

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Online Retailer	66,088	361	2,104	82	1,035	49%	934	44%	135	6.42%
Publishers - Book	173,910	137	2,087	83	1,811	87%	236	11%	40	1.92%
Magazines - Subscription Agents	94,728	252	2,064	84	1,363	66%	567	27%	134	6.49%
Internet Gaming	23,242	787	2,055	85	1,834	89%	207	10%	14	0.68%
Banking Services	26,703	710	2,049	86	2,009	98%	36	1%	14	0.68%
Credit Card Processing Service	295,855	77	2,037	87	1,794	88%	215	11%	28	1.37%
Publishers - Directory & Guide	104,562	231	2,034	88	1,363	67%	642	32%	29	1.43%
Computer Software Publishers & Developers	282,968	79	2,030	89	1,470	72%	542	27%	18	0.89%
Building Materials	177,426	132	2,005	90	1,893	94%	104	5%	8	0.40%
Transmissions - Automobile	324,630	65	1,973	91	1,387	70%	549	28%	37	1.88%
Prepaid Debit/Credit Cards	89,204	269	1,973	91	1,953	99%	12	1%	8	0.41%
Swimming Pool Contractors, Dealers, Design	692,562	30	1,965	93	1,476	75%	459	23%	30	1.53%
Appliances - Major - Wholesale & Manufacturers	17,124	963	1,954	94	1,862	95%	91	5%	1	0.05%
Delivery Service	113,216	209	1,947	95	1,675	86%	233	12%	39	2.00%
Tree Service	804,703	26	1,938	96	886	46%	894	46%	158	8.15%
Discount Stores	96,879	246	1,916	97	1,699	89%	201	10%	16	0.84%
Credit Unions	208,193	114	1,914	98	1,776	93%	134	7%	4	0.21%
Computers - Service & Repair	307,922	73	1,861	99	1,066	57%	713	38%	82	4.41%
Beauty Salons	269,828	86	1,820	100	1,012	56%	681	37%	127	6.98%
Vacation Time Share	77,345	318	1,820	100	1,639	90%	159	9%	22	1.21%
Electronic Equipment & Supplies - Wholesale & Manufacturers	37,237	563	1,820	100	1,726	95%	90	5%	4	0.22%
Hospitals	120,263	197	1,804	103	1,490	83%	306	17%	8	0.44%
Health & Medical Products	87,640	276	1,787	104	940	53%	502	28%	345	19.31%
Appliances - Major - Service & Repair	259,943	93	1,777	105	941	53%	747	42%	89	5.01%
Extended Warranty Contract Service Companies	159,701	151	1,728	106	1,472	85%	166	10%	90	5.21%
Carpet & Rug Cleaners	539,952	40	1,707	107	1,027	60%	578	34%	102	5.98%
Car Wash & Polish	97,182	243	1,702	108	989	58%	608	36%	105	6.17%
Natural Gas Companies	96,922	245	1,700	109	1,617	95%	81	5%	2	0.12%
Timeshare Resale and Rental Marketing	204,641	116	1,695	110	655	39%	740	44%	300	17.70%
Vitamins & Food Supplements	243,886	94	1,633	111	1,198	73%	393	24%	43	2.52%
Mailing Services	93,145	259	1,618	112	1,330	82%	243	15%	45	2.78%
Sporting Goods - Retail	207,542	115	1,616	113	1,100	68%	499	31%	17	1.05%
Mattresses	169,569	142	1,614	114	1,234	76%	348	22%	32	1.98%
Motels	58,131	403	1,614	114	958	59%	642	40%	14	0.87%
Carpet & Rug Dealers - New	360,980	60	1,610	116	1,375	85%	212	13%	23	1.43%
Vacation Certificates & Vouchers	133,489	183	1,591	117	1,197	75%	359	23%	35	2.20%
Painting Contractors	977,238	22	1,575	118	833	53%	671	43%	71	4.51%
Travel Clubs	243,667	100	1,571	119	1,091	69%	420	27%	60	3.82%
Schools - Academic - Colleges & Universities	222,958	108	1,564	120	1,364	87%	180	12%	20	1.28%
Ticket Sales - Events	157,600	153	1,545	121	1,169	76%	314	20%	62	4.01%
Moving & Storage Company	198,698	118	1,517	122	983	65%	484	32%	50	3.30%
Skin Care	118,551	202	1,514	123	1,112	73%	373	25%	29	1.92%
Timeshare Companies	162,298	147	1,508	124	1,127	75%	306	20%	75	4.97%
Shoes - Retail	125,379	191	1,477	125	968	66%	478	32%	31	2.09%
Radio Stations & Broadcast Companies	36,325	571	1,472	126	1,445	98%	25	2%	2	0.14%
Marketing Programs & Services	375,207	59	1,462	127	1,089	74%	318	22%	55	3.76%
Coupon Services	31,482	620	1,458	128	544	37%	820	56%	94	6.45%
Internet - Web Hosting	174,517	134	1,441	129	1,087	75%	327	23%	27	1.87%
Web Design	241,425	101	1,433	130	932	65%	464	32%	37	2.58%
