	Humane Societies	70		8	499	6	75.0%	2	25.0%	0	0.0%
Exempt	Leather	70		27	205	20		7		0	
First Content Content	Elevator Installation		,			12		6		2	
Seminal Conformer Seminal Devices   19   2,008   1   1,777   1   1,000   1   0,000   1	Fund Raising Games, Merchandise, Supplies		,	0		0		0		0	
The Schwert A Charges (State Company)   State Charges (State Charges)   State Charges (State Charges)   State Charges)   St			, , , , , , ,	0		0		0		0	
Formath Departer (1982)   1.00	·		,	13		13		0		0	
Garnine Copyside Critic   Garnine Copyside								5		0	
Non-Tentification Profession   60   2,311   6   1,777   8   0,9%   9   0,9%				0		0		0		0	-
Serving No. Free Interesser   50   2,311   0   1,777   0   0,000   0   0,000   0   0,000   0				0		0		0		0	
Manumers A Invenore - ONLy, Trust & Probable   0.00   0.				0		0		0		0	
About Standard College   19   2316   2   980   2   180 m   0   0.95   0.95   0.05	*			0		0		0		0	
Lidochmark Congeners & Singoles   0   2,336   0   1,217   0   0.0%   1   10.05%   0   0.0%   0			,	2		2		0		0	
Disagraphic   Company			, , , ,	1		0		1		n	
Tenne Convers - Private   0			, , ,	0		0		-		0	
Court - Friendshee				n		0		0		0	
Lickson   Ge				0		0		0		0	-
Pales				0		0		0		0	
Tax Reprofessor   66   2,225   2   90   1   5,00%   3   5,00%   0   0,0%     Antessac Industries   66   2,225   1   1,213   1   10,0%   0   0,0%   0   0,0%     Antessac Commercial   66   2,225   0   1,777   0   0,0%   0   0,0%   0   0,0%     Farm Management   66   2,225   0   1,777   0   0,0%   0   0,0%   0   0,0%     Farm Management   66   2,225   0   1,777   0   0,0%   0   0,0%   0   0,0%     Farm Management   66   2,225   0   1,777   0   0,0%   0   0,0%   0   0,0%     Ladders   66   2,225   2   980   2   100,0%   0   0,0%   0   0,0%     Ladders   66   2,225   2   980   2   100,0%   0   0,0%   0   0,0%     Ladders   66   2,225   2   980   2   100,0%   0   0,0%   0   0,0%     Recement of Farm Management   66   2,225   2   980   2   100,0%   0   0,0%   0   0,0%     Recement of Farm Management   66   2,225   0   1,777   0   0,0%   0   0,0%   0   0,0%     Recement of Farm Management   66   2,225   0   1,777   0   0,0%   0   0,0%   0   0,0%     Recement of Farm Management   66   2,225   0   1,777   0   0,0%   0   0,0%   0   0,0%     Recement of Farm Management   66   2,225   0   1,777   0   0,0%   0   0,0%   0   0,0%     Recement of Farm Management   66   2,234   0   1,777   0   0,0%   0   0,0%   0   0,0%     Recement of Farm Management   66   2,234   0   1,777   0   0,0%   0   0,0%   0   0,0%     Recement of Farm Management   66   2,234   0   1,777   0   0,0%   0   0,0%   0   0,0%     Camera "Wildeste & Management   66   2,234   0   1,777   0   0,0%   0   0,0%   0   0,0%     Camera "Wildeste & Management   66   2,234   0   1,777   0   0,0%   0   0,0%   0   0,0%     Recement   67   67   67   67   67   67   67   6				6		4		2		0	-
Amorphism   Continue				2		1		1		0	
Arists Commercial  65 2,325 0 1,777 0 0,0% 0				1		1		1		0	
Charthry Chier Chartable Organizations   65   2,325   1   1,121   0   0.0%   1   100.0%   0   0.0%			, , ,	0		1		0		0	
Farm Management				1		0		1		0	
Names Revines Organizations 6 5 2,325 0 1,777 0 0,0% 0 0,0				1		0		1		0	
Ladders			, , ,	0		0		0		0	
Nonumer's - Ceaning & Restartion   Comment S - Ceaning & Comment S - Ceaning & Comment S - Ceaning & Comment S - Ceanin			,	0		0		0		0	
Pavement & Floor Marking Services   65   2,335   0   1,737   0   0.0%   0			, , ,	2		2		0		0	
Screen Printing - Equipment & Supplies   65   2,325   0   1,777   0   0.0%				1		1		0		0	
Bakers Equipment  64 2,334 0 1,777 0 0.0% 0				0		0		0		0	
Bridge Registries				0		U		0		0	
Eemert - Wholesale & Hanufacturers			,	0		0		0		0	
Enditrons & Infants Wear - Wholesale & Manufacturing			, , , ,	0		0		0		0	
Containg Compounds			,	2		2		0		0	
Health Care Referral			_,	0		0		0		0	
Hoists 66 2,334 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Medical Staffing 64 2,334 6 533 3 50.0% 3 50.0% 3 50.0% 0 0.0% 0 0.0% Attorneys & Lawyers - Collections Law 63 2,343 0 1,737 0 0.0%	• .			0		0		0		0	
Medical Staffing         64         2,334         6         583         3         50.0%         3         50.0%         0         0.0%           Office Records - Destruction         64         2,334         2         960         0         0.0%         2         100.0%         0         0.0%           Attorneys & Lawyers - Collections Law         63         2,343         0         1,737         0         0.0%			,	0		0		0		0	
Office Records - Destruction         64         2,334         2         980         0         0.0%         2         100.0%         0         0.0%           Attorneys & Lawyers - Collections Law         63         2,343         0         1,737         0         0.0%         0				0		0		0		0	
Attorneys & Lawyers - Collections Law 63 2,343 0 1,737 0 0,0% 0 0			,	6		3		3		0	
Engraving Equipment & Supplies 63 2,343 0 1,737 0 0.0% 0 0			, , , , ,	2		0		2		0	
Hazardous Material Control & Removal 63 2,343 0 1,737 0 0,0% 0 0,				0		0		0		0	-
Linoleum Dealers   63   2,343   4   717   4   100.0%   0   0.0%   0   0.0%   0   0.0%     Plastics - Extruders   63   2,343   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Speech & Language Pathologists   63   2,343   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Steam Cleaning Equipment   63   2,343   102   63   56   54,9%   41   40,2%   5   4.9%     Theatrical Equipment & Supplies   63   2,343   102   63   56   54,9%   41   40,2%   5   4.9%     Theatrical Equipment & Supplies   63   2,343   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Cellulite Treatment - Endermologie   62   2,351   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Floral Design Instruction   62   2,351   1   1,213   1   100.0%   0   0.0%   0   0.0%   0   0.0%     Mail Boxes - Manufacturers & Distributors   62   2,351   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Rope   62   2,351   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Rope   62   2,351   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%     Automobile Reconditioned Detailing   61   2,357   1   1,213   1   100.0%   0   0.0%   0   0.0%   0   0.0%     Automobile Reconditioned Detailing   61   2,357   1   1,213   1   100.0%   0   0.0%   0   0.0%   0   0.0%			, , , ,	0		0		0		0	
Plastics - Extruders   63   2,343   0   1,737   0   0,0%   0   0			,	0		0		0		0	
Speech & Language Pathologists   63   2,343   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   Steam Cleaning Equipment   63   2,343   102   63   56   54,9%   41   40,2%   5   4,9%   1   40,2%   5   4,9%   1   40,2%   5   4,9%   1   40,2%   5   4,9%   1   40,2%   63   2,343   0   1,737   0   0.0%			, , , ,	4		4		0		0	
Steam Cleaning Equipment   63   2,343   102   63   56   54,9%   41   40,2%   5   4,9%			, , , ,	0		0		0		0	0.0%
Theatrical Equipment & Supplies   63   2,343   0   1,737   0   0.0%   0   0				0		0		0		0	
Cellulite Treatment - Endermologie         62         2,351         0         1,737         0         0.0%         0.0%         0.0%         0.0%           Horal Design Instruction         62         2,351         1         1,213         1         100.0%         0         0.0%         0         0.0%           Industrial Hygiene Consultants         62         2,351         0         1,737         0         0.0%         0         0.0%         0         0.0%           Mail Boxes - Manufacturers & Distributors         62         2,351         0         1,737         0         0.0%         0         0.0%         0         0.0%           News Service         62         2,351         0         1,737         0         0.0%         0         0.0%         0         0.0%           Rope         62         2,351         0         1,737         0         0.0%         0         0.0%         0         0.0%           Asbestos Consulting & Testing         61         2,357         0         1,737         0         0.0%         0         0.0%         0         0.0%           Automobile Reconditioned Detailing         61         2,357         1         1,213         1				102				41		5	-
Floral Design Instruction   62   2,351   1   1,213   1   100.0%   0   0.0%   0   0.0%   0   0.0%   1				0		0		0		0	
Industrial Hygiene Consultants         62         2,351         0         1,737         0         0.0%         0         0.0%         0         0.0%           Mall Boxes - Manufacturers & Distributors         62         2,351         0         1,737         0         0.0%         0         0.0%         0         0.0%           News Service         62         2,351         0         1,737         0         0.0%         0         0.0%         0         0.0%           Rope         62         2,351         0         1,737         0         0.0%         0         0.0%         0         0.0%           Absetso Consulting & Testing         61         2,357         0         1,737         0         0.0%         0         0.0%         0         0.0%           Automobile Reconditioned Detailing         61         2,357         1         1,213         1         10.0%         0         0.0%         0         0.0%	·			0		0		0		0	-
Mail Boxes - Manufacturers & Distributors         62         2,351         0         1,737         0         0.0%         0         0.0%         0         0.0%           News Service         62         2,351         0         1,737         0         0.0%         0         0.0%         0         0.0%           Rope         62         2,351         0         1,737         0         0.0%         0         0.0%         0         0.0%           Absetsos Consulting & Testing         61         2,357         0         1,737         0         0.0%         0         0.0%         0         0.0%           Automobile Reconditioned Detailing         61         2,357         1         1,213         1         100.0%         0         0.0%         0         0.0%				1		1		0		0	
News Service         62         2,351         0         1,737         0         0.0%         0         0         0.0%         0 </td <td></td> <td></td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td>				0		0		0		0	
Rope         62         2,351         0         1,737         0         0.0%         0         0.0%         0         0.0%           Asbestos Consulting & Testing         61         2,357         0         1,737         0         0.0%         0<				0		0	0.0%	0	0.0%	0	0.0%
Asbestos Consulting & Testing 61 2,357 0 1,737 0 0,0% 0 0,	News Service		,	0		0	0.0%	0	0.0%	0	0.0%
Automobile Reconditioned Detailing 61 2,357 1 1,213 1 100.0% 0 0.0% 0 0.0%	Rope			0		0	0.0%	0	0.0%	0	0.0%
30.00			,	0		0	0.0%	0	0.0%	0	0.0%
Guard Dogs 61 2,357 0 1,737 0 0,0% 0 0.0% 0 0.0%			,	1		1		0	0.0%	0	
	Guard Dogs	61	2,357	0	1,737	0	0.0%	0	0.0%	0	0.0%

Self OCCURRY SELFONDERS   1   2.50   1   2.00   1   2.00   0   0   0.00   0   0.00   0   0.00   0	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
1982   1982   1982   1982   1983   1984   1985	Mailing Containers	61		0		0	0.0%	0	0.0%	0	0.0%
exchanger As School and Referenting  4 2,357   9 1,77   9 6,00   9 1,00   9	Pianos - Restoration & Refinishing	61		50		41		9		0	
The Absorption Research Statement (1) (2) (2) (3) (4) (4) (4) (5) (7) (7) (7) (7) (7) (7) (7) (7) (7) (7	Wallpapers & Wall coverings - Wholesale & Manufacturing	61		0	1,737	0		0		0	
International processes	Fruit & Vegetable Growers & Shippers			2	980	0		2		0	
March   Marc	Handwriting Analysts	60		188	36	117		71		0	
Section   Sect	Honey			15	327	1		13	86.7%	1	
New Processor   19						18		12		0	
Marchane   66   2,850   1.77   1   0.00										0	
SEAD PRINTS				0		0		0		0	
See member 1985 (Continued and Continued and Continued and Continued Acades (Continued and Continued Acades (Continued and Continued Acades (Continued Acade				1		1		0		0	
Mode Target Scalarie Commonation   60   2,200   0   1,777   0   0,00   1   0,00   0   0,00   0   0,00   0   0,00   0	Slate			2		2		0		0	
No Construction Sequence Assemblais  No Construc	Window Tinting & Coating - Commercial			0		0		0		0	
in Exemple Accessor A Commended Comm				2		1		1		0	
2	* 11			1		1		0		0	
Note   Proceedings   15   2,375   3   817   2   66.78   3   33.39   0   0.99				2		2		0		0	
See No.   19				3		2		1		0	
Content   160				2		0		2		n	
	Concert Halls			20		11		9		n	
See   1.77				20		1		,		1	
New Foundame				n		0		0		1	
Stropper Patterns   Sp.   2,375   10   4.06   7   70.0%   2   20.0%   1   10.0%   10						0		0		0	
Stronge - Chats						7		2		1	
Nati Coatings Nati Coatings Nati Coatings National Supplies Nation				10		,		0		-	
Nicolon Camping Equipment & Supplies  159   2,375   0   1,777   0   0,0%   0				2		2		0		0	
Stormer   Stor				2		2		0		0	
December   Process   Pro				2		2		0		0	
2004   1.73   1.73   1.73   1.73   1.73   1.73   1.75				3		17		15		0	
Integrates - Coasciner   57   2,385   1   1,213   0   0,0%   1   1,00   0   0   0,0%   Reference   57   2,385   29   22   147   57   98   57   29 85   32   12,0%   Reference   57   2,385   0   1,777   0   0,0%   0   0,0%   0   0,0%   Reference   57   2,385   0   1,777   0   0,0%   0   0,0%   0   0,0%   Reference   57   2,385   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   58   2,383   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   58   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   58   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   58   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   58   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   58   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   58   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0   0,0%   0   0,0%   0   0,0%   0   0,0%   Reference   59   2,393   0   1,777   0	'					17		13		0	
See   19				1		0				0	
Seaburants - Streakfast   57   2,385   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   1   10.0%   1   10.0%   1   10.0%   1   10.0%   1   10.0%   1   10.0%   1   10.0%   1   10.0%   1   10.0%   1   10.0%   1   10.0%   1   1   1   1   1   1   1   1   1				254		147		75		0	