Work-At-Home Companies	406,681	53	1,422	131	395	28%	825	58%	202	14.21%
Paving Contractors	525,325	43	1,412	132	756	54%	576	41%	80	5.67%
Online Social Media/Networking	44,029	491	1,412	132	1,138	81%	246	17%	28	1.98%
Video Games - Wholesale & Manufacturers	8,372	1,387	1,395	134	1,377	99%	17	1%	1	0.07%
Real Estate Maintenance Protection Plan	31,247	626	1,381	135	1,378	100%	0	0%	0	0.00%
Buying Clubs & Group Purchasing Service	61,911	383	1,351	136	1,213	90%	133	10%	5	0.37%
Exercise & Physical Fitness Programs	92,437	260	1,313	137	951	72%	316	24%	46	3.50%
Concrete Contractors	619,312	37	1,306	138	653	50%	590	45%	63	4.82%
Computers - Supplies & Parts	109,233	218	1,306	138	928	71%	349	27%	29	2.22%
Mortgage Bankers	645,949	31	1,303	140	1,215	93%	47	4%	41	3.15%
Books - New	64,436	371	1,302	141	1,119	86%	168	13%	15	1.15%
Photographers - Portrait	105,829	226	1,299	142	561	43%	522	40%	216	16.63%
Windows - Installation & Service	543,985	39	1,291	143	990	77%	204	16%	97	7.51%
Auto Transporters & Drive-Away Companies	320,198	68	1,290	144	709	55%	562	44%	19	1.47%
Auto Manufacturers & Distributors	23,989	769	1,285	145	1,201	93%	75	6%	9	0.70%
Billing Service	116,935	205	1,262	146	1,149	91%	105	8%	8	0.63%
Internet Access Provider	31,388	621	1,259	147	1,155	92%	101	8%	3	0.24%
Fence Contractors	468,174	48	1,254	148	822	66%	389	31%	43	3.43%
Beauty Supplies & Equipment	99,518	238	1,251	148	714	57%	493	39%	44	3.52%
Parking Facilities	40,947	519	1,249	150	880	70%	354	28%	15	1.20%
Credit Card - Merchant Services	83,062	295	1,247	151	1,184	95%	61	5%	2	0.16%
Advance Fee Brokers	99,358	241	1,243	152	110	9%	564	45%	569	45.78%
Telephone Equipment & Systems Dealers	49,567	449	1,226	153	1,189	97%	4	3%	4	0.33%
Legal Document Assistance	48,676	456	1,205	154	1,025	85%	178	15%	2	0.17%
Coupon Book Promotions	32,880	606	1,195	155	1,026	86%	81	7%	88	7.36%
Service Stations - Gasoline & Oil	106,694	224	1,184	156	683	58%	469	40%	32	2.70%
Resorts	90,467	265	1,174	157	955	81%	208	18%	11	0.94%
Scholarships & Financial Aid	63,757	377	1,173	158	1,125	96%	47	4%	1	0.09%
Motorcycles - Dealers	142,063	170	1,172	159	820	70%	336	29%	16	1.37%
Limousine Service	174,011	136	1,169	160	574	49%	538	46%	57	4.88%
Cable TV, Internet & Telephone Installation Service	47,242	470	1,153	161	1,030	90%	117	10%	1	0.08%
Door-to-Door Sales - Magazines	41,865	507	1,149	162	659	57%	456	40%	34	2.96%
Insurance - Auto	141,841	172	1,146	163	1,066	93%	75	7%	5	0.44%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Video Games - Dealers	41,577	513	1,143	164	863	76%	272	24%	8	0.70%
Credit Services	124,845	193	1,142	165	1,036	91%	89	8%	17	1.49%
Telephone Pre-Paid Card Sales & Distribution	34,244	594	1,133	166	1,070	94%	58	5%	5	0.44%
Office Supplies	94,184	256	1,125	167	1,021	91%	103	9%	1	0.09%
Pharmacies	136,349	181	1,117	168	1,048	94%	63	6%	7	0.53%
Photographers	48,209	461	1,095	169	393	36%	545	50%	157	14.34%
Locks & Locksmiths	177,064	133	1,083	170	427	39%	512	47%	144	13.30%
Business Services - General	140,145	176	1,083	170	585	54%	423	39%	75	6.93%
Storage Units - Household & Commercial	96,658	248	1,081	172	818	76%	248	23%	15	1.39%
Debt Relief Services	266,763	88	1,079	173	540	50%	369	34%	170	15.76%
Recreational Vehicles - Dealers	142,035	171	1,076	174	871	81%	197	18%	8	0.74%
Physicians & Surgeons - Medical-M.D.	183,762	124	1,072	175	803	75%	258	24%	11	1.03%
Windows	388,027	57	1,053	176	809	77%	165	16%	79	7.50%
Auto Warranty Processing Service	184,680	122	1,047	177	931	89%	93	9%	23	2.20%
Publishers - Periodical	71,545	340	1,041	178	891	86%	146	14%	4	0.38%
Cleaning Services	157,680	152	1,037	179	429	41%	381	37%	227	21.89%
Grocers - Retail	125,378	192	1,028	180	836	81%	189	18%	3	0.29%
Truck Rent & Lease	16,877	972	1,028	180	1,007	98%	20	2%	1	0.10%
Computers - Wholesale & Manufacturers	10,368	1,257	1,025	182	1,014	99%	11	1%	0	0.00%
Appliances - Major - Parts & Supplies	117,455	204	1,024	183	751	73%	243	24%	30	2.93%
Product Sales - General	109,217	219	1,020	184	639	63%	346	34%	35	3.43%
Tanning Salons	56,422	409	996	185	647	65%	273	27%	76	7.63%
Real Estate Rental Service	139,449	177	986	186	677	69%	291	30%	18	1.83%
Schools - Business & Vocational	313,215	71	979	187	753	77%	196	20%	30	3.06%
Furniture Rent & Lease	39,157	539	969	188	899	93%	68	7%	2	0.21%
Energy Service Companies	123,560	194	959	189	864	90%	95	10%	0	0.00%
Office Supplies - Sale by Deceptive Telemarketing	30,712	634	953	190	657	69%	285	30%	11	1.15%
Electricians	1,126,234	18	950	191	641	67%	288	30%	21	2.21%
e-cigarettes	62,222	382	944	192	817	87%	124	13%	3	0.32%
Auto Services	146,004	186	943	193	713	76%	230	23%	10	1.06%
Online Travel Agency	24,590	754	937	194	801	85%	133	14%	3	0.29%
Medical Equipment & Supplies	144,162	169	927	195	706	76%	202	22%	19	2.05%
Clinics	134,226	182	926	196	661	71%	245	26%	20	2.16%
Searchers of Records	54,510	423	917	197	864	94%	36	4%	17	1.85%
Toys - Retail	61,263	390	903	198	763	84%	123	14%	17	1.88%
Guns & Gunsmiths	147,198	163	892	199	559	63%	300	34%	33	3.70%
Photographic Equipment & Supplies - Retail	113,011	210	890	200	640	72%	226	25%	24	2.70%
Weight Control Services	136,959	179	878	201	725	83%	141	16%	12	1.37%
Hospital & Medical Equipment & Supplies	141,088	174	877	202	679	77%	191	22%	7	0.80%
Marketing Consultants	227,249	107	876	203	614	70%	233	27%	29	3.31%
Transportation Services	152,302	160	840	204	570	68%	250	30%	23	2.73%
Oils - Fuel	182,681	127	840	205	712	85%	116	14%	12	1.43%
Day Spas	85,571	282	835	206	397	48%	307	37%	131	15.69%
Brake Service	53,064	430	833	207	480	58%	348	42%	5	0.60%
Advertising Specialties	104,958	229	826	208	601	73%	205	25%	20	2.42%
Nail Salons	81,753	303	813	209	441	54%	338	42%	34	4.18%
Real Estate Services	96,833	247	806	210	540	67%	217	27%	49	6.08%
Bus Lines	21,907	822	799	211	699	87%	94	6	0.75%	
Advertising - Direct Mail	63,922	375	796	212	657	83%	126	16%	13	1.63%
Market Research & Analysis	180,805	129	791	213	696	88%	80	10%	15	1.90%
Hotels - Reservations	83,558	292	788	214	706	90%	79	10%	3	0.38%
Air Duct Cleaning	99,600	238	781	215	402	51%	299	38%	80	10.24%
Moving Brokers	48,498	459	774	216	640	83%	132	17%	2	0.26%
Bridal Shops	78,529	312	772	217	521	67%	200	26%	51	6.61%
Audio-Visual Equipment - Dealers	58,505	401	767	218	496	65%	255	33%	16	2.09%
Fire & Water Damage Restoration	37,298	58	760	219	640	84%	106	14%	14	1.84%
Vacation Rentals	147,117	164	756	220	478	63%	243	32%	35	4.63%
Handyman Services	299,198	76	751	221	290	39%	419	56%	42	5.59%
Water Companies - Utility	42,687	501	750	222	614	82%	134	18%	2	0.27%
Advertising Agencies & Counselors	180,626	130	744	223	454	61%	260	35%	30	4.03%
Appliances - Small - Service & Repair	82,605	298	741	224	385	52%	329	44%	27	3.64%
Services - General	195,832	120	740	225	409	55%	271	37%	60	8.11%
Massage Therapists	80,293	307	740	225	452	61%	230	31%	58	7.84%
Cruises	41,155	516	735	227	598	81%	132	18%	5	0.68%
Business Opportunity Companies	254,203	95	733	228	471	64%	223	30%	39	5.32%
Insurance - Health	132,064	185	733	228	662	90%	62	8%	9	1.23%
Home Electronics	62,377	381	733	228	488	67%	236	32%	9	1.23%
Money Orders & Transfers	22,447	808	731	231	708	97%	21	3%	2	0.27%
Air conditioning & Heating Contractors - Residential	184,527	123	715	232	443	62%	251	35%	21	2.94%