Size Shappening				234		147		/3		32	
Trains - Repair  Moretising - Checking Service  59 2,335 0 1,737 0 0,095 0 0,0				0		0		0		°	
Miches Fisher Checking Service  56				1		0		0		1	
Betal & Millinery Supplies  55	,			0		0		0		0	
Ethiese Food Products				0		0		0		0	
Digar & Cigar & Ciga	1 11					9		20		0	
Developmental Disability Services				56		24		28		4	
Engineering Reports				ь		5		1		U	
Saments - Printing & Lettering   Set   2,393   2   980   1   50.0%   1   50.0%   0   0.0%   50   50.0%   50.0%   50.0%   50   50.0%   50.0				3		0		3		0	
Gun sights, Scopes & Mounts  56 2,393 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.0				0		0		0		U	
Insurance Claim Processing Services  56 2,333 0 1,737 0 0.0,%				2		1		1		0	
Libraries - Public   56   2,393   0   1,737   0   0,0%   0   0,0				0		0		0		0	
Music - Reservation Service 5 2,333 0 1,737 0 0.0%				0		0		0		0	
Music - Sheet  See				0		0		0		0	
Signs - Neon         56         2,393         1         1,213         1         100.0%         0         0.0%         0         0.0%           Actuaries         55         2,393         1         1,213         1         100.0%         0         0.0%         0         0.0%         0         0.0%           Actuaries         55         2,407         0         1,737         0         0.0%         0<				0		0		0		0	
Tree Service - Transplant  Tree Service - Transplant  Service - Tr				0		0		0		0	
Actuaries				1		1		0		0	
Ceramic Products - Industrial				1		1		0		0	
Export Management 55 2,407 1 1,213 0 0,0% 0 0,0% 0 0,0% 1 100.0% 1				0		0		0		0	
Tile - Non-Ceramic - Manufacturers & Distributors 55 2,407 5 640 3 60.0% 2 40.0% 0 0.0% 0 0.0% 1 7 ailers - Horse 55 2,407 3 837 3 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.				0		0		0		0	
Trailers - Horse     55     2,407     3     837     3     100.0%     0     0.0%     0     0.0%       Vending Machines - Supplies & Parts     55     2,407     51     121     41     80.4%     9     17.6%     1     2.0%       Washers     55     2,407     3     837     2     66.7%     1     33.3%     0     0.0%       Arborist     54     2,414     9     465     8     88.9%     1     11.1%     0     0.0%       Auto Smog Inspection     54     2,414     1     1,213     1     10.0%     0     0.0%     0     0.0%       Seer & Ale - Retail     54     2,414     0     1,737     0     0.0%     0     0.0%     0     0.0%       Contractor - Crawl Space     54     2,414     3     837     0     0.0%     3     100.0%     0     0.0%	Pr. 1			1		0		0		1	
Vending Machines - Supplies & Parts         55         2,407         51         121         41         80.4%         9         17.6%         1         2.0%           Washers         55         2,407         3         837         2         66.7%         1         33.3%         0         0.0%           Arborist         54         2,414         9         465         8         88.9%         1         11.1%         0         0.0%           Auto Smog Inspection         54         2,414         1         1,213         1         100.0%         0         0.0%         0         0.0%           Beer & Ale - Retail         54         2,414         0         1,737         0         0.0%         0         0.0%         0         0.0%           Contractor - Crawl Space         54         2,414         3         837         0         0.0%         3         100.0%         0         0.0%				5		3		2		0	
Washers     55     2,407     3     837     2     66.7%     1     33.3%     0     0.0%       Arborist     54     2,414     9     465     8     88.9%     1     11.1%     0     0.0%       Auto Smog Inspection     54     2,414     1     1,213     1     100.0%     0     0.0%     0     0.0%       Beer & Ale - Retail     54     2,414     0     1,737     0     0.0%     0     0.0%     0     0.0%       Contractor - Crawl Space     54     2,414     3     837     0     0.0%     3     100.0%     0     0.0%				3		3		0		0	
Arborist 54 2,414 9 465 8 88.9% 1 11.1% 0 0.0% Auto Smog Inspection 54 2,414 1 1,213 1 100.0% 0 0.0% 0 0.0% Beer & Ale - Retail 54 2,414 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Contractor - Crawl Space 54 2,414 3 837 0 0.0% 3 100.0% 0 0.0%				51		41		9		1	
Auto Smog Inspection 54 2,414 1 1,213 1 100.0% 0 0.	Washers			3		2		1		0	
Beer & Ale - Retail         54         2,414         0         1,737         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0         0         0.0%         0	Arborist			9		8		1		0	
Contractor - Crawl Space 54 2,414 3 837 0 0.0% 3 100.0% 0 0.0%	Auto Smog Inspection			1		1	100.0%	0	0.0%	0	0.0%
	Beer & Ale - Retail			0		0		0		0	0.0%
Professional Organizer 54 2,414 4 717 2 50.0% 1 25.0% 1 25.0%	'			3		0		3		0	
	Professional Organizer	54	2,414	4	717	2	50.0%	1	25.0%	1	25.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Acting & Voice Over Training	53	2,419	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bags - Plastic	53	2,419	29	193	29	100.0%	0	0.0%	0	0.0%
Cabs - Tractor, Truck	53	2,419	2	980	1	50.0%	1	50.0%	0	0.0%
Computers - Forensics	53	2,419	11	410	8	72.7%	3	27.3%	0	0.0%
E-Books	53	2,419	2	980	2	100.0%	0	0.0%	0	0.0%
Motion Picture Film Distributors & Exchange	53	2,419	12	394	12	100.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Wholesale & Manufacturing	53	2,419	2	980	0	0.0%	2	100.0%	0	0.0%
Paving, Painting, Home Improvement - Itinerant Workers	53	2,419	7	540	3	42.9%	0	0.0%	4	57.1%
Radiotelephone Communications - Common Carrier	53	2,419	23	240	12	52.2%	10	43.5%	1	4.3%
Acoustical Materials	52	2,428	2	980	2	100.0%	0	0.0%	0	0.0%
Dome Structures	52	2,428	91	73	38	41.8%	52	57.1%	1	1.1%
Eggs	52	2,428	1	1,213	1	100.0%	0	0.0%	0	0.0%
Fishing Bait	52	2,428	4	717	3	75.0%	1	25.0%	0	0.0%
Gaskets	52	2,428	0	1,737	0	0.0%	0	0.0%	0	0.0%
Government - State	52	2,428	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hog Farms	52	2,428	0	1,737	0	0.0%	0	0.0%	0	0.0%
Horse Shoeing	52	2,428	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jewels - Imitation	52	2,428	1	1,213	0	0.0%	1	100.0%	0	0.0%
Music Publishers	52	2,428	0	1,737	0	0.0%	0	0.0%	0	0.0%
Party Facilities	52	2,428	1	1,213	0	0.0%	1	100.0%	0	0.0%
Physicians & Surgeons - Orthopedic Surgery	52	2,428	7	540	3	42.9%	4	57.1%	0	0.0%
Quarries	52	2,428	38	145	33	86.8%	5	13.2%	0	0.0%
Scientific Apparatus & Instruments	52	2,428	4	717	0	0.0%	4	100.0%	0	0.0%
Time Recorders	52	2,428	0	1,737	0	0.0%	0	0.0%	0	0.0%
Water Taxi Service	52	2,428	1	1,213	1	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Tax	51	2,444	4	717	4	100.0%	0	0.0%	0	0.0%
Computer Gaming Centers	51	2,444	3	837	2	66.7%	0	0.0%	1	33.3%
Flowers - Preserved	51	2,444	0	1,737	0	0.0%	0	0.0%	0	0.0%
Locks - Wholesale & Manufacturers	51	2,444	50		27	54.0%	22	44.0%	1	2.0%
Partitions	51	2,444	0	1,737	0	0.0%	0	0.0%	0	0.0%
Plaques	51	2,444	22		9	40.9%	11	50.0%	2	9.1%
Signs - Maintenance & Repair	51	2,444	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Supplies & Parts	51	2,444	23	240	11	47.8%	9	39.1%	3	13.0%
Air Ambulance Service	50	2,452	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cabinet Organizers	50	2,452	2	980	1	50.0%	1	50.0%	0	0.0%
Copyright Service	50	2,452	36		12	33.3%	20	55.6%	4	11.1%
Elevator Consultants	50	2,452	0	1,737	0	0.0%	0	0.0%	0	0.0%
Industrial Developments	50	2,452	0	1,737	0	0.0%	0	0.0%	0	0.0%
Kite Boarding	50	2,452	15		9	60.0%	- 6	40.0%	0	0.0%
Seeds & Bulbs - Wholesale	50	2,452	1	1,213	1	100.0%	0	0.0%	0	0.0%
Spiritualists	50	2,452	0	1,737	0	0.0%	0	0.0%	0	0.0%
Church Furnishings	49	2,460	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fence Material	49	2,460	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fish Hatcheries	49	2,460	6	583	3	50.0%	3	50.0%	0	0.0%
Floor Waxing, Polishing & Cleaning	49	2,460	0	1,737	0	0.0%	0	0.0%	0	0.0%
Greenhouse Equipment & Supplies	49	2,460	0	1,737	0	0.0%	0	0.0%	0	0.0%
Logging Equipment & Supplies	49	2,460	6	583	4	66.7%	2	33.3%	0	0.0%
Police Departments	49	2,460	0	1,737	0	0.0%	0	0.0%	0	0.0%
Propane Gas Plumbing	49	2,460	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ship Builders & Repair	49	2,460	n	1,737	n	0.0%	n	0.0%	n	0.0%
Swimming Pools & Hot Tubs	49	2,460	3	837	2	66.7%	1	33.3%	0	0.0%
Tags	49	2,460	n	1,737	0	0.0%	<u> </u>	0.0%	n	0.0%
Air Compressors	48	2,400	0		n	0.0%	n	0.0%	n	0.0%
Auto Dealers - Custom Design & Replica	48	2,471	n	1,737	0	0.0%	0	0.0%	0	0.0%
Books - Textbooks New & Used	48	2,471	0	1,737	0	0.0%	0	0.0%	n	0.0%
Oil - Crude - Purchasing	48	2,471	n	1,737	0	0.0%	0	0.0%	0	0.0%
Upholsterers Supplies	48	2,471	1	1,213	0	0.0%	1	100.0%	0	0.0%
Brick Preservatives	47	2,471	0	1,737	0	0.0%	1	0.0%	0	
Elevators - Parts	47	2,476	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lievatora Tarta	4/	2,476	U	1,/3/	U	0.0%	U	0.0%	U	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Health Care Management	47	2,476	0	1,737	0	0.0%	0	0.0%	0	0.0%
Liquors - Wholesale	47		1	1,213	1	100.0%	0	0.0%	0	0.0%
Police & Fire Organizations	47		0	1,737	0	0.0%	0	0.0%	0	0.0%
Ski Instruction	47		4	717	2	50.0%	2	50.0%	0	0.0%
Video Editing	47		3	837	3	100.0%	0	0.0%	0	0.0%
Auto Repair - Vintage	46	, ,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Christmas Trees	46	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Door Frames	46	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Exterior Structures - Gazebos, Arbors, Pergolas	46	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Florist - Funeral Bouquets & Wreaths	46		5	640	5	100.0%	0	0.0%	0	0.0%
Rails & Accessories	46	_,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Seating Companies	46	_,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Stone - Cast	46	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tennis Equipment & Supplies	46	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Water Conservation	46	,	- 1	1,737	0	0.0%	0	0.0%	0	0.0%
Water Pollution Control	46	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Baby Sitters	45	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Binoculars	45		0	1,737	0	0.0%	0	0.0%	0	0.0%
Brew Puh	45	, -	0	1,737	0	0.0%	0	0.0%	0	<del> </del>
Buckles Buckles	45		0	1,737	0	0.0%	0	0.0%	0	0.0%
Gas Burners	45	, -	10	436	6		3	20.0%	3	
Lumber - Used	45		10	1,737	0	60.0%	2		2	20.0%
		, -	0		0	0.0%	0	0.0%	0	0.0%
Moving Assistance - Packing, Unpacking, Organizing	45 45		0	1,737 1,737	0	0.0%	0	0.0%	0	0.0%
Oil Well Services	45		0	1,737	0	0.0%	0	0.0%	0	0.0%
Soaps & Detergents		, .	0	1,737	0	0.0%	0	0.0%	0	0.0%
Writer - Freelance	45 44		0		0	0.0%	0	0.0%	0	0.0%
Artificial Breasts		_,	0	1,737	0	0.0%	U	0.0%	0	0.0%
Boat Cleaning	44	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boxes - Wooden	44	, , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Car Loading & Unloading	44	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	44	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Economic Development Organizations	44	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mental Health Services	44	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Timeshare Deed and/or Title Transfer	44	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Video Tapes & Discs - Wholesale & Manufacturers	44	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Radio	43	,	2	980	2	100.0%	0	0.0%	0	0.0%
Animation Mechanics - Display, Sign	43	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Archery Instruction	43		0	1,737	0	0.0%	0	0.0%	0	0.0%
Brushes	43		0	1,737	0	0.0%	0	0.0%	0	0.0%
Compliance Consulting	43	, , ,	39	142	19	48.7%	20	51.3%	0	0.0%
Fire & Smoke & Water Clean Up	43	-,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Furniture Manufacturers Equipment & Supplies	43	, , ,	25	219	16	64.0%	9	36.0%	0	0.0%
Marketing - Home Based Business	43	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sewing Machines - Industrial & Commercial	43		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tanning Salons Equipment & Supplies	43	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tennis Court Construction	43		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tree Service Equipment & Supplies	43		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tropical Fish	43	, , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Animal Foods - Zoo, Circus	42		5	640	0	0.0%	5	100.0%	0	0.0%
Canvas Goods	42	, , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chemical Production	42	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electronics Research & Development	42	, , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floors - Garage	42		0	1,737	0	0.0%	0	0.0%	0	0.0%
Salt	42		0	1,737	0	0.0%	0	0.0%	0	0.0%
Skating Instruction	42	2,526	0	1,737	0	0.0%	0	0.0%	0	0.0%
Storage Units - Portable	42	2,526	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telephone 900 Number Resellers	42	2,526	0	1,737	0	0.0%	0	0.0%	0	0.0%
Underwear - Wholesale & Manufacturers	42		0	1,737	0	0.0%	0	0.0%	0	0.0%
Boat Storage	41		0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Divers	41	2,536	0	1,737	0	0.0%	0	0.0%	0	0.0%
Doors - Commercial	41	2,536	0	1,737	0	0.0%	0	0.0%	0	0.0%
Records Management	41	2,536	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ribbons	41	2,536	0	1,737	0	0.0%	0	0.0%	0	0.0%
Right of Way Acquisition Service	41	2,536	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sales Training	41		0	1,737	0	0.0%	0	0.0%	0	0.0%
Seminars & Training - Wealth Building & Real Estate	41	2,536	4	717	2	50.0%	1	25.0%	1	25.0%
Trucking - Liquid Or Dry Bulk	41	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Veterans & Military Organizations	41	2,536	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bamboo & Bamboo Products	40		310	21	228	73.5%	81		1	0.3%
Blueprinting	40	_,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Carpet & Rug Binding Machines	40	-,	2	980	1	50.0%	1	50.0%	0	0.0%
Collection Systems	40	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fiberglass - Fabrication & Repair	40	2,546	15	327	10	66.7%	4	26.7%	1	6.7%
Furniture - Unfinished	40		9	465	7	77.8%	2	22.2%	0	0.0%
Glaziers Supplies	40	2,546	0	1,737	0	0.0%	0	0.0%	0	0.0%
Machinery - Specially Designed	40		3	837	2	66.7%	1	33.3%	n	0.0%
Photographers - School	40	2,546	6	583	6	100.0%	1	0.0%	n	0.0%
Plywood & Veneers	40		n	1,737	0	0.0%	0	0.0%	n	0.0%
Septic Tanks - Treatment Supplies	40		n	1,737	0	0.0%	0	0.0%	0	0.0%
Swimming Pool Enclosures	40	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
X-Ray Apparatus & Supplies	40		43	136	36	83.7%	6	14.0%	1	2.3%
Abrasives	39	2,540	75	1,737	0	0.0%	0	0.0%	1	0.0%
Air Balancing	39		0	1,737	0		0		0	
Bird Barriers, Repellents & Controls	39	2,559	0	1,737	0	0.0%	0	0.0%	0	0.0%
Casters & Glides	39	2,559	0	1,737	0		0		0	0.0%
Cistern Builders	39	2,559	0	1,737	0	0.0%	0	0.0%	0	0.0%
Computer Assisted Design Services	39		0	1,737	0		0	0.0%	0	0.0%
Consignment Service - Online	39		0	1,737	0	0.0%	0	0.0%	0	0.0%
Cutlery	39	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Glass - Tempered	39	2,559 2,559	0	1,737	0	0.0%	0	0.0%	0	0.0%
	39	2,559	0	980		0.0%	1	0.0%	0	0.0%
Heavy Duty Equipment Repair Mopeds	39	2,559	2	1,737	1	50.0%	1	50.0%	0	0.0%
Plaster Craft Products & Supplies	39		0	717	0	0.0%	0	0.0%	0	0.0%
Plastics - Fabrics, Film, Sheets - Prod.	39	2,559	4	1,737	4	100.0%	0	0.0%	0	0.0%
Body Care Products	38	2,559	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Low Voltage Systems	38	2,572	1	1,737	0	0.0%	0	0.0%	0	0.0%
		2,572	1		1	100.0%	0	0.0%	0	0.0%
Engravers - Plastic, Wood	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lawn & Tree Care	38	2,572	U	1,737	U	0.0%	U	0.0%	U	0.0%
Microfilm Service, Equipment & Supplies	38		0	1,737	0	0.0%	0	0.0%	0	0.0%
Parking Stations & Garages - Equipment & Supplies	38	2,572	U	1,737	U	0.0%	U	0.0%	U	0.0%
Pipe Line Equipment	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Riggers Equipment & Supplies	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shopping Service - Protective, Comparative	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Skating Rinks	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Slip Covers	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tank Cleaning	38		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tank Testing & Inspection	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tile & Grout Cleaning	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Towel Supply Service	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Insurance Law	37	2,587	1	1,213	0	0.0%	1	100.0%	0	0.0%
Baby Foods	37	2,587	4	717	4	100.0%	0	0.0%	0	0.0%
Data Processing Supplies	37	2,587	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fertility Specialists	37	2,587	3	837	1	33.3%	2	66.7%	0	0.0%
				1,737	0	0.0%	0	0.0%	0	0.0%
Gloves - Work & Industrial	37	2,587	U		Ü		0		0	
Infrared Inspection	37 37	2,587	37	150	28	75.7%	9	24.3%	0	0.0%
Infrared Inspection Painting - Faux Finishing	37 37 37	2,587 2,587	37 0	150 1,737	28	75.7% 0.0%	9	24.3% 0.0%	0	
Infrared Inspection	37 37	2,587	37 0 1	150	28 0	75.7%	9	24.3%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Shoppers News Publications	37	2,587	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tanners	37	2,587	8	499	5	62.5%	2	25.0%	1	12.5%
Trike Conversions, Sales & Service	37	2,587	2	980	1	50.0%	1	50.0%	0	0.0%
Uniforms - Medical	37	2,587	5	640	4	80.0%	1	20.0%	0	0.0%
Baby Car Seats, Carriages & Strollers	36	2,600	8	499	5	62.5%	3	37.5%	0	0.0%
Consultants - Security	36	2,600	0	1,737	0	0.0%	0	0.0%	0	0.0%
Door Manufacturer - High Performance	36	2.600	0	1,737	0	0.0%	0	0.0%	0	0.0%
Employment Service - Virtual Assistant	36	2,600	0	1,737	0	0.0%	0	0.0%	0	0.0%
Equipment Calibration	36	2,600	5	640	4	80.0%	1	20.0%	0	0.0%
Foundation Repair & House Leveling	36	2,600	0	1,737	0	0.0%	0	0.0%	0	0.0%
Luggage Manufacturers Equipment & Supplies	36	2,600	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mining Consultants	36	2,600	0	1,737	0	0.0%	0	0.0%	0	0.0%
Nursery Stock Dealers	36	2,600	6	583	3	50.0%	3	50.0%	0	0.0%
Pipe & Boiler Covering Contractors	36	2,600	10	436	2	20.0%	7	70.0%	1	10.0%
Bartending Instruction	35	2.610	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cheese	35	2,610	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drapery & Curtain Cleaners	35	2,610	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fiber Glass Materials	35	2,610	33	172	19	57.6%	14	42.4%	0	0.0%
Motion Picture Equipment & Supplies	35	2,610	92	72	78	84.8%	14	15.2%	0	0.0%
Paper Manufacturers	35	2,610	4	717	2	50.0%	2	50.0%	0	0.0%
Paper Shredding Machines	35	2,610	0	1,737	0	0.0%	0	0.0%	0	0.0%
Petroleum Products	35	2,610	0	1,737	0	0.0%	0	0.0%	0	0.0%
Poultry - Retail	35	2,610	8	499	5	62.5%	3	37.5%	0	0.0%
Racks	35	2,610	0	1,737	0	0.0%	0	0.0%	0	0.0%
Radiator Sales	35	2,610	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sawdust & Shavings	35	2,610	1	1,213	0	0.0%	1	100.0%	0	0.0%
Surfing Instruction	35	2,610	1	1,213	1	100.0%	0	0.0%	0	0.0%
Truck Washing & Cleaning - Equipment & Supplies	35	2,610	1	1,213	1	100.0%	0	0.0%	0	0.0%
Water Leak Detection	35	2,610	0		0	0.0%	0	0.0%	0	0.0%
Wool	35	2,610	17	312	16	94.1%	1	5.9%	0	0.0%
Ballrooms	34	2,626	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boarding - Horses	34	2,626	45		24	53.3%	20	44.4%	1	2.2%
Deodorizing & Disinfecting	34	2,626	305		119	39.0%	185	60.7%	1	0.3%
Fax Equipment & Systems	34	2,626	22	248	11	50.0%	9	40.9%	2	9.1%
Oil Land Leases	34	2,626	3	837	1	33.3%	2	66.7%	0	0.0%
Photographers - Sports	34	2,626	0		0	0.0%	-	0.0%	0	0.0%
Pipe Cutting & Threading	34	2,626	0	1,737	0	0.0%	0	0.0%	0	0.0%
Recruiting - Technical	34	2,626	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rest Homes	34	2,626	1	1,213	1	100.0%	0	0.0%	0	0.0%
Tractor Repair & Service	34	2,626	3	837	1	33.3%	2	66.7%	0	0.0%
Venetian Blinds - Supplies & Parts	34	2,626	1	1,213	0	0.0%	1	100.0%	0	0.0%
Boilers - Supplies & Parts	33	2,637	0	1,737	0	0.0%	1	0.0%	0	0.0%
Dumpster Services	33	2,637	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electric Instruments	33	2,637	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fabrics - Wholesale & Manufacturers	33	2,637	1	1,213	1	100.0%	0	0.0%	0	0.0%
Floors - Raised	33	2,637	2	980	2	100.0%	0	0.0%	0	0.0%
Handmade Art	33	2,637	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Dental	33	2,637	1	1,213	0	0.0%	1	100.0%	0	0.0%
Linens - Wholesale & Manufacturers	33	2,637	1	1,213	1	100.0%	1	0.0%	0	0.0%
Sports Memorabilia	33	2,637	0	1,737	0	0.0%	0		0	
Toilets - Composting	33	2,637	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tool & Die Makers	33	2,637	0		0	0.0%	0	0.0%	0	
Washing Machines & Dryers - Coin Metered	33	2,637	0	1,737	0	0.0%	0	0.0%	0	0.0%
	33	2,637	0	1,737	0	0.0%	0	0.0%	0	
Air Brushes Audio-Visual Equipment - Wholesale & Manufacturers	32	2,649	0	1,737	0		0		U	0.0%
	32		0	980	0	0.0%	0	0.0%	0	0.0%
Bar Coding Service Charity Child Segregation		2,649	2	980 717	1	50.0%	1	50.0%	0	0.0%
Charity - Child Sponsorship  Executive Suites	32 32	2,649	89		83	100.0%	0	0.0%	0	0.0%
	32	2,649	89		83	93.3%	- 6	6.7%	0	0.0%
Fireworks	32	2,649	0	1,737	0	0.0%	0	0.0%	0	0.0%

Fishery Consultants
Meat Choppers & Grinders         32         2,649         0         1,737         0         0.0%         0         0,0%         0           Mineral Exploration         32         2,649         0         1,737         0         0.0%         0
Mineral Exploration   32   2,649   0   1,737   0   0.0%   0   0.
Paint Removing   32   2,649   1   1,213   1   100.0%   0   0.0%
Social Networking   32   2,649   0   1,737   0   0.0%
Telescopes   32   2,649   0   1,737   0   0,0%   0   0,0%   0   0,0%   0   0   0,0%   0   0   0   0   0   0   0   0   0
Tools - Power Actuated   32   2,649   1   1,213   0   0.0%   1   100.0%   0   0.0%   0
Ultrasound - Nonmedical   32   2,649   0   1,737   0   0,0%   0   0,0%   0   0,0%   0
Artificial Flowers & Plants - Manufacturer Supplies 31 2,663 0 1,737 0 0,00% 0 0,00% 0 0,00% 0 0
Auto Repair & Service - Airbags 31 2,663 5 640 3 60,0% 2 40,0% 0 Composting Systems 31 2,663 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0 0,0% 0 0 Electronic Testing Equipment 31 2,663 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0 0,0%
Composting Systems
Electronic Testing Equipment
Flight Instructor 31 2,663 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 100.0% 0 1 1 1 100.0% 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Imprinting         31         2,663         1         1,213         0         0,0%         1         100,0%         0           Information Processing & Retrieval Equipment & Systems         31         2,663         0         1,737         0         0,0%         0         0,0%         0           Maps - Publishers & Distributors         31         2,663         23         240         12         52,2%         11         47,8%         0           Motion Picture Film Editing         31         2,663         0         1,737         0         0,0%         0         0,0%         0           Musical Instruments - Rental         31         2,663         0         1,737         0         0,0%         0         0,0%         0           Oil Additives - Manufacturers & Distributors         31         2,663         0         1,737         0         0,0%         0         0,0%         0           Ore         31         2,663         1         1,737         0         0,0%         0         0,0%         0           Ore         31         2,663         1         1,737         0         0,0%         0         0,0%         0           File Driving         31<
Information Processing & Retrieval Equipment & Systems       31       2,663       0       1,737       0       0.0%       0       0.0%       0         Maps - Publishers & Distributors       31       2,663       23       240       12       52.2%       11       47.8%       0         Motion Picture Film Editing       31       2,663       0       1,737       0       0.0%       0       0.0%       0         Musical Instruments - Rental       31       2,663       0       1,737       0       0.0%       0       0.0%       0         Oil Additives - Manufacturers & Distributors       31       2,663       0       1,737       0       0.0%       0       0.0%       0         Ore       31       2,663       10       436       3       30.0%       7       70.0%       0         Pile Driving       31       2,663       7       540       4       57.1%       3       42.9%       0         Sleep Disorders - Sleep Apnea       31       2,663       3       837       3       100.0%       0       0.0%       0
Maps - Publishers & Distributors     31     2,663     23     240     12     52,2%     11     47,8%     0       Motion Picture Film Editing     31     2,663     0     1,737     0     0.0%     0     0.0%     0       Musical Instruments - Rental     31     2,663     0     1,737     0     0,0%     0     0,0%     0       Oil Additives - Manufacturers & Distributors     31     2,663     0     1,737     0     0,0%     0     0     0,0%     0       Ore     31     2,663     10     436     3     30,0%     7     70,0%     0       Pile Driving     31     2,663     7     540     4     57,1%     3     42,9%     0       Sleep Disorders - Sleep Apnea     31     2,663     3     837     3     100,0%     0     0,0%
Motion Picture Film Editing     31     2,663     0     1,737     0     0.0%     0     0.0%     0       Musical Instruments - Rental     31     2,663     0     1,737     0     0.0%     0     0.0%     0       Oil Additives - Manufacturers & Distributors     31     2,663     0     1,737     0     0.0%     0     0.0%     0       Ore     31     2,663     10     436     3     30.0%     7     70.0%     0       Pile Driving     31     2,663     7     540     4     57.1%     3     42.9%     0       Sleep Disorders - Sleep Apnea     31     2,663     3     837     3     100.0%     0     0.0%     0
Musical Instruments - Rental         31         2,663         0         1,737         0         0,0%         0         0,0%         0           Oil Additives - Manufacturers & Distributors         31         2,663         0         1,737         0         0,0%         0         0,0%         0           Ore         31         2,663         10         436         3         30,0%         7         70,0%         0           Pile Driving         31         2,663         7         540         4         57,1%         3         42,9%         0           Sleep Disorders - Sleep Apnea         31         2,663         3         837         3         100,0%         0         0,0%         0
Oil Additives - Manufacturers & Distributors         31         2,663         0         1,737         0         0.0%         0         0.0%         0           Ore         31         2,663         10         436         3         30.0%         7         70.0%         0           Pile Driving         31         2,663         7         540         4         57.1%         3         42.9%         0           Sleep Disorders - Sleep Apnea         31         2,663         3         837         3         100.0%         0         0.0%         0
Ore         31         2,663         10         436         3         30.0%         7         70.0%         0           Pile Driving         31         2,663         7         540         4         57.1%         3         42.9%         0           Sleep Disorders - Sleep Apnea         31         2,663         3         837         3         100.0%         0         0.0%         0
Pile Driving         31         2,663         7         540         4         57.1%         3         42.9%         0           Sleep Disorders - Sleep Apnea         31         2,663         3         837         3         100.0%         0         0.0%         0
Sleep Disorders - Sleep Apnea         31         2,663         3         837         3         100.0%         0         0,0%         0
Templates 31 2,663 1 1,213 0 0.0% 1 100.0% 0
Toy Manufacturers Supplies 31 2,663 33 172 20 60,6% 13 39,4% 0
Typewriters 31 2,663 2 980 1 50,0% 1 50,0% 0
Video Equipment - Supplies & Parts 31 2,663 0 1,737 0 0,0% 0 0,0% 0
Amusement Devices 30 2,681 2 980 2 100,0% 0 0,0% 0
Autograph Dealers 30 2,681 22 248 18 81.8% 4 18.2% 0
Biological Products 30 2,681 0 1,737 0 0.0% 0 0.0% 0