Building Contractors	399,172	54	711	233	397	56%	289	41%	25	3.52%
Television Home Shopping	22,967	792	710	234	663	93%	47	7%	0	0.00%
Motorcycles - Supplies & Parts	64,290	374	705	235	449	64%	226	32%	30	4.26%
Gymnasiums	22,933	797	702	236	463	66%	229	33%	10	1.42%
Loan Modification	75,945	324	699	237	207	30%	356	51%	136	19.46%
Telemarketing Services	136,260	181	693	238	436	63%	136	20%	121	17.46%
Information Bureaus	39,733	530	686	239	479	70%	187	27%	20	2.92%
Check Cashing Service	60,899	391	675	240	549	81%	106	16%	20	2.96%
Auto Repair - Windshield, Glass Shops	146,434	165	674	241	414	61%	235	35%	25	3.71%
Auto Detailing	102,662	233	667	242	334	50%	308	46%	25	3.75%
Exercise Equipment & Machines - Sales	55,237	418	667	242	568	85%	81	9%	8	1.20%
Wholesalers & Distributors	174,217	135	666	244	514	77%	140	21%	12	1.80%
Internet Auction Service	101,818	235	660	245	559	85%	92	14%	9	1.36%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Pizza	48,112	462	656	246	326	50%	322	49%	8	1.22%
Cigar & Cigarette & Tobacco Dealers - Retail	34,966	583	650	247	464	71%	175	27%	11	1.69%
Vacuum Cleaners - Household - Dealers	169,648	141	644	248	451	70%	154	24%	39	6.06%
Swimming Pool Service & Repair	199,194	117	635	249	404	64%	228	36%	3	0.47%
Heating Contractors	323,767	86	630	250	436	69%	193	29%	21	3.33%
Optical Goods - Retail	65,706	364	630	250	467	74%	159	25%	4	0.63%
Garage Doors & Openers	241,229	102	629	252	465	74%	152	24%	12	1.91%
Pet Supplies & Foods - Retail	80,476	304	623	253	472	76%	135	22%	16	2.57%
Womens Apparel - Retail	61,744	388	621	254	419	67%	184	30%	18	2.90%
Gutters & Downspouts	260,448	91	620	255	407	66%	133	21%	80	12.90%
Watches - Dealers	112,900	211	619	256	459	74%	155	25%	5	0.81%
Cosmetic Sales	39,088	540	613	257	514	84%	92	15%	7	1.14%
Pet Shops	105,351	227	609	258	434	71%	168	28%	7	1.15%
Dog Breeders	154,224	156	608	259	305	50%	264	43%	39	6.41%
Veterinarians	163,304	145	605	260	490	81%	113	19%	2	0.33%
Cooking Utensils	49,063	454	599	261	482	80%	113	19%	4	0.67%
Siding Contractors	288,891	78	598	262	433	72%	118	20%	47	7.86%
House Cleaning	234,852	104	597	263	347	58%	216	36%	34	5.70%
Fulfillment Services	90,393	266	595	264	547	92%	46	8%	2	0.34%
Taxes - Consultants & Representatives	230,693	106	594	265	454	76%	116	20%	24	4.04%
Loans - Small Business	87,503	277	592	266	466	79%	120	20%	6	1.01%
Lubricating Service - Automotive	36,571	568	581	267	427	73%	149	26%	5	0.86%
Satellite Communication - Common Carrier	15,229	1,028	578	268	530	92%	45	8%	3	0.52%
Hearing Aids & Assistive Devices	154,462	155	568	269	468	82%	92	16%	8	1.41%
Online Publications	11,930	1,164	562	270	462	82%	99	18%	1	0.18%
Auto Parts & Supplies - Used & Rebuilt	89,255	268	559	271	342	61%	212	38%	5	0.89%
Opticians	47,118	472	554	272	488	88%	62	11%	4	0.72%
Books - Textbooks New & Used	50,661	442	548	273	507	93%	36	7%	5	0.91%
Apartment Finding & Rental Service	66,395	358	541	274	334	62%	180	33%	27	4.99%
Magazines - Dealers	22,658	806	538	275	343	64%	179	33%	16	2.97%
Remodeling Services	171,852	139	537	276	212	39%	297	55%	28	5.21%
Taxis	69,505	347	534	277	287	54%	226	42%	21	3.93%
Commercial Products Wholesale & Distributor	33,915	599	533	278	494	93%	35	7%	4	0.75%
Educational Consultants	127,039	190	530	279	466	88%	54	10%	10	1.89%
Business Consultants	275,976	81	522	280	317	61%	169	32%	36	6.90%
Magazine Sales by Telephone	15,763	1,011	521	281	459	88%	55	11%	7	1.34%
DVD sales & service	10,837	1,231	521	281	276	53%	232	45%	13	2.50%
Collection Systems	40,196	527	518	283	293	57%	198	38%	27	5.21%
Home Inspection Service	314,858	69	517	284	363	70%	141	27%	13	2.51%