Birth Control Information Centers 30 2,681 2 980 2 100.0% 0 0.0% 0
Concrete Removal 30 2,681 0 1,737 0 0,0% 0 0,0% 0
Cylinders - Air & Hydraulic 30 2,681 0 1,737 0 0,0% 0 0,0% 0
Fire Department Equipment & Supplies 30 2,681 3 837 2 66.7% 1 33.3% 0
Grain Brokers 30 2,681 1 1,213 1 100.0% 0 0.0% 0
Hardware Consultants 30 2,681 0 1,737 0 0,0% 0 0,0% 0
Rust Preventatives & Removers 30 2,681 4 717 3 75.0% 1 25.0% 0
Sprinkler Supervisory Service         30         2,681         2         980         0         0.0%         2         100.0%         0
Zoos 30 2,681 86 83 66 76.7% 20 23.3% 0
Acid Proof Equipment & Materials 29 2,693 5 640 1 20,0% 4 80,0% 0
Bags - Paper 29 2,693 9 465 5 55.6% 4 44.4% 0
Boutique - Battling Cancer Related Products 29 2,693 10 436 6 60.0% 4 40.0% 0
Consultants - Social Media         29         2,693         3         837         1         33.3%         2         66.7%         0
Crisis Intervention Service         29         2,693         1         1,213         1         100.0%         0         0.0%         0
Disposable Products 29 2,693 0 1,737 0 0.0% 0 0.0% 0
Drapery & Curtain Fabric - Wholesale & Manufacturers         29         2,693         0         1,737         0         0.0%         0         0.0%
Fiber Glass Fabricators 29 2,693 0 1,737 0 0.0% 0 0.0% 0
Fiber Optics 29 2,693 0 1,737 0 0.0% 0 0.0% 0
Geologists 29 2,693 0 1,737 0 0.0% 0 0.0% 0
Home Electronics - Designers 29 2,693 5 640 4 80.0% 1 20.0% 0
Horse Breeders 29 2,693 2 980 0 0.0% 2 100.0% 0
Hospitality 29 2,693 0 1,737 0 0.0% 0 0.0% 0
Lotteries - State 29 2,693 1 1,213 1 100.0% 0 0.0% 0
Rubber Bands 29 2,693 0 1,737 0 0.0% 0 0.0% 0
Sales & Order Books 29 2,693 1 1,213 1 100.0% 0 0.0% 0
Starters - Engine 29 2,693 0 1,737 0 0.0% 0 0.0% 0
Telecommunication Design         29         2,693         0         1,737         0         0.0%         0         0.0%         0
Wine Cellars 29 2,693 0 1,737 0 0.0% 0 0.0% 0
Acoustical Consultants 28 2,712 0 1,737 0 0,0% 0 0,0% 0
Aromatherapy & Essential Oils 28 2,712 3 837 3 100.0% 0 0.0% 0

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Broom Manufacturers Equipment & Supplies	28	2,712	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dairy Equipment & Supplies	28		0	1,737	0	0.0%	0	0.0%	0	0.0%
Embroideries - Uniform	28		0	1,737	0	0.0%	0	0.0%	0	0.0%
Hair Curlers	28		1	1,213	1	100.0%	0	0.0%	0	0.0%
Landscape Lighting	28		1	1,213	1	100.0%	0	0.0%	0	0.0%
Lighting Equipment - Emergency	28	,	3	837	2	66.7%	1	33,3%	0	0.0%
Merchandise Brokers	28	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Odor Neutralizer	28		0	1,737	0	0.0%	0	0.0%	0	0.0%
Pub Food	28		0	1,737	0	0.0%	0	0.0%	0	0.0%
Smelters & Refiners - Precious Metals	28		16	323	4	25.0%	12	75.0%	0	0.0%
Social Media	28	,	4	717	1	25.0%	3	75.0%	0	0.0%
Aircraft Dealers	27			1,737	0	0.0%	0	0.0%	0	0.0%
Basketball Clubs	27	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bridge Builders	27		0	1,737	0	0.0%	0	0.0%	0	0.0%
Charity - Human Services (i.e. assistance to individuals & families)	27	, -	1	1,213	1	100.0%	0	0.0%	0	0.0%
Filing Equipment, Systems & Supplies	27		11	410		45.5%	6	54.5%	0	0.0%
Foods - Dehydrated & Freeze-Dried	27	, -	7	540	5		2	28.6%	0	
Gun Safety & Marksmanship Instruction	27		1	1,213	5	71.4%			0	0.0%
Loan Servicing	27	, -	1	1,737	0	0.0%	1	100.0%	0	0.0%
Loan Servicing Mirrors - Resilver	27		25	1,/3/	14	0.0%	0		0	0.0%
		, -	25	1,737	14	56.0%	8	32.0%	3	12.0%
Mushrooms  Characteristic December Consists	27		0		0	0.0%	0	0.0%	0	0.0%
Photographic Research Service	27		U	1,737	U	0.0%	0	0.0%	0	0.0%
Poultry - Wholesale	27		0	1,737 980	0	0.0%	0	0.0%	0	0.0%
Ski Tours	27		2		2	100.0%	0	0.0%	0	0.0%
Thermocouples	27	, -	1	1,213	1	100.0%	0	0.0%	0	0.0%
Water & Sewer Line Protection	27	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Artists Agents	26		139	50	77	55.4%	55		7	5.0%
Blankets	26		0	1,737	0	0.0%	0	0.0%	0	0.0%
Boxing Gym	26		5	640		40.0%	3	60.0%	0	0.0%
Court Reporters	26		27	205	26	96.3%	1	3.7%	0	0.0%
Dietitians	26	, ,	3	837	3	100.0%	0	0.0%	0	0.0%
Electric Motor Controls - Wholesale & Manufacturers	26		0	1,737	0	0.0%	0	0.0%	0	0.0%
Event Planners - Corporate	26		1	1,213	0	0.0%	1	100.0%	0	0.0%
Game - Birds, Venison	26	, ,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Golf Course Construction	26	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Layouts - Office, Factory	26	, ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Medical Imaging Services	26	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Online Shipping Broker	26		2	980	2	100.0%	0	0.0%	0	0.0%
Ski Equipment - Wholesale & Manufacturers	26		1	1,213	1	100.0%	0	0.0%	0	0.0%
Soil Conditioners	26		0	1,737	0	0.0%	0	0.0%	0	0.0%
Store Fronts	26	, ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Water Wells - Inspection	26		0	1,737	0	0.0%	0	0.0%	0	0.0%
X-Ray Labs - Medical & Dental	26	_,	2	980	0	0.0%	1	50.0%	1	50.0%
Access Control Systems	25	2,757	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Paint - Mobile	25	2,757	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bottlers Equipment & Supplies	25	2,757	8	499	7	87.5%	1	12.5%	0	0.0%
Cable Splicing	25	2,757	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cement - Retail	25	2,757	0	1,737	0	0.0%	0	0.0%	0	0.0%
Commercial Blueprint Design	25	2,757	0	1,737	0	0.0%	0	0.0%	0	0.0%
Concrete Mixers	25	2,757	1	1,213	1	100.0%	0	0.0%	0	0.0%
Consultants - Automobile Purchase	25	2,757	1	1,213	1	100.0%	0	0.0%	0	0.0%
Door-to-Door Sales - Cleaning Supplies	25		0	1,737	0	0.0%	0	0.0%	0	0.0%
Electric Power Line Construction	25		478	12	264	55.2%	190	39.7%	24	5.0%
Electrostatic Painting	25		2	980		0.0%	2	100.0%	0	0.0%
Environmental Testing & Consulting	25		11	410	9	81.8%	2	18.2%	0	0.0%
Etched Products - Metal, Glass	25	, -	8	499	5	62.5%	3	37.5%	0	0.0%
Insurance - Long Term Care	25		0	1,737	0	0.0%	0	0.0%	0	0.0%
Office Equipment	25		0	1,737	0	0.0%	0	0.0%	0	0.0%
Photo Retouching	25		0	1,737	0	0.0%	0	0.0%	0	0.0%
		2,131	Ū	1,, 3,	ı	0.0%	·	0.0%		0.070

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Picture Restoring	25	2,757	2	980	2	100.0%	0	0.0%	0	0.0%
Shot Peening	25		0	1,737	0	0.0%	0	0.0%	0	0.0%
Sump Pump Contractors	25	, -	1	1,213	0	0.0%	1	100.0%	0	0.0%
Underground Sprinkler Lawn Sprinkler Parts	25	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Aircraft Upholsterers	24		0	1,737	0	0.0%	0	0.0%	0	0.0%
Antiques - Reproductions	24	,	37	150	22	59.5%	15	40.5%	0	0.0%
Boat Lifts	24	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Carpet & Rug Weavers	24	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Compactors - Waste - Household - Dealers	24	,	3	837	3	100.0%	0	0.0%	0	0.0%
Contractors - Acoustical Ceiling	24		1	1,213	1	100.0%	0	0.0%	0	0.0%
Costume Fabrics, Trim & Accessories	24	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dating Service - Online	24		0	1,737	0	0.0%	0	0.0%	0	0.0%
Dentist - Periodontist	24	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
E-Mail Marketing	24		4	717	3	75.0%	1	25.0%	0	0.0%
Fashion Show Producers	24	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fur Finishers & Liners	24		0	1,737	0	0.0%	0	0.0%	0	0.0%
Livestock Hauling	24	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Machinery Movers & Erectors	24		16	323	13	81.3%	3	18.8%	0	0.0%
Mausoleums	24	,	1	1,213	1	100.0%	n	0.0%	n	0.0%
Midwives	24		1	1,213	1	100.0%	n	0.0%	n	0.0%
Mirrors - Manufacturers Supplies	24	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Nautical Instruments	24		n	1,737	0	0.0%	0	0.0%	0	0.0%
Pipe Lining & Coating	24	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Radar Equipment	24	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sandwiches	24		4	717	2	50.0%	2	50.0%	0	0.0%
Sawmills	24	,		1,737	0	0.0%	0	0.0%	0	0.0%
Schools - Academic - College Preparatory	24	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shoe Findings & Supplies	24		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tarps	24	_,	1	1,213	1	100.0%	0	0.0%	0	
Aircraft Engines	23	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bakers Supplies	23		0	1,737	0	0.0%	0	0.0%	0	
Ballroom Dance Instruction	23	,	4	717	2	75.0%	1	25.0%	0	0.0%
Beauty Pageants	23		134	53	126	94.0%	7	5.2%	1	0.0%
Compressors - Repair	23	,	7	540	7	100.0%	,	0.0%	1	
Lie Detection Service	23		,	1,737	,	0.0%	0	0.0%	0	0.0%
Nuts - Edible	23	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Road Building Equipment	23		0	1,737	0	0.0%	0	0.0%	0	0.0%
Rubber Products	23		0	1,737	0	0.0%	0	0.0%	0	0.0%
Sanitation Consultants	23		0	1,737	0	0.0%	0	0.0%	0	0.0%
Seminar Marketing	23		0	1,737	0	0.0%	0	0.0%	0	0.0%
Snow Melting Systems	23		0	1,737	0		0		0	
Thermal Remediation	23		0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Bankruptcy	23		1	1,737	1	100.0%	0	0.0%	0	0.0%
Bedspreads - Retail	22		1	1,737	1	0.0%	0	0.0%	0	
Brass Fabricators	22		0	1,737	0	0.0%	0	0.0%	0	0.0%
Canvas - Wholesale & Manufacturers	22		19	283	14	73.7%		26.3%	0	0.0%
Closures - Industrial - Protective	22		19	1,737	14	0.0%	5	26.3%	0	0.0%
Customs Consultant  Customs Consultant	22		0	1,737	0		0		0	
Driving Training Equipment	22		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fans - Industrial & Commercial	22		- 0	1,/3/	0	0.0%	1	0.0%	0	0.0%
Horse Dealers	22		1	717	2	0.0%	1	100.0%	0	0.0%
Import Representatives	22		4	1,737	3	75.0%	1	25.0% 0.0%	0	0.0%
Import Representatives Inks - Writing & Marking	22		0	1,737	0	0.0%	0		0	0.0%
			0			0.0%	0	0.0%	0	0.0%
Labels - Plastic, Metal, Foil	22		20	267	15	75.0%	3	15.0%	2	10.0%
Online Event Registration	22		1	1,213	1	100.0%	0	0.0%	0	0.0%
Pet Clothing Designer	22		0	1,737	17	0.0%	0	0.0%	0	0.0%
Plants - Wholesale	22		20	267	17	85.0%	3	15.0%	0	0.0%
Professional Organizations	22		6	583	5	83.3%	1	16.7%	0	0.0%
Renovation Inspection	22	2,815	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Screen Manufacturers Equipment & Supplies	22	Inquiries 2,815	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Souvenirs - Wholesale & Manufacturers	22		1	1,213	0	0.0%	1	100.0%	0	0.0%
Spray On Siding	22	,	13	372	6	46.2%	-	46.2%	1	7.7%
Tilling	22	,	0	1,737		0.0%	0	0.0%	0	0.0%
Tire Changing Equipment	22	2,815	1	1,213	1	100.0%	0	0.0%	0	0.0%
Truck Painting & Lettering	22		- 1	1,737	0	0.0%	0	0.0%	0	0.0%
Vehicle Graphics	22		1	1,213	0	0.0%	1	100.0%	0	0.0%
Auto Service Contract Companies	21			1,737	0	0.0%	1	0.0%	0	0.0%
Breastfeeding Supplies & Information	21	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Columns	21	, , , , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Hauling	21	,	12		. 12	100.0%	0	0.0%	0	0.0%
Die Cutting	21		- 12	1,737		0.0%	0	0.0%	0	0.0%
Electrical Power Systems (Residential & Commercial) - Backup Systems	21	,	0	1,737		0.0%	0	0.0%	0	0.0%
Furniture Repair & Refinish Supplies	21		0	1,737		0.0%	0	0.0%	0	0.0%
Kickboxing	21	,	0	1,737	0	0.0%		0.0%	0	0.0%
Knife Sharpening Devices	21		- 0	980	0	0.0%	1	50.0%	1	50.0%
	21	,		1,737	0				1	
Leather Clothing - Wholesale & Manufacturers Picture Frames - Manufacturers Supplies	21	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
	21	,	0	1,737	1	0.0%	- 0	0.0%	0	0.0%
Powder Processing - Industrial Pumping Contractors			0	1,737	0		- 0	0.0%	0	0.0%
Pumping Contractors  Racquetball Courts - Public	21		0	1,737	0	0.0%	0	0.0%	0	0.0%
Savings & Loan Associations				1,737	0	0.0%	0	0.0%	0	0.0%
	21		5			40.0%	1	20.0%	2	40.0%
Tubing - Metal	21	,	0	1,737 583	0	0.0%	0	0.0%	0	0.0%
Wire Products	21	,			3	50.0%	1	16.7%	2	33.3%
Aircraft & Aircraft Equipment - Testing	20	,	1	1,213	1	100.0%	U	0.0%	0	0.0%
Carpet & Rug Renting	20	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet Layers Equipment & Supplies	20	,	4	717 583		75.0%	1	25.0%	0	0.0%
Door-to-Door Sales - Magazines	20	-,000	6			0.0%	1	16.7%	5	83.3%
Embroidery Supplies	20	,	1	1,213		0.0%	1	100.0%	0	0.0%
Fishing Tackle - Repair & Parts	20	,	183			86.3%	21		4	2.2%
Geographers	20	,	12			33.3%	8	66.7%	0	0.0%
Glass Board - Up Service	20	,	- 8	499		62.5%	3	37.5%	0	0.0%
Government - US.	20	,	1	1,213		100.0%	0	0.0%	0	0.0%
Government Grant Services	20		1	1,213	1	100.0%	0	0.0%	0	0.0%
Hair Ornaments	20	-,000	0	1,737	0	0.0%	0	0.0%	0	0.0%
Leak Detecting Instruments	20		0	1,737	0	0.0%	0	0.0%	0	0.0%
Meeting Management	20	-,000	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paint Manufacturing Equipment & Materials	20		0	1,737	0	0.0%	0	0.0%	0	0.0%
Referral - Contractor	20		1	1,213	1	100.0%	0	0.0%	0	0.0%
Sculptors	20		0	1,737	0	0.0%	0	0.0%	0	0.0%
SemiConductor Devices	20		0	1,737		0.0%	0	0.0%	0	0.0%
Statistical Service	20		0	1,737		0.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Industrial & Commercial	20		4	717		75.0%	1	25.0%	0	0.0%
Armored Car Manufacturing	19		2	980		50.0%	1	50.0%	0	0.0%
Cams - Grinding & Cutting	19		5	640		40.0%	3	60.0%	0	0.0%
Cylinders - Gas	19		0	1,737	0	0.0%	0	0.0%	0	0.0%
Electric Switchboards	19		0	1,737	0	0.0%	0	0.0%	0	0.0%
Flashers - Electric	19		0	1,737		0.0%	0	0.0%	0	0.0%
Grain Elevators - Equipment & Supplies	19		32	177		75.0%	8	25.0%	0	0.0%
Knitting Instruction	19		13			61.5%	3	23.1%	2	15.4%
Money Order Systems	19	,	1	1,213		100.0%	0	0.0%	0	0.0%
Photographers - Pet	19		1	1,213	1	100.0%	0	0.0%	0	0.0%
Plastics - Vacuum, Pressure, Thermoform	19	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Quickbooks Training & Support	19		0	1,737		0.0%	0	0.0%	0	0.0%
Soy Bean Products	19		3	837	2	66.7%	1	33.3%	0	0.0%
Traffic Engineers & Planning Service	19		0	1,737	0	0.0%	0	0.0%	0	0.0%
Weaving Supplies & Equipment	19		0	1,737	0	0.0%	0	0.0%	0	0.0%
Boat Launching	18	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Buttons - Manufacturers Equipment & Supplies	18	2,889		583						0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Chess Instruction	18	Inquiries 2,889	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Culverts	18		3	837	2	66.7%	1	33.3%	0	0.0%
Draperies - Wholesale & Manufacturers	18	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Fur Storage	18	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Indian Goods	18		1	1,213	0	0.0%	1	100.0%	0	0.0%
Interior Designers - Registered/Licensed	18	_,000	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jewelry Engravers	18	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Library Research Service	18	, , , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Linings - Clothing	18	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Murals	18	, , , , , ,	7	540	3	42.9%	4	57.1%	0	0.0%
Noise Control Consultants	18	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ovens - Bakers	18		1	1,213	1	100.0%	0	0.0%	0	0.0%
Paper & Plastic Cups, Containers	18	_,000	0	1,737	0	0.0%	0	0.0%	0	0.0%
Plastics - Scrap	18	, , , , , ,	9	465	5	55.6%	4	44.4%	0	0.0%
Preserves, Jams & Jellies	18	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Programmed Instruction	18		0	1,737	0	0.0%	0	0.0%	0	0.0%
Sand & Gravel Handling Equipment	18	,	2	980	1	50.0%	1	50.0%	n	0.0%
Scoreboards	18		0	1,737	0	0.0%	1	0.0%	0	0.0%
Stenographers - Public	18	,	10	436	7	70.0%	3	30.0%	n	0.0%
Tapes - Industrial	18	, , , , , ,	1	1,213	'n	0.0%	1	100.0%	n	0.0%
Trap & Skeet Ranges	18	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Typewriters - Supplies & Attachments	18	,	n	1,737	n	0.0%	n	0.0%	n	0.0%
Baseball Clubs	17	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Bath Liners	17		14	349	8	57.1%	5	35.7%	1	7.1%
Cable & Wire Harness Assembly	17		0	1,737	0	0.0%	0	0.0%	0	0.0%
Candy & Confectionery Brokers	17	,	15	327	7	46.7%	6	40.0%	2	13.3%
Clocks - Wholesale & Manufacturers	17	,	36	156	24	66.7%	10	27.8%	2	5.6%
Computers - Programming	17	,	11	410	4	36.4%	7	63.6%	0	0.0%
Disabled Person Assistance	17	,	0	1,737	. 0	0.0%	,	0.0%	0	0.0%
Dry Cleaners - Self Service	17	,	1	1,213	0	0.0%	0	0.0%	1	100.0%
Foundry Equipment & Supplies	17	,	0	1,737	0	0.0%	0	0.0%	1	0.0%
Furniture Assembly Services	17	,	3	837	3	100.0%	0	0.0%	0	0.0%
Lifts/Elevators - In Home	17		0	1,737	0	0.0%	0	0.0%	0	0.0%
Plastics - Machinery & Equipment	17	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Septic Tanks & Systems Wholesale & Manufacturers	17		0	1,737	0	0.0%	0	0.0%	0	0.0%
Steel Processing	17	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telegrams - Novelty	17		0	1,737	0	0.0%	0	0.0%	0	0.0%
Transmissions - Truck, Tractor	17	_,	2	980	2	100.0%	0	0.0%	0	0.0%
Valet Service	17		0	1,737	0	0.0%	0	0.0%	0	0.0%
Water/Pool Heating - Solar	17		5	640	4	80.0%	1	20.0%	0	0.0%
Window Shades - Cleaning & Repair	17		1	1,213	0	0.0%	1	100.0%	0	0.0%
Anodizing	16		39	1,213	25	64.1%	14	35.9%	0	0.0%
Awards - Production & Engraving	16		33	837	23	66.7%	17	0.0%	1	33.3%
Beer Dispensing & Cleaning Equipment - Repair	16		17	312	13	76.5%	4	23.5%	0	0.0%
Cheerleading Instruction	16		19	283	14	73.7%	5	26.3%	0	0.0%
Design & Build Contractor	16		15	1,737	14	0.0%	0	0.0%	0	0.0%
Equine Therapy	16		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fans - Household	16		1	1,213	0	0.0%	0	0.0%	1	100.0%
Flood Control Equipment	16		n	1,737	0	0.0%	0	0.0%	1	0.0%
Leak Detection	16		1	1,213	1	100.0%	0	0.0%	0	0.0%
Lumber Inspectors	16		n	1,737	0	0.0%	0	0.0%	0	0.0%
Oil Well Drilling Mud & Additives	16	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pens & Pencils - Retail	16		0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Kenneling Services	16	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pottery Equipment & Supplies	16		0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate - Industrial	16		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tanks - Used	16		0	1,737	0		0	0.0%	0	
Television & Radio - Rent & Lease	16		0	1,737	0	0.0%	0		0	0.0%
Water Wells - Pumps Sales & Service	16	,	2	837	2	0.0%	0	0.0%	0	0.0%
mater mens - rumps sales a service	16	2,932	3	63/	L 3	100.0%	U	0.0%	L 0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Water Works Equipment & Supplies	16	Inquiries 2,932	. 0	Complaint 1,737	. 0	0.0%	. 0	0.0%	. 0	0.0%
Window Tinting & Coating - Residential	16		0	1,737	0	0.0%	0	0.0%	0	0.0%
Word Processing Service	16	,	3	837	3	100.0%	0	0.0%	0	0.0%
Yarn - Wholesale & Manufacturers	16	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Mobile	15	-,	2	980	1	50.0%	1	50.0%	0	0.0%
Axles	15	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Beauty Supplies & Equipment Repair	15	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Coin & Bill Count, Sort, Wrap Machines	15	, , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consultants - Medical	15	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Crankshaft Grinding	15	, , , , ,	17	312	9	52.9%	7	41.2%	1	5.9%
Door Closers & Checks	15	,	0	1,737	0	0.0%		0.0%	0	0.0%
Drafting Equipment & Supplies	15		0	1,737	0	0.0%	0	0.0%	0	0.0%
Explosives	15	,	5	640	4	80.0%	1	20.0%	0	0.0%
Geophysical Apparatus	15	, , , , ,	0	1,737	. 0	0.0%	0	0.0%	0	0.0%
Insurance - Marine	15	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Interior Decorators & Designers - Workroom	15		1	1,213	1	100.0%	0	0.0%	0	0.0%
Linings - Plastic, Membrane	15	,	n	1,737	0	0.0%	0	0.0%	0	0.0%
Motel & Hotel Equipment & Supplies	15		5	640	3	60.0%	2	40.0%	0	0.0%
Motion Picture Special Effects	15	,	0	1,737	0	0.0%	2	0.0%	0	0.0%
Motorcycle Sales - Consignments	15	, , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Outplacement Consultants	15	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Rent & Lease	15		0	1,737	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Wholesale & Manufacturers	15	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Silks - Wholesale & Manufacturers	15	,	2	980	1	50.0%	1	50.0%	0	0.0%
Theatrical Managers & Producers	15		0	1,737	0	0.0%	1	0.0%	0	0.0%
Tractor Rent & Lease	15	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Vibration Control	15		26	211	16	61.5%	10	38.5%	0	0.0%
Aquariums - Lease & Maintenance	14	,	0	1,737	0	0.0%	10	0.0%	0	0.0%
Artificial Limbs	14	_,	6	583	4	66.7%	2	33.3%	0	0.0%
Astronomical Instruments	14	,-	0	1,737		0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Patent	14	_,	5	640	4	80.0%	1	20.0%	0	0.0%
Birth Centers	14	,-	3	837		33.3%	2	66.7%	0	0.0%
Brand Development	14		0	1,737	0	0.0%	0	0.0%	0	0.0%
Brick - Used	14	,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chemists - Manufacturers	14		2	980	1	50.0%	1	50.0%	0	0.0%
Diving & Marine Services	14	,-	0	1,737	0	0.0%	1	0.0%	0	0.0%
Golf Course Equipment & Supplies	14		2	980	0	0.0%	1	50.0%	1	50.0%
Human Factors - Research & Development	14	_,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Metals - Clad	14		1	1,213	0	0.0%	1	100.0%	0	0.0%
Metaphysical Supplies & Service	14		0	1,737	0	0.0%	1	0.0%	0	0.0%
Nurses Schools	14		0	1,737	0	0.0%	0	0.0%	0	0.0%
Orchards	14		0	1,737	0	0.0%	0	0.0%	0	0.0%
Orchestras & Bands	14		1	1,213	0	0.0%	1	100.0%	0	0.0%
Pipe Thread Protector	14		0	465	6	66.7%	3	33.3%	0	0.0%
Polyethylene Materials & Products	14		n	1,737	0	0.0%	0	0.0%	0	0.0%
Radios - Citizen Band	14		5	640	5	100.0%	0	0.0%	0	0.0%
Railroads - Freight	14		6	583	1	16.7%	4	66.7%	1	16.7%
Ranges & Ovens - Dealers	14		1	1,213	0	0.0%	-	0.0%	1	100.0%
Referral - Auto Repair	14		n	1,737	0	0.0%	0	0.0%	1	0.0%
Soda Fountain Shops	14		2	980	2	100.0%	0	0.0%	0	0.0%
Stevedoring Contractors	14		4	717	3	75.0%	1	25.0%	0	0.0%
Street Cleaning	14	,-	0	1,737	0	0.0%	1	0.0%	0	0.0%
Theatrical Make-Up	14		0	1,737	0	0.0%	0	0.0%	0	0.0%
Typesetting	14	,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vessels - Pressure	14		7	540	4	57.1%	3	42.9%	0	0.0%
Waterbeds - Wholesale & Manufacturers	14		1	1,213	1	100.0%	3	0.0%	0	0.0%
Webbing	14		1	1,737	1		0	0.0%	0	
Wood Carving	14		0	1,737	0	0.0%	0		0	0.0%
Zoological Gardens	14	,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Zoorogical Gardens	14	2,9//	U	1,/3/	U	0.0%	U	0.0%	L 0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Badges	13	Inquiries 3,009	73	Complaint 95	65	89.0%	7	9.6%	1	1.4%
Bar Supplies	13	3,009	10	436	9	90.0%	1	10.0%	0	0.0%
Beer, Ale, Wine & Spirits Service	13	3,009	25	219	18	72.0%	6	24.0%	1	4.0%
Bounce Houses	13	3,009	5	640	3	60.0%	2	40.0%	0	0.0%
Buses - Repair & Service	13	3,009	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chains	13	3,009	0		0	0.0%	0	0.0%	0	0.0%
Clinics - Sleep Centers	13	3.009	1	1,213	1	100.0%	0	0.0%	0	0.0%
Clutches	13	3,009	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Water Conditioning	13	3,009	2	980	0	0.0%	2	100.0%	0	0.0%
Data Processing Equipment - Maintenance	13	3,009	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dry Goods - Retail	13	3,009	4	717	4	100.0%	0	0.0%	0	0.0%
Drying Equipment - Industrial	13	3,009	53		39	73.6%	9	17.0%	5	9.4%
Exhibit Design & Construction	13	3,009	4	717	2	50.0%	2	50.0%	0	0.0%
Farms - Organic	13	3,009	1	1,213	1	100.0%	0	0.0%	0	0.0%
Financial Consultants - No License Required	13	3.009	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gambling Machine Supplies and Services	13	3,009	0	1,737	0	0.0%	0	0.0%	0	0.0%
Government - Auctions & Job Listing Services	13	3,009	1	1,213	0	0.0%	1	100.0%	0	0.0%
Horse Transporting	13	3,009	4	717	4	100.0%	0	0.0%	n	0.0%
Music Arrangers & Composers	13	3,009	15		4	26.7%	11	73.3%	n	0.0%
Sewing Machines - Wholesale & Manufacturers	13	3,009	3	837	1	33.3%	2	66.7%	n	0.0%
Sterilizing Service	13	3,009	0	1,737	n	0.0%	0	0.0%	n	0.0%
Weaving & Mending	13	3,009	0	1,737	0	0.0%	0	0.0%	0	0.0%
Writer	13	3,009	0	1,737	0	0.0%	-	0.0%	0	0.0%
Asbestos & Asbestos Products	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bagels	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Barn Equipment	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Blacksmiths	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boating Instruction - Canoe & Kayak	12	3,032	2	980	2	100.0%	-	0.0%	0	0.0%
Bulldozers	12	3,032	1	1,213	1	100.0%	0	0.0%	0	0.0%
Campers - Rent & Lease	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Cleaning Equipment - Rental	12	3,032	8	499	6	75.0%	2	25.0%	0	0.0%
Chain Letters	12	3,032	1	1,213	1	100.0%	- 0	0.0%	0	0.0%
Clocks - Components	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Corsets & Girdles	12	3,032	0	1,737	0	0.0%	-	0.0%	0	0.0%
Countertops - Concrete	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Demographic Research	12	3,032	0		0	0.0%	-	0.0%	0	0.0%
Humidifying Apparatus	12	3,032	3	837	1	33.3%	2	66.7%	0	0.0%
Inspection Devices - Industrial	12	3,032	0	1,737	0	0.0%	-	0.0%	0	0.0%
Lawn Installation Service	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Minerals	12	3,032	0	1,737	0	0.0%	-	0.0%	0	0.0%
Photographic Color Prints & Trans.	12	3,032	1	1,213	1	100.0%	0	0.0%	0	0.0%
Pilot Car Service	12	3,032	0	1,737	0	0.0%	-	0.0%	0	0.0%
Plastics - Raw Materials, Powder, Liquid	12	3,032	0		0	0.0%	0	0.0%	0	0.0%
ServiceStation Supplies	12	3,032	0	1,737	0	0.0%	-	0.0%	0	0.0%
Tire Additives & Sealants	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Web Conferencing	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Baseball Batting Ranges	11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boutique Items - Wholesale & Manufacturers	11	3,055	0	1,737	0	0.0%	-	0.0%	0	0.0%
Boxes - Paper	11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Business Credit Builder	11	3,055	2	980	1	50.0%	1	50.0%	n	0.0%
Charity - Children & Youth	11	3,055	0	1,737	0	0.0%	0	0.0%	n	0.0%
Craft Instruction	11	3,055	0		0	0.0%	0	0.0%	۸	0.0%
Die Castings	11	3,055	n	1,737	0	0.0%	0	0.0%	0	0.0%
Dredging	11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drilling - Geothermal	11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Economic Research & Analysis	11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Flag Poles	11	3,055	0	1,737	0		0		0	
Floors - Laminate	11	3,055	1	1,737	1	0.0% 100.0%	0	0.0%	0	0.0%
Grain Elevators	11	3,055	0		1		0		0	0.0%
Grain Elevators	11	3,055	U	1,/3/	U	0.0%	U	0.0%	U	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Hardwood Floor Maintenance	11	3,055	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Heating & Cooling Demolition	11		0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance Inspection & Audits	11	-,	4	717	2	50.0%	1	25.0%	1	25.0%
Landscaping Clean-Up - Spring & Fall	11		0	1,737	0	0.0%	0	0.0%	0	0.0%
Lapidary Equipment & Supplies	11	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Literary Agents	11	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oils - Vegetables	11	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Outfitters	11		1	1,213	1	100.0%	0	0.0%	0	0.0%
Parapsychologists	11	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pianos - Parts	11		17	312	8	47.1%	9	52.9%	0	0.0%
Plastics - Research & Consulting	11		4	717	1	25.0%	3	75.0%	0	0.0%
Publishers Representatives	11		0	1,737	0	0.0%	0	0.0%	0	0.0%
Raft Trips & Tours	11	-,	4	717	1	25.0%	3	75.0%	0	0.0%
Sculptors Equipment & Supplies	11		32	177	27	84.4%	5	15.6%	0	0.0%
Surveyors - Aerial	11	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tape Recorders - Sound - Service & Repair	11		0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Refrigeration Equipment	11	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tube Bending & Fabricating	11		5	640	4	80.0%	0	0.0%	1	20.0%
Vacuum Cleaning - Industrial	11		1	1,213	n	0.0%	1	100.0%	0	0.0%
Wall Cleaning	11		13	372	10	76.9%	3	23.1%	0	0.0%
Wheel Align, Frame & Axle Service Equipment & Supplies	11	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Yogurt	11		0	1,737	0	0.0%	0	0.0%	0	0.0%
Aircraft Cleaning	10	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Estate Planning	10	-,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Blood Banks & Centers	10		10	436	7	70.0%	3	30.0%	0	0.0%
Booths - Toll, Parking	10	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Coin Cards	10		0	1,737	0	0.0%	0	0.0%	0	0.0%
Data Processing Equipment	10	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Employment Service - Government, Co, Fraternal	10	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Engineers - Environmental	10	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Grease Traps	10	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insulation Materials - Electric	10	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Rental	10		8	499	2	25.0%	2	25.0%	4	50.0%
Japanese Food Products	10	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Labeling Equipment	10		0	1,737	0	0.0%	0	0.0%	0	0.0%
Lithographers	10		2	980	1	50.0%	1	50.0%	0	0.0%