Retail Stores	47,819	466	516	285	286	55%	197	38%	33	6.40%
Television & Radio - Service & Repair	44,909	485	513	286	267	52%	219	43%	27	5.26%
Training Programs	164,804	144	512	287	363	71%	117	23%	32	6.23%
Optomists	83,862	271	511	288	300	76%	111	22%	10	1.96%
Moving Services - Labor & Materials	75,037	330	508	289	322	63%	175	34%	11	2.17%
Animal Hospitals	54,076	425	507	290	470	93%	37	7%	0	0.00%
Auctioneers	110,457	213	503	291	338	67%	149	30%	16	3.18%
Sportswear - Retail	56,334	410	495	292	353	71%	122	25%	20	4.04%
Amusement Parks & Places	30,625	635	492	293	401	82%	85	17%	6	1.22%
Credit - Debt Consolidation Services	152,541	157	488	294	246	50%	187	38%	55	11.27%
Penny Auctions	19,952	876	485	295	421	87%	61	13%	3	0.62%
Plumbing Drains & Sewer Cleaning	114,895	206	482	296	350	73%	118	24%	14	2.90%
Image & Graphics Printing	55,150	419	481	297	199	41%	273	57%	9	1.87%
Telephone Service - Long Distance	46,462	477	481	297	418	87%	57	12%	6	1.25%
Chiropractors D.C.	133,459	184	478	299	325	78%	121	25%	32	6.69%
Water Filtration & Purification Equipment	140,538	175	477	300	371	78%	101	21%	5	1.05%
Insurance - Homeowners	62,517	380	475	301	451	95%	21	4%	3	0.63%
Child Care Centers	220,586	110	473	302	305	64%	157	33%	11	2.33%
Pawnbrokers	82,180	302	471	303	354	75%	108	23%	9	1.91%
Games & Supplies	151,204	161	468	304	329	70%	125	27%	14	2.99%
Lawn & Garden Equipment & Supplies	74,976	331	468	304	378	81%	86	18%	4	0.85%
Appliances - Small - Dealers	34,158	595	467	306	303	65%	139	30%	25	5.35%
Insurance Agency	152,502	158	466	307	377	81%	87	19%	2	0.43%
Title Companies & Agents	180,956	128	464	308	293	63%	149	32%	22	4.74%
Furniture Manufacturers	66,638	357	463	309	341	74%	118	25%	4	0.86%
Information Technology Services	105,905	225	462	310	333	72%	102	22%	27	5.84%
Clothes - Consignment & Resale	38,246	548	461	311	257	56%	131	28%	73	15.84%
Childrens & Infants Wear - Retail	32,958	605	461	311	304	66%	150	33%	7	1.52%
Wigs & Hairpieces	41,231	515	456	312	231	51%	205	45%	20	4.39%
Computers - Rent & Lease	6,498	1,576	454	314	445	98%	8	2%	1	0.22%
Tours - Operators & Promoters	118,609	201	450	315	319	71%	97	22%	34	7.56%
Swimming Pool Equipment & Supplies	82,948	296	450	315	318	71%	124	28%	8	1.78%
Gun Dealers	60,118	395	450	315	286	64%	157	35%	7	1.56%
Uniforms	37,937	555	450	315	228	51%	175	39%	47	10.44%
Gas - Propane	62,877	379	449	319	383	85%	65	14%	1	0.22%
Floor Laying, Refinishing & Resurfacing	192,188	121	446	320	271	61%	155	35%	20	4.48%
Resume Service	52,274	434	445	321	343	77%	86	19%	16	3.60%
Foundation Contractors	270,451	85	442	322	350	79%	75	17%	17	3.85%
Bedding	56,980	407	437	323	355	81%	67	15%	15	3.43%
Point of Sale Systems	20,278	868	437	323	384	88%	53	12%	0	0.00%
Kitchen & Bath - Design & Remodeling	244,735	98	434	325	313	72%	72	17%	8	1.84%
Computers - Sys Designers & Consult	110,394	214	426	326	377	89%	46	11%	3	0.70%
Foods - Carry Out	45,209	483	424	327	265	63%	147	35%	12	2.83%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Hair Products and Equipment	17,733	933	422	328	274	65%	115	27%	33	7.82%
Debt Relief Services	80,020	308	421	329	120	29%	234	56%	67	15.91%
Road Service - Automotive	67,949	351	421	329	383	91%	37	9%	1	0.24%
Auto Service Contract Companies	75,370	328	420	331	310	74%	14	3%	96	22.86%
Auto Parts & Supplies - Wholesale & Manufacturers	51,840	438	419	332	278	66%	130	31%	11	2.63%
Publishers - Magazine	29,662	652	419	332	311	74%	98	23%	10	2.39%
Collectibles	47,847	465	414	334	360	87%	51	12%	3	0.72%
Martial Arts	49,693	448	405	335	221	55%	174	43%	10	2.47%
Beds - Retail	32,012	616	401	336	363	91%	33	8%	5	1.25%