Medical Tourism	10		8	499	5	62.5%	3	37.5%	0	0.0%
Modular/Mobile Home - Foundation Services	10		0	1,737	0	0.0%	0	0.0%	0	0.0%
Nursing Home Information & Referral	10		0	1,737	0	0.0%	0	0.0%	0	0.0%
Plastics - High Pressure Laminates	10		0	1,737	0	0.0%	0	0.0%	0	0.0%
Safe & Vault Movers	10		0	1,737	0	0.0%	0	0.0%	0	0.0%
Screening - Background & Employment	10		0	1,737	0	0.0%	0	0.0%	0	0.0%
Steam Specialties	10		0	1,737	0	0.0%	0	0.0%	0	0.0%
Steel - Used	10	-,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Airport Equipment & Supplies	9	3,112	7	540	7	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Litigation	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Backflow Testing	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Binders - Loose Leaf	9	3,112	3	837	3	100.0%	0	0.0%	0	0.0%
Check Cashing Protection Systems	9	3,112	1	1,213	1	100.0%	0	0.0%	0	0.0%
City & Town Planners	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Coatings - Powder	9	3,112	1	1,213	0	0.0%	1	100.0%	0	0.0%
Consultant - Strategic Planning	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Employment Service - Administrative Assistant	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fiber Glass Products	9	3,112	3	837	2	66.7%	0	0.0%	1	33.3%
Gratings	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hosiery - Retail	9	3,112	76	91	63	82.9%	13	17.1%	0	0.0%
Ice Cream Cone Manufacturers & Distributors	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ice Cream Freezers	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Metal Cleaning	9	3,112	4	717	4	100.0%	0	0.0%	0	0.0%
		3,112		, 17		100.0%		0.0%		0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Motion Picture Representatives	9	3,112	6	583	4	66.7%	2	33.3%	0	0.0%
Name Plates	9	3,112	10	436	7	70.0%	2	20.0%	1	10.0%
Plumbing Fixtures, Parts, Supplies - Used	9	3,112	3	837	3	100.0%	0	0.0%	0	0.0%
School Information	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Show Cases	9	3,112	3	837	3	100.0%	0	0.0%	0	0.0%
Tapes - Sound - Dealers	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Bedliner - Spray On	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Weed Control Equipment & Supplies	9	3,112	5	640	3	60.0%	2	40.0%	0	0.0%
Behavioral Education Services	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bibles	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Burial Vaults	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Camping Equipment - Renting	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Caps - Wholesale & Manufacturers	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Carburetors	8	3,135	11	410	8	72.7%	2	18.2%	1	9.1%
Chimney Cleaning Equipment & Supplies	8	3,135	1	1,213	1	100.0%	0	0.0%	0	0.0%
Chiropractors Equipment & Supplies	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Concrete Patching Compounds	8	3,135	n	1,737	n	0.0%	n	0.0%	n	0.0%
Contractor - Tile Roofing	8	3,135	n	1,737	n	0.0%	n	0.0%	n	0.0%
Cryogenics	Q Q	3,135	n	1,737	0	0.0%	n	0.0%	0	0.0%
Electronic Product Waste Management & E Waste Services	R	3,135	n	1,737	0	0.0%	0	0.0%	0	0.0%
Gas Plant Equipment	ρ	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Genealogists	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Geologists Supplies		3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Glass Circles & Specialty Shapes		3,135	0	1,737	0		0		0	
Glassware Decorators		3,135	1	1,213	1	0.0%	0	0.0%	0	0.0%
Ground Maintenance			37	1,213	14	100.0%	12		11	0.0%
Lead Products	0	3,135	3/	1,737	14	0	12	32.4%	11	
Loans - Farm & Ranch		3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Manufactured Offices & Commercial Units	0	3,135 3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Metal Stamping			0	1,737	0	0.0%	0	0.0%	0	0.0%
	0	3,135 3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Perforating Machines Pool Tables Sales		3,135	13	372	7	0.0%	4	0.0%	3	0.0%
Recreational Vehicles - Transportation	0		13	1,737	,	53.8%	4	30.8%	2	15.4%
,	0	3,135	0	980	0	0.0%	1	0.0%	0	0.0%
Resident Buyers  Road Olling & Dust Control	0	3,135	- 2	100	54	50.0%	12	50.0%	0	0.0%
Robots	0	3,135	66 22	248		81.8%	12	18.2%	0	0.0%
Solar Energy Research & Development	8	3,135	14	349		100.0%	0	0.0%	0	0.0%
	0	3,135				57.1%	6	42.9%	0	0.0%
Table Tennis Equipment	8	3,135	37	150 837	28		8	21.6%	1	2.7%
Table Tops	8	3,135	3		U	0.0%	2	66.7%	1	33.3%
Tank Lining & Coating	8	3,135	0	1,737 980	0	0.0%	0	0.0%	0	0.0%
Television & Radio Broadcast Schools	8	3,135	2		2	100.0%	U	0.0%	0	0.0%
Tobacco Growers	8	3,135	1	1,213	1	100.0%	0	0.0%	0	0.0%
Truck Service & Repair - Mobile	8	3,135	3	837	1	33.3%	2	66.7%	0	0.0%
Washing Machines - Industrial	8	3,135	2	980	2	100.0%	0	0.0%	0	0.0%
Water Skiing Equipment & Supplies	8	3,135	24	229	24		0	0.0%	0	0.0%
Architects Supplies	7	3,172	1	1,213	1	100.0%	0	0.0%	0	0.0%
China & Crystal - Repair	7	3,172	4	717	2	50.0%	1	25.0%	1	25.0%
Concert Promoters & Consultants	7	3,172	1	1,213	1	100.0%	0	0.0%	0	0.0%
Coppersmiths	7	3,172	1	1,213	1	100.0%	0	0.0%	0	0.0%
Cupolas	7	3,172	1	1,213	1	100.0%	0	0.0%	0	0.0%
Debt Relief Education	7	3,172	8	499		87.5%	0	0.0%	1	12.5%
Deck Cleaning & Sealing	7	3,172	40	139	39		1	2.5%	0	0.0%
Diabetes Services & Supplies	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drying Service							23			0.0%
Educational Research	7	3,172	328	20		93.0%	23	7.0%	U	
Educational Research Electrotype Equipment & Supplies	7	3,172	225	32	221	93.0% 98.2%	4	7.0% 1.8%	0	0.0%
Educational Research Electrotype Equipment & Supplies Emergency Response Systems - Personal	7 7 7	3,172 3,172		32 118	221		4 0	1.8% 0.0%	0	
Educational Research Electrotype Equipment & Supplies	7 7 7 7	3,172	225	32	221 53 0	98.2% 100.0% 0.0%	4 0 1	1.8%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Fix-It Shops	7	Inquiries 3,172	1	Complaint 1,213	0	0.0%	1	100.0%	0	0.0%
Floor Machines - Repair	7	3,172	2	980	0	0.0%	0	0.0%	2	100.0%
Fumigation Services	7	3,172	306	22	250	81.7%	56	18.3%	0	0.0%
Grout Resurfacing & Repair	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Health Recording Service	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Heaters - Automotive	7	3,172	10		10	100.0%	0	0.0%	0	0.0%
Luggage Carriers	7	3,172	1	1,213	1	100.0%	0	0.0%	0	0.0%
Manufactured Homes - Equipment & Parts	7	3,172	3	837	1	33.3%	2	66.7%	0	0.0%
MRI (Magnetic Resonance Imaging)	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Nurserymen Equipment & Supplies	7	3,172	2	980	2	100.0%	0	0.0%	0	0.0%
Organic Soil Fertilizer	7	3,172	4	717	2	50.0%	2	50.0%	0	0.0%
Parties - Children	7	3,172	754	5	734	97.3%	18	2.4%	2	0.3%
Physicians & Surgeons - Anesthesiologists	7	3,172	8	499	5	62.5%	3	37.5%	0	0.0%
Posters	7	3,172	2	980	0	0.0%	1	50.0%	1	50.0%
Professional Fundraiser	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Propellers	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Reels	7	3,172	1	1,213	1	100.0%	n	0.0%	n	0.0%
Silverware Clean, Repair & Replate	7	3,172	2	980	2	100.0%	0	0.0%	0	0.0%
Sound Control Structures & Equipment	7	3,172	n	1,737	0	0.0%	0	0.0%	0	0.0%
Strapping & Strapping Equipment	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telephone Equipment & Systems Wholesale & Manufacturing	7	3,172	n	1,737	0	0.0%	0	0.0%	0	0.0%
Umbrellas	7	3,172	0		n	0.0%	0	0.0%	n	0.0%
Air Curtains & Screens	6	3,208	1	1,213	1	100.0%	0	0.0%	0	0.0%
Aircraft Rebuilding	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boxes - Specialty & Fancy	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Caulking Materials & Equipment	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cereals	6	3,208	3	837	3	100.0%	0	0.0%	0	0.0%
Charity - Health	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chemists - Analytical & Consulting	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Child Parent Development Centers	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cigars and Cigar Accessories	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Coatings - Vacuum Deposition	6	3,208	1	1,213	0	0.0%	1	100.0%	0	0.0%
Coin & Bill Change Machines	6	3,208	6	583	6	100.0%	0	0.0%	0	0.0%
Commercials - Radio & Television	6	3,208	1	1,213	1	100.0%	0	0.0%	0	0.0%
Computers - Cleaning Services	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Concrete Breaking Equipment	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cutting & Slitting Service	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drug Manufacturers	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dust Collecting Systems	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Electric Vehicles	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Exercise Equipment & Machines - Service & Repair	6	3,208	1	1,213	0	0.0%	1	100.0%	0	0.0%
Fairgrounds	6	3,208	19	283	11	57.9%	8	42.1%	0	0.0%
Four Wheel Drive Vehicles - Repair & Service	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Frozen Food Locker Plants	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Glass - Block	6	3,208	3	837	2	66.7%	1	33.3%	0	0.0%
Glass - Broken	6	3,208	11	410	6	54.5%	5	45.5%	0	0.0%
Gypsum & Gypsum Products	6	3,208	2	980	2	100.0%	0	0.0%	0	0.0%
Historical Places	6	3,208	5	640	2	40.0%	3	60.0%	0	0.0%
Letters - Sign	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Loading Dock Equipment	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Millinery - Retail	6	3,208	1	1,213	0	0.0%	1	100.0%	0	0.0%
Music Distribution Service	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oils - Waste	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Optical Goods - Wholesale & Manufacturers	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Plastics - Foam	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Port Authorities	6	3,208	9	465	6	66.7%	3	33.3%	0	0.0%
Range Hoods & Canopies	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Recording Instruments - Industrial & Scientific	6	3,208	7	540	1	14.3%	2	28.6%	4	57.1%
Refractories	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
		3,230				3.070		3.070	1	0.070

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Screening - Tenant	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shears & Scissors	6	3,208	1	1,213	1	100.0%	0	0.0%	0	0.0%
Social Workers	6	3,208	63	104	54	85.7%	9	14.3%	0	0.0%
Solvents	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Spark Plugs	6	3,208	3	837	3	100.0%	0	0.0%	0	0.0%
Steel Processing & Fabricating Equipment	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Stencils & Stencil Supplies	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tool Salvage Companies	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Permits	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wines - Wholesale	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wire Rope	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Womens Apparel - Wholesale & Manufacturers	6	3,208	27		8	29.6%	19		0	0.0%
X-Ray Labs - Industrial	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Acupressure	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Aerial	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Aerial Applicators	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Association Management	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bar Manufacturer	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bonds - Surety & Fidelity	5	3,258	1	1,213	1	100.0%	0	0.0%	0	0.0%
Chimneys - Prefabricated		3,258	1	1,213	0	0.0%	1	100.0%	0	0.0%
Combustion Controls		3,258	^	1,737	0	0.0%	1	0.0%	0	0.0%
Concrete Block & Product Molding Machine	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Diamonds - Industrial	-	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dishwashing Machines - Dealers	-	3,258	2	980	1		1		0	
Ferries	-	3,258	1	1,213	1	50.0%	1	50.0%	0	0.0%
Go-Karts Manufacturers	-	3,258	1	1,737	0	0.0%	1	100.0%	0	0.0%
Golf Caddies	3	3,258	0	980	1	0.0%	1	0.0%	0	0.0%
	3			1,213	1	50.0%	1	50.0%	0	0.0%
Hats - Clean & Renovate Hosiery - Wholesale & Manufacturers	3	3,258	80			100.0%	0	0.0%	0	0.0%
	3	3,258			/1	88.8%	9	11.3%	0	0.0%
Hospices	5	3,258	10	1,737	9	90.0%	1	10.0%	0	0.0%
Lumber Carriers	5	3,258	0		0	0.0%	0	0.0%	0	0.0%
Modeling & Simulation  Mosaics	5	3,258	68	1,737 98	44	0.0%	21	0.0%	0	0.0%
	5	3,258	58		44	64.7%	21		3	4.4%
Oils - Essential	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paper Converters	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pipe Joint Compounds	5	3,258	49		30	61.2%	17		2	4.1%
Plastics - Reinforced	5	3,258	1	1,213	1	100.0%	0	0.0%	0	0.0%
Reiki Therapy	5	3,258	2	980	2	100.0%	0	0.0%	0	0.0%
Shoring	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ski Equipment - Repair	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Soil Conservation Service	5	3,258	1	1,213	1	100.0%	0	0.0%	0	0.0%
Steamship Companies	5	3,258	13			46.2%	7	53.8%	0	0.0%
Stock Certificates	5	3,258	2	980	0	0.0%	2	100.0%	0	0.0%
Surfboards	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Surgical Appliances & Supplies	5	3,258	7	540	5	71.4%	2	28.6%	0	0.0%
Ultrasonic Equipment & Supplies	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wall Bed Manufacturer	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Accident Reconstruction Service	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Albums	4	3,292	1	1,213	0	0.0%	1	100.0%	0	0.0%
Auto - Emissions Testing	4	3,292	6	583	6	100.0%	0	0.0%	0	0.0%
Auto Air Conditioning Equipment	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Barbers Equipment & Supplies	4	3,292	6	583	4	66.7%	2	33.3%	0	0.0%
Bistro	4	3,292	1	1,213	0	0.0%	1	100.0%	0	0.0%
Brakes - Lining - Manufacturers & Distributors	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bronzing	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cargo Stabilizing Devices	4	3,292	4	717	3	75.0%	1	25.0%	0	0.0%
Carnivals	4	3,292	4	717	4	100.0%	0	0.0%	0	0.0%
Cemetery Equipment & Supplies	4	3,292	1	1,213	1	100.0%	0	0.0%	0	0.0%
Coats - Wholesale & Manufacturers	4	3,292	7	540	5	71.4%	2	28.6%	0	0.0%
	•									

1,250   1,00	Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Community   1   1,000   10   10   10   10   10	· ·	4	Inquiries 3 292	3	Complaint 837	1		1		1	33 30%
		4		10		3		2		5	
1,000   1,00		4		0		0		0		0	
1		4		0		0		0		0	
2   329   177   178   179   189   0.00   189   189   0.00   189   0.00   189   0.00		4		0	-	0		0		0	
Column   Fire Protect		4		0		0		0		0	
Procession		4		0	-	0		0		0	
Manura Contract Informer	*	4		2		1		1		0	
Secondary   4   1,200   20   177   20   20   20   20   20   20   20		4		0		- 0		0		0	
Stage Management		4		30		26		4		0	
Name à Name   4   1,200   3   31   2   66.7%   1   33.9%   0   0.05   Name à Name   4   1,200   0   1,277   0   0   0.05   0   0   0.05   Name à Name à Name   4   1,200   0   1,277   0   0.05   0   0.05   0   0.05   0   0.05   Name à Name à Name à Name   1   1,200   0   1,277   0   0.05   0   0.05   0   0.05   0   0.05   0   0.05   Name à Name		4		0		0		0		0	
Miles		4		3		2		1		0	
Measure Measure	·	4		36		27		9		0	
Memore Control Contr		4		0		0		0		0	
Next Columns 1		4		0		0		0		0	
Starter		4		9		4		5		0	
O'Net Logge & Ferferstry	Oil Burners	4		254	27	219		28		7	
Polazion Markinery		4		3		2		1		0	
Water Makes		4		69		36		30		3	
Physicians Surgeons Eugenment Surgeons 8 1 3,392		4		0		0		0		0	
Per Service Se		4		1	-	0		1		0	
Plastics - Royal Sweets - Syp Center		4		45		22		20		3	
Partolise	Plastics - Rods, Sheets - Sup Center	4		1	1,213	1		0		0	
New   Section   1,225   1,22	' '	4		0		0		0		0	
Mail Datain (Fujiment Supplies, Services   4   3,292   0   1,777   0   0,0%   0,0%   0   0,0%   0   0,0%   0   0,0%   0   0,0%   0   0,0%   0   0,0%   0   0,0%   0   0,0%   0   0,0%   0   0,0%   0   0,0%   0	Power Plant Consultants	4		1		0		1		0	
Maloactivity Instruments, Supplies, Services   4   3,292   0   1,737   0   0,0%   1   10,00%   0   0,0%   0	Radio Station Equipment	4		0	1,737	0		0		0	
Rezulting Armel Forces Regular Armel Forces Regular Re		4		0		0		0		0	
Ment to Own	Recruiting - Armed Forces	4		1	1,213	0		1		0	
No gener	·	4		1		0		1		0	
Swing Storn Association - Reps	Riggers	4		0	1,737	0		0		0	
Save         4         3,292         1         1,213         1         10,0%         0         0,0%         0         0,0%           Ste Equipment Rental         4         3,292         8         49         5         62,5%         3         37,5%         0         0.0%           Sweetars         7 minute         4         3,292         0         1,737         0         0.0%         0         0.0%         0         0.0%           Sweetars         7 minute         4         3,292         0         0.177         0         0.0%         0         0.0%         0         0.0%           Sweetars         7 minute         4         3,292         0         0.1777         0         0.0% <t< td=""><td>Savings &amp; Loan Association - Reps</td><td>4</td><td></td><td>0</td><td>1,737</td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td></t<>	Savings & Loan Association - Reps	4		0	1,737	0		0		0	
SE Equipment Rental   4   3,292   8   499   5   62,5%   3   37,5%   0   0.0%	Saws	4		1	1,213	1	100.0%	0	0.0%	0	
Surveying Instruments	Ski Equipment Rental	4		8	499	5		3	37.5%	0	0.0%
Seatlers - Trimming Service   4 3,292   3 837   2 66.7%   1 33.3%   0 0.0	Surveying Instruments	4		0	1,737	0		0		0	
Telephone Solicitation Companies  1 4 3,292		4		3		2		1		0	
Television Sation Equipment Timing Devices Timing D	Telephone Solicitation Companies	4		2	980	2		0		0	
Timing Devices 1 4 3,292 0 1,737 0 0 0.0% 0 0 0.0% 0 0 0.0% 0 0.0% 0 0.0% 0 0 0 0	Television Station Equipment	4		0	1,737	0	0.0%	0	0.0%	0	
Translatre Equipment Valves - Repairing Valves - Valve	Timing Devices	4		0	1,737	0	0.0%	0	0.0%	0	
Waterbeds - Service & Repair         4         3,292         4         717         4         100.0%         0.0%         0.0%         0.0%           Adhesives & Gluing Equipment         3         3,345         8         499         7         87.5%         1         12.5%         0         0.0%           Advertising - Motion Picture         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%           Aircraft Ground Support & Service Equipment         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%           Aircraft Ground Support & Service Equipment         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%           Aircraft Ground Support & Service Equipment         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%           Auto Dealers - Hybrid Vehicles         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%           Calculators, Adding Machines & Supplies         3         3,345	Translators Equipment	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Adhesives & Gluing Equipment Control Equipment C	Valves - Repairing	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Motion Picture Aircraff Ground Support & Service Equipment Aircraff Ground Support & Service Equipment Anto Dealers - Hybrid Vehicles Brick - Clay - Common & Face Brick - Clay	Waterbeds - Service & Repair	4	3,292	4	717	4	100.0%	0	0.0%	0	0.0%
Aircraft Ground Support & Service Equipment Apraisal - Management Apparisal - Management Auto Dealers - Hybrid Vehicles Auto	Adhesives & Gluing Equipment	3	3,345	8	499	7	87.5%	1	12.5%	0	0.0%
Appraisal - Management       3       3,345       1       1,213       1       100.0%       0       0.0%       0       0.0%         Auto Dealers - Hybrid Vehicles       3       3,345       0       1,737       0       0.0%       0       0.0%       0       0.0%         Brick - Clay - Common & Face       3       3,345       4       717       3       75.0%       1       25.0%       0       0.0%         Calculators, Adding Machines & Supplies       3       3,345       0       1,737       0       0.0%       0       0.0%       0       0       0.0%         Cardboard       3       3,345       0       1,737       0       0.0%	Advertising - Motion Picture	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Dealers - Hybrid Vehicles Brick - Clay - Common & Face Brick - Clay - Cla	Aircraft Ground Support & Service Equipment	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Brick - Clay - Common & Face         3         3,345         4         717         3         75,000         1         25,000         0         0,000           Calculators, Adding Machines & Supplies         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%           Cardboard         3         3,345         0         1,737         0         0.0%         0	Appraisal - Management	3	3,345	1	1,213	1	100.0%	0	0.0%	0	0.0%
Calculators, Adding Machines & Supplies         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%           Cardboard         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%           Charity - Community Development & Civic Organizations         3         3,345         2         980         2         10.0%         0         0.0%         0         0.0%           Concrete Additives         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%           Contest Arranging & Judging         3         3,345         1         1,213         1         10.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0	Auto Dealers - Hybrid Vehicles	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cardboard         3         3,345         0         1,737         0         0,0%         0	Brick - Clay - Common & Face	3	3,345	4	717	3	75.0%	1	25.0%	0	0.0%
Charity - Community Development & Civic Organizations         3         3,345         2         980         2         100.0%         0         0.0%         0         0.0%           Concrete Additives         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%           Contest Arranging & Judging         3         3,345         1         1,213         1         100.0%         0         0.0%         0         0.0%           Druggists - Wholesale         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%           Dune Buggies         3         3,345         7         540         7         100.0%         0         0.0%         0         0.0%           Floor Removal, Resurfacing and Refinishing         3         3,345         3         837         1         33,38         2         66.7%         0         0.0%           Food & Beverage Consultants         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%	Calculators, Adding Machines & Supplies	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Concrete Additives         3         3,345         0         1,737         0         0,0%         0         0         0,0%         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0	Cardboard	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contest Arranging & Judging     3     3,345     1     1,213     1     100,0%     0     0.0%     0     0,0%       Drugsits - Wholesale     3     3,345     0     1,737     0     0,0%     0     0,0%     0     0,0%       Dune Buggies     3     3,345     7     540     7     100,0%     0     0,0%     0     0,0%       Foor Removal, Resurfacing and Refinishing     3     3,345     3     837     1     33,3%     2     66.7%     0     0,0%       Food & Beverage Consultants     3     3,345     0     1,737     0     0,0%     0     0,0%     0     0,0%	Charity - Community Development & Civic Organizations	3	3,345	2	980	2	100.0%	0	0.0%	0	0.0%
Druggists - Wholesale         3         3,345         0         1,737         0         0,0%         0         0         0,0%         0         0         0,0%         0 <td>Concrete Additives</td> <td>3</td> <td>3,345</td> <td>0</td> <td></td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td>	Concrete Additives	3	3,345	0		0	0.0%	0	0.0%	0	0.0%
Dune Buggies     3     3,345     7     540     7     100.0%     0     0.0%     0     0.0%       Floor Removal, Resurfacing and Refinishing     3     3,345     3     837     1     33.3%     2     66.7%     0     0.0%       Food & Beverage Consultants     3     3,345     0     1,737     0     0.0%     0     0.0%     0     0.0%		3	3,345	1	1,213	1	100.0%	0	0.0%	0	0.0%
Floor Removal, Resurfacing and Refinishing         3         3,345         3         837         1         33,3%         2         66.7%         0         0,0%           Food & Beverage Consultants         3         3,345         0         1,737         0         0.0%         0         0.0%         0         0.0%         0         0.0%	Druggists - Wholesale	3		0		0	0.0%	0	0.0%	0	0.0%
Food & Beverage Consultants 3 3,345 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0%	Dune Buggies	3	3,345	7		7	100.0%	0	0.0%	0	0.0%
	Floor Removal, Resurfacing and Refinishing	3		3		1	33.3%	2	66.7%	0	0.0%
Fraternities & Sororities 3 3,345 0 1.737 0 0.0% 0 0.0% 0 0.0%	Food & Beverage Consultants	3	3,345	0		0	0.0%	0	0.0%	0	0.0%
	Fraternities & Sororities	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gauges & Gages 3 3,345 2 980 2 100.0% 0 0.0% 0 0.0%		3	3,345	2		2	100.0%	0	0.0%	0	0.0%
Government - County 3 3,345 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0%	Government - County	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Insurance - Liability	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Italian Food Products	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Knives - Custom	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lawn Tractor Dealers	3	3,345	12	394	11	91.7%	1	8.3%	0	0.0%
Limestone	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Media Buying Service	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Metal Detecting Equipment	3	3.345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Model Car Race Centers	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motion Picture Film Storage	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Nailing Machinery	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Navigation Consultants	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Novelties - Wholesale & Manufacturers	3	3,345	2	980	2	100.0%	0	0.0%	0	0.0%
Oil Operators	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photographic Darkroom Rental	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Playing Cards	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Potato Chips	3	3,345	1	1,213	0	0.0%	1	100.0%	0	0.0%
Power Plant Equipment - Repairing	3	3,345	3	837	0	0.0%	3	100.0%	0	0.0%
Psychiatrists & Psychiatric Services	3	3,345	4	717	2	50.0%	2	50.0%	0	0.0%
Publicity Service	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Recycling - Metal	3	3,345	25	219	8	32.0%	17	68.0%	0	0.0%
Rest Homes - Info & Placement Bureaus	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rolling Mill Machinery	3	3,345	9	465	5	55.6%	4	44.4%	0	0.0%
Senior Care Information and Resources	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sewage Treatment Equipment	3	3,345	1	1,213	0	0.0%	1	100.0%	0	0.0%
Smoke Abatement Equipment	3	3,345	1	1,213	1	100.0%	0	0.0%	0	0.0%
Social Security Services	3	3,345	- 2	980	0	0.0%	2	100.0%	0	0.0%
Springs - Coil, Flat - Distributors & Manufacturing	3	3,345	23	240		100.0%	0	0.0%	0	0.0%
Steam Traps	3	3,345	11			90.9%	1	9.1%	0	0.0%
Stock Exchanges	3	3,345	8	499		87.5%	1	12.5%	0	0.0%
Terra Cotta	3	3,345	25	219		24.0%	17	68.0%	2	8.0%
Tools - Hydraulic	3	3,345	10	436	9	90.0%	1	10.0%	0	0.0%
Turbines	3	3,345	27	205	20	74.1%	7	25.9%	0	0.0%
Turbochargers	3	3,345	0	1,737	0	0.0%	,	0.0%	0	0.0%
Wood Preservatives	3	3,345	12	394	8	66.7%	4	33.3%	0	0.0%
Agricultural Waste Management	2	3,397	12	1,213	1	100.0%	0	0.0%	0	0.0%
Alloys	2	3,397	1	1,213	1	100.0%	0	0.0%	0	0.0%
Animal Registration & Identification	2	3,397	0	1,737	1	0.0%	0	0.0%	0	0.0%
Apprenticeship Programs	2	3,397	12	394	10	83.3%	2	16.7%	0	0.0%
Aquariums - Public	2	3,397	12	1,737	10	0.0%	0	0.0%	0	0.0%
Assisted Living & Adult Family Homes	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Beer & Ale - Wholesale	2	3,397	0	1,737	0		0		0	0.0%
Bookbinders Equipment & Supplies	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boys Clothing & Furnishings - Wholesale & Manufacturers	2	3,397	1	1,213	0	0.0%	1		0	
Brass Products	2	3,397	1	1,737	0	0.0%	1	100.0%	0	0.0%
Bus Lines Ticket Agencies	2	3,397	2	837	2	66.7%	1		0	0.0%