Spas & Hot Tubs - Dealers	87,707	274	400	337	318	80%	74	19%	8	2.00%
Laboratories - Medical	47,508	468	400	337	347	87%	51	13%	2	0.50%
Convenience Stores	49,236	452	399	339	219	55%	173	43%	7	1.75%
Housewares - Retail	22,779	802	398	340	292	73%	62	16%	44	11.06%
Mason Contractors	264,860	90	397	341	185	47%	190	48%	22	5.54%
Coin Dealers, Supplies	159,923	150	391	342	309	79%	76	19%	6	1.53%
Credit Repair Services - No Advance Fee	120,678	196	391	342	375	96%	16	4%	0	0.00%
Cabinets	119,021	198	389	344	233	60%	146	38%	10	2.57%
Real Estate - Rentals by Individuals	50,236	444	388	345	242	62%	137	35%	9	2.22%
Lighting Fixtures - Retail	78,384	315	385	346	255	66%	127	33%	3	0.78%
Floors - Hardwood	70,036	345	383	347	278	73%	98	26%	7	1.83%
Event Planners	38,109	551	381	348	146	38%	170	45%	65	17.06%
Insurance - Life	211,838	113	380	349	344	91%	33	9%	3	0.79%
Engines - Rebuild & Exchange	86,724	280	379	350	253	67%	120	32%	6	1.58%
Waterproofing Contractors	196,663	119	378	351	304	80%	61	16%	13	3.44%
Signs	109,406	217	378	351	198	52%	163	43%	17	4.50%
Bakers - Retail	56,131	411	378	351	202	53%	158	42%	18	4.76%
Cosmetics & Perfumes - Retail	44,654	487	378	351	256	68%	102	27%	20	5.29%
Floor Materials - Retail	107,828	221	376	355	279	74%	89	24%	8	2.13%
Better Business Bureaus	2,619	2,291	374	356	150	40%	115	31%	109	29.14%
Gold, Silver & Platinum Dealers	166,468	143	373	357	287	77%	78	20%	12	3.23%
Nurseries - Plants, Trees	82,513	299	364	358	217	60%	143	39%	4	1.04%
Gift Shops	58,598	400	360	359	203	56%	142	39%	15	4.17%
Credit & Debt Counseling	345,781	62	356	360	238	67%	94	26%	24	6.74%
Mufflers & Exhaust Systems	43,383	496	356	360	250	70%	105	29%	1	0.28%
Hair Removal - Laser & Electrolysis	38,206	549	352	362	220	63%	87	25%	45	12.78%
VOIP (Voice Over Internet Protocol) Sales & Service	14,311	1,067	352	362	347	99%	5	1%	0	0.00%
Contractor - Remodel & Repair	101,358	237	347	364	141	41%	174	50%	32	9.22%
Security Systems Consultants	65,907	363	347	364	289	83%	43	12%	15	4.32%
T-Shirts	34,314	592	347	364	203	59%	134	39%	10	2.88%
Video Tapes & Discs Sales & Rentals	28,351	677	346	367	83	24%	225	65%	38	10.98%
Glass - Plate and Window	163,205	146	344	368	199	58%	130	38%	15	4.36%
Freight Forwarding	87,678	276	344	368	250	73%	91	26%	3	0.87%
Contractors - Flooring	89,115	270	343	370	189	53%	139	41%	21	6.12%
Water Soft & Conditioning Equipment Service & Supplies	86,293	281	343	370	282	82%	56	16%	5	1.46%
Medical Alarms	51,905	435	342	372	299	87%	17	5%	26	7.60%
Passport & Visa Services	41,738	511	342	372	132	39%	209	61%	1	0.29%
Driving Instruction	78,470	314	341	374	217	64%	96	28%	28	8.21%
Home Decor, Accessories & Gifts - Online Retailer	10,125	1,275	340	375	212	62%	123	36%	5	1.47%
Pet Grooming	118,612	200	338	376	220	65%	111	33%	7	2.07%
Tire Distributors & Manufacturers	13,305	1,109	337	377	327	97%	8	2%	2	0.59%
Auto Services - Oil & Lube	10,678	1,240	335	378	284	85%	49	15%	2	0.60%
Internet-Based Telephone Service	13,943	1,079	334	379	309	93%	25	7%	0	0.00%
Manufactured Homes - Dealers	91,439	263	333	380	269	81%	59	18%	5	1.50%
Laser Cosmetic Services	27,810	686	333	380	108	32%	76	23%	149	44.74%
Craft Supplies	27,792	687	333	380	254	76%	72	22%	7	2.19%
Correspondence Schools	84,956	285	332	383	303	91%	25	8%	4	1.20%
Musical Instruments - Dealers	60,662	392	331	384	229	69%	95	29%	7	2.11%
Hobby & Model Construction Supplies - Retail	38,004	552	328	385	208	63%	116	35%	4	1.22%
Photographers - Wedding	29,320	658	328	385	103	31%	198	60%	27	8.23%
Real Estate Agents	73,576	335	327	387	204	62%	117	36%	6	1.83%
Leasing Service	44,220	489	327	387	263	80%	61	19%	3	0.92%