Candy & Confectionery Manufacturers Supplies	2			1,213	1	100.0%	1	33.3% 0.0%	0	
Carpet & Rug Dealers - Persian/Oriental Rugs	2	3,397 3,397	1	980	1		0		0	0.0%
Charity - Religious	2			1,213	2	100.0%	0	0.0%	0	0.0%
Chemical Milling	2	3,397	13	372	1	100.0%	0	0.0%	0	0.0%
	2	3,397	13		3	38.5%	0	61.5%	0	0.0%
Chewing Gum China & Glassware - Renting	2	3,397	0	1,737 1,213	0	0.0%	0	0.0%	0	0.0%
-	2	3,397	1		1	100.0%	0	0.0%	0	0.0%
Cigar, Cigarette & Tobacco Manufacturers	2	3,397	1	1,213	1	100.0%	0	0.0%	0	0.0%
Cleaning Supplies by Mail	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Coaching - Leadership	2	3,397	2	980	1	50.0%	1	50.0%	0	0.0%
Concessionaires	2	3,397		1,737	0	0.0%	0	0.0%	0	0.0%
Concrete - Prestressed	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Convents & Monasteries	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Counterfeit Money Detection Devices	2	3,397	1	1,213	0	0.0%	1	100.0%	0	0.0%
Cranes - Accessories & Parts	1 2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Curtains - Wholesale & Manufacturers	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Detective Agencies	2	3,397	8	499	5	62.5%	3	37.5%	0	0.0%
Duplicating Machines & Supplies	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Educational Materials - Home Schooling	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fabric Laminating & Bonding	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Feed Concentrates & Supplements	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Felt & Felt Products	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fertilizer Plant Equipment	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fire Departments	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Funeral Directors Equipment & Supplies	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fur Skin Dealers & Brokers	2	3,397	25	219	25	100.0%	0	0.0%	0	0.0%
Grant Writers	2	3,397	3	837	1	33.3%	2	66.7%	0	0.0%
Guardian Services - Adult & Child	2	3,397	7	540	5	71.4%	2	28.6%	0	0.0%
Hearing Aids Parts & Repairing	2	3,397	10	436	5	50.0%	5	50.0%	0	0.0%
Helicopters - Charter, Rent & Lease	2	3,397	11	410	8	72.7%	3	27.3%	0	0.0%
Infomercials	2	3,397	4	717	1	25.0%	2	50.0%	1	25.0%
Irrigation Systems - Maintenance/Repair	2	3,397	3	837	2	66.7%	1	33.3%	0	0.0%
Jewelry Polishing & Plating	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Kosher Food Products	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laminated Structural Products	2	3,397	8	499	3	37.5%	3	37.5%	2	25.0%
Leadership Development	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lobbyists	2	3,397	4	717	4	100.0%	0	0.0%	0	0.0%
Marine Electric Service	2	3,397	1	1,213	1	100.0%	0	0.0%	0	0.0%
Medical Diagnostic Testing Facilities	2	3,397	2	980	1	50.0%	1	50.0%	0	0.0%
Metallizing	2	3,397	3	837	1	33.3%	2	66.7%	0	0.0%
Metals - Base	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Miniatures - Collectors	2	3,397	1	1,213	0	0.0%	1	100.0%	0	0.0%
Motel & Hotel Consultants	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Network Cabling Installation	2	3,397	1	1,213	0	0.0%	1	100.0%	0	0.0%
Oceanographic Equipment	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paneling	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Patio Design	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Personal Organizer	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pewterware	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photography Sales on the Internet	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pipe & Boiler Covering Materials	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pipe & Valve Fitters - Gas	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pipe Locating Equipment	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pneumatic Equipment Components	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pub	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Public Speaking Instruction	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rack Merchandise Service	2	3,397	2	980	2	100.0%	0	0.0%	0	0.0%
Radiator Covers & Enclosures	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rice	2	3,397	0	1,737	0 î	0.0%	0	0.0%	0	0.0%
Screw Machine Products	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shade Sails	2	3,397	1	1,213 1,737	1	100.0%	0	0.0%	0	0.0%
Shoe Manufacturers Supplies	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sound Effect Records Sports Hospitality	2	3,397 3,397	0	837	2	0.0%	0	0.0%	0	0.0%
Square Dance Apparel	2	3,397	28	197	19	100.0% 67.9%	0	0.0% 32.1%	0	0.0%
Stamp Pads	2	3,397	28	717	19	100.0%	9	0.0%	0	0.0%
Stencil Cutting Machines	2	3,397	11	410	7	63.6%	0	36.4%	0	
Surface Plates	2	3,397	11	540	/	57.1%	9	36.4% 42.9%	0	0.0%
Textile Printing Equipment & Supplies	2	3,397	1	1,213	4	100.0%	3	42.9% 0.0%	0	0.0%
Transfers - Dry	2	3,397	1	1,737	1	0.0%	0	0.0%	0	0.0%
Two-Way Radio Sales & Service	2	3,397	1	1,737	0	0.0%	1	100.0%	0	0.0%
Wait Staff	2	3,397	1	1,737	0	0.0%	1	0.0%	0	0.0%
Wallboard & Plasterboard	2	3,397	14	349	11	78.6%	3	21.4%	0	0.0%
Washing Machines & Dryers - Service & Repair	2	3,397	1	717	3	75.0%	1	25.0%	0	0.0%
Traditing Florings & Differs   Delvice & Reput		3,397	4	/1/	J 3	/5.0%	1	25.0%	U	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Aerospace Research & Development	1	Inquiries 3,481	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Aids Research & Clinics	1	3,481	2	980	1	50.0%	0	0.0%	1	50.0%
Air Duct Systems	1	3,481	3	837	2	66.7%	1	33.3%	0	0.0%
Aircraft Storage	1	3,481	4	717	3	75.0%	1	25.0%	0	0.0%
Alfalfa & Alfalfa Products	1	3,481	34	167	24	70.6%	10	29.4%	0	0.0%
Amplifiers	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Armatures - Service & Sales	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Art - Painted Oil Portraits	1	3,481	283	25	255	90.1%	28	9,9%	0	0.0%
Audiometers	1	3,481	1	1,213	1	100.0%		0.0%	0	0.0%
Auto Floor Coverings	1	3,481	2	980	2	100.0%	0	0.0%	0	0.0%
Auto Repair - Maintenance	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Beekeepers Supplies	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Belting & Supplies	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bindings - Bias & Straight	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bookcases	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bottle Caps & Seals	1	3,481	24	229	19	79.2%	5	20.8%	0	0.0%
Bronze	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Buses - Distributors & Manufacturers	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Business Processing Optimization	1	3,481	14	349	10	71.4%	4	28.6%	0	0.0%
Cable Networking	1	3,481	8	499	6	75.0%	2	25.0%	0	0.0%
Car Pool Information	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cellophane, Cell Materials & Products	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Check Protection & Signing Machines	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chiropractor Information Bureaus	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consulates & Other Federal Government Representatives	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consultants - Prison & Sentencing	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Crystals - Industrial	1	3,481	2	980	2	100.0%	0	0.0%	0	0.0%
Deodorants	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dressmaking Schools	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Embroidery Design Punching	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Employee Assistance Programs	1	3,481	11	410	5	45.5%	5	45.5%	1	9.1%
Engravers - Stationery	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Feed - Wholesale & Manufacturers	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fiber & Fiber Products	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Financial Planning Kit	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floats - Parade	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Flour	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Fraternal Regalia & Supplies	1	3,481	66	100	39	59.1%	23	34.8%	4	6.1%
Fuel - Biofuels	1	3,481	2	980	0	0.0%	2	100.0%	0	0.0%
Fuel - Gasoline	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gasoline Additives - Manufacturers & Distributors	1	3,481	10	436	7	70.0%	2	20.0%	1	10.0%
Gears & Gear Cutting	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Girls Apparel	1	3,481	15	327	12	80.0%	3	20.0%	0	0.0%
Gymnastic Equipment & Supplies	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hammocks/Hammock Stands & Chairs	1	3,481	4	717	4	100.0%	0	0.0%	0	0.0%
Hampers - Wholesale & Manufacturers	1	3,481	30	187	19	63.3%	8	26.7%	3	10.0%
Infrared Equipment	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Investment Castings	1	3,481	4	717	1	25.0%	3	75.0%	0	0.0%
Jigs & Fixtures	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Juice Extractors	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Knitted Fabrics	1	3,481	1	1,213	0	0.0%	1	100.0%	0	0.0%
Labor Relations Consultants	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laboratories - Veterinary	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laces	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laminating Equipment & Supplies	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mailing Services - International	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Meat Brokers	1	3,481	2	980	2	100.0%	0	0.0%	0	0.0%
Milling Cutters	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Model Makers	1	3,481	21	260	16	76.2%	5	23.8%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Mops - Wholesale & Manufacturers	1	3,481	2	980	1	50.0%	1	50.0%	0	0.0%
Motion Picture Laboratories	1	3,481	20	267	17	85.0%	3	15.0%	0	0.0%
Nails & Tacks	1	3,481	7	540	1	14.3%	6	85.7%	0	0.0%
Nets & Netting	1	3,481	21	260	11	52.4%	9	42.9%	1	4.8%
Noodles	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oil Well Fishing Tools	1	3,481	13	372	7	53.8%	6	46.2%	0	0.0%
Olive Oil	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Optical Imaging Equipment & Systems	1	3,481	4	717	3	75.0%	1	25.0%	0	0.0%
Packing - Mechanical	1	3,481	1	1,213	0	0.0%	1	100.0%	0	0.0%
Paper Brokers & Mill Reps	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Paving Stones	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Perfumes - Raw Materials & Supplies	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Cardiology Services	1	3,481	234	31	177	75.6%	45	19.2%	12	5.1%
Physicians & Surgeons - Ear, Nose & Throat	1	3,481	9	465	8	88.9%	1	11.1%	0	0.0%
Physicians & Surgeons - Gastroenterology	1	3,481	88	79	58	65.9%	23	26.1%	7	8.0%
Physicians & Surgeons - Pediatrics	1	3,481	15	327	5	33.3%	10	66.7%	0	0.0%
Pole Line Equipment	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Poles	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ponzi Schemes	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Porcelain Enameling	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pulp & Pulp Products	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Railroad Ties - Dealers	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Recorded Information	1	3,481	4	717	3	75.0%	1	25.0%	0	0.0%
Referral - Storage Facility	1	3,481	1	1,213	0	0.0%	1	100.0%	0	0.0%
Roommate Referral Service	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sawmill Equipment & Supplies	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Seismograph Equipment & Supplies	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Service Animals - Dogs	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shoplifting Prevention Devices	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shopping Carts & Baskets	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Signs - Photoluminescent	1	3,481	34	167	23	67.6%	9	26.5%	2	5.9%
Singing Telegrams	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Skip Tracing	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sport Fishing	1	3,481	2	980	1	50.0%	0	0.0%	1	50.0%
Steeples & Spires	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Stress Relief Equipment & Supplies - Industrial	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sugar Refiners	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Suicide Prevention Service	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sundials	1	3,481	15	327	11	73.3%	2	13.3%	2	13.3%
Temperature Measuring Materials	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Tires - Commercial Sales & Service	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tool Designers	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tool Grinding - Industrial	1	3,481	5	640	1	20.0%	4	80.0%	0	0.0%
Towing - Marine	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Transformers	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Truck Driver Leasing	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Variety Store Merchandise - Wholesale	1	3,481	17	312	0	0.0%	15	88.2%	2	11.8%
Video Equipment - Wholesale & Manufacturers	1	3,481	1	1,213	0	0.0%	1	100.0%	0	0.0%
Virtual Tours	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wall & Ceiling Texturing	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wallpaper Hangers	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Waterbeds - Supplies & Parts	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Weather Stripping	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Weatherization	1	3,481	1	1,213	0	0.0%	1	100.0%	0	0.0%
Wire Harnesses - Electrical	1	3,481	13	372	5	38.5%	7	53.8%	1	7.7%
Zippers - Repair	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dry Cleaners - Mobile	0	3,596	0	1,737	0	0.0%	0	0.0%	0	0.0%
Event Center	0	3,596	20		0	0.0%	11	55.0%	9	45.0%
Milling Machines	0	3,596	15	327	9	60.0%	3	20.0%	3	20.0%
		5,550				55.0 70		20.070		20.070

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
School Lunch Ordering & Management	0	3,596	0	1,737	0	0.0%	0	0.0%	0	0.0%
Schools - Online Trading & Investment	0	3,596	2	980	1	50.0%	1	50.0%	0	0.0%
Signs - Erectors & Hangers	0	3,596	0	1,737	0	0.0%	0	0.0%	0	0.0%
Soil Testing	0	3,596	1	1,213	0	0.0%	1	100.0%	0	0.0%
Virtual Currency	0	3,596	1	1,213	1	100.0%	0	0.0%	0	0.0%