Hardware - Retail	65,016	367	324	389	227	70%	93	29%	4	1.23%
Employment Agencies	314,428	70	323	390	197	61%	87	27%	39	12.07%
Asphalt	88,468	272	323	390	128	40%	159	49%	36	11.15%
Dental Laboratories	37,065	564	321	392	255	79%	66	21%	0	0.00%
Consignment Service	23,124	788	320	393	142	44%	114	36%	64	20.00%
Party Supplies	34,139	596	319	394	163	51%	149	47%	7	2.19%
Gas - Propane - Equipment & Supplies	27,692	692	319	394	275	86%	44	14%	0	0.00%
Magazines - Distributors	17,445	944	318	396	201	63%	107	34%	10	3.14%
Campgrounds & RV Parks	53,170	429	317	397	224	71%	88	28%	5	1.58%
Photographers - Commercial	42,849	500	316	398	161	51%	143	45%	12	3.80%
Market Survey Companies	83,120	294	315	399	262	83%	48	15%	5	1.59%
Handbags	18,665	909	315	399	125	40%	171	54%	19	6.03%
Chimney Cleaning	172,400	138	314	401	210	67%	85	27%	19	6.05%
Modeling & Talent Agencies	235,245	103	312	402	159	51%	136	44%	17	5.45%
Monuments	42,574	502	311	403	166	53%	96	31%	49	15.76%
Herbs	39,727	531	309	404	180	58%	122	39%	7	2.27%
Auto Warranty Service	38,664	545	308	405	287	93%	19	6%	2	0.65%
Real Estate Developers	128,230	188	307	406	220	72%	83	27%	4	1.30%
Hospitalization, Medical & Surgical Plans	24,702	752	307	406	206	73%	93	30%	1	0.33%
Hair Styling and Services	30,443	640	305	408	142	47%	150	49%	13	4.26%
Mobile Telephone Equipment & Supplies	14,697	1,053	305	408	207	68%	96	31%	2	0.66%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Printers	101,643	236	303	410	170	56%	127	42%	6	1.98%
Water Companies - Bottled, Bulk	27,981	684	303	410	279	92%	23	8%	1	0.33%
Physicians - Specialists	79,766	310	302	412	226	75%	70	23%	6	1.99%
Clubs	29,558	647	299	413	261	87%	34	11%	4	1.34%
Countertops	129,491	187	298	414	199	67%	89	30%	10	3.36%
Boat Dealers	71,240	341	298	414	220	74%	77	26%	1	0.34%
Auto Wrecking	43,777	493	298	414	188	63%	106	36%	4	1.34%
Commercial Products Manufacturers	35,717	579	298	414	254	85%	44	15%	0	0.00%
Doors	93,934	257	294	418	200	68%	85	29%	9	3.06%
Auto Accessories	36,130	575	293	419	155	53%	128	44%	10	3.41%
Professional Services - General	117,670	203	292	420	203	70%	77	26%	12	4.11%
Scholastic Prep Courses, Books & Materials	23,656	781	292	420	205	70%	75	26%	12	4.11%
Mortgage Lender	169,976	140	291	422	261	90%	28	10%	2	0.69%
Water Heaters - Dealers	32,519	611	290	423	274	94%	13	4%	3	1.03%
Incentive Programs	18,585	913	290	423	271	93%	19	7%	0	0.00%
Lawn & Tree Care	20,904	847	289	425	192	66%	88	30%	9	3.11%
Credit Repair Services - Advance Fee	75,839	325	288	426	96	33%	159	55%	33	11.46%
Buses - Charter & Rental	48,660	458	287	427	144	50%	138	48%	5	1.74%
Relocation Service	58,056	404	282	428	158	56%	122	43%	2	0.71%
Rental Vacancy Listing Service	25,730	737	281	429	164	58%	107	38%	10	3.56%
Landscape Maintenance	85,800	283	279	430	143	51%	124	44%	12	4.30%
Advertising - Internet	75,608	327	278	431	202	73%	65	23%	11	3.96%
Appliances - Used	26,537	719	278	431	141	51%	126	45%	11	3.96%
Cosmetic Sales by Internet	14,974	1,038	278	431	171	62%	106	38%	1	0.36%
Auto Repair - Mobile	49,956	446	277	434	149	54%	117	42%	11	3.97%
License Services	21,155	843	274	435	256	93%	16	6%	2	0.73%
Energy Conservation Products & Services	95,994	250	273	436	220	81%	35	13%	18	6.59%
Booths - Toll, Parking	5,397	1,726	273	436	225	82%	48	18%	0	0.00%
Multi-Level Selling Companies	353,508	61	272	438	216	79%	49	18%	7	2.57%
Fireplaces	61,881	385	272	438	219	81%	46	17%	7	2.57%
Video Games - Rent & Lease	3,103	2,162	272	438	258	95%	14	5%	0	0.00%
Business Forms & Systems	60,337	393	271	441	132	49%	130	48%	9	3.32%
Auto Customizing	40,710	522	271	441	116	43%	143	53%	12	4.43%
Real Estate Consultants	73,227	336	270	443	184	68%	82	30%	4	1.48%
Snow Removal Service	34,434	590	270	443	142	53%	101	37%	27	10.00%
Auto Parts & Supplies - Used	20,592	859	270	443	119	44%	124	46%	27	10.00%
Government - State	9,867	1,287	270	443	244	90%	26	10%	0	0.00%
Telecommunications Equipment - Disability	22,226	814	268	447	253	94%	12	4%	3	1.12%
Associations	82,921	297	267	448	230	86%	30	11%	7	2.62%
Television & Radio - Dealers	28,638	671	266	449	174	65%	86	32%	6	2.26%
Air Purifying & Cleaning Systems & Equipment	83,749	290	265	450	198	75%	51	19%	16	6.04%
Boutiques	26,162	725	264	451	122	46%	129	49%	13	4.93%
Home Health Services	260,304	92	263	452	204	78%	54	21%	5	1.90%
Athletic Organizations	33,256	603	262	453	211	81%	56	18%	5	1.91%
Property Maintenance	90,659	264	261	454	173	66%	78	30%	10	3.83%
Marble & Granite Installation, Stonework Fabrication	66,071	362	261	454	156	60%	103	39%	2	0.77%
Kitchen Accessories	34,860	585	261	454	168	64%	88	34%	5	1.92%
Sunglasses	22,211	815	261	454	77	30%	171	66%	13	4.98%
Insurance Claim Processing Services	47,487	469	260	458	195	75%	62	24%	3	1.15%
Solar Energy Equipment & Systems Dealers	83,970	288	259	459	195	75%	56	22%	8	3.09%
Health & Wellness	59,457	398	259	459	197	76%	57	22%	5	1.93%
Bicycle - Dealers	44,388	488	256	461	168	66%	85	33%	3	1.17%
Granite	107,727	222	253	462	161	64%	77	30%	15	5.93%
Financing	82,279	300	252	463	195	77%	54	21%	3	1.24%
Electric Equipment & Supplies - Retail	35,843	577	251	464	207	82%	34	14%	10	3.98%
Mailing Machines & Equipment	8,407	1,384	251	464	238	95%	13	5%	0	0.00%
Manufactured Homes Distributors & Manufacturers	64,468	370	250	466	173	69%	72	29%	5	2.00%
Attorneys & Lawyers - Collections Law	52,646	433	250	466	204	82%	43	17%	3	1.20%
Coffee & Tea	32,280	613	250	466	168	67%	74	30%	8	3.20%
Video Games - Supplies & Parts	7,801	1,427	250	466	111	44%	121	48%	18	7.20%
Fence - Sales, Service & Contractors	61,824	387	249	470	134	54%	97	39%	18	7.23%
Contact Lenses	41,106	518	249	470	215	86%	33	13%	1	0.40%
Tile - Ceramic - Contractors & Dealers	127,763	189	248	472	132	53%	110	44%	6	2.42%
Novelties - Retail	51,085	440	247	473	141	57%	90	36%	16	6.48%
Awnings & Canopies	65,272	366	245	474	160	65%	79	32%	6	2.45%
Health & Diet Food Products - Wholesale & Manufacturing	33,806	600	244	475	166	68%	69	28%	9	3.69%
Video Production Services	48,092	464	242	476	152	63%	87	36%	3	1.24%
Auto Auctions	46,391	478	241	477	137	57%	99	41%	5	2.07%
Tools - Hand	16,545	983	241	477	209	87%	29	12%	3	1.24%
Consultant - Public Sector Planning	20,533	863	240	479	239	100%	1	0%	0	0.00%
Sales Lead Generation	30,003	646	239	480	133	56%	102	43%	4	1.67%
Gun sights, Scopes & Mounts	18,698	907	239	480	97	41%	132	55%	10	4.18%
Photo Imaging Service	4,171	1,915	239	480	87	36%	106	44%	46	19.25%
Legal Forms	36,885	566	238	483	136	57%	96	40%	6	2.52%
Genealogists	24,716	751	238	483	236	99%	2	1%	0	0.00%
Window Cleaning	102,430	234	237	485	120	51%	104	44%	13	5.49%
Caterers	94,646	253	237	485	132	56%	99	42%	6	2.53%
Product Development & Marketing	70,897	343	237	485	194	82%	25	11%	18	7.59%
Recycling - Computers & Other Electronics	22,610	807	236	488	220	93%	16	7%	0	0.00%
Financial Planning Consultants	27,642	80	235	489	173	80%	53	23%	10	4.23%
Buildings - Metal	53,875	396	235	489	110	47%	125	53%	0	0.00%
Motorcycles - Repairing & Service	32,505	612	235	489	142	60%	89	38%	4	1.70%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Credit Cards - Protection Service	22,938	796	235	489	117	50%	98	42%	20	8.51%
Food Manufacturers, Wholesalers, Distributors	99,480	240	234	493	195	83%	38	16%	1	0.43%
Office Records Stored	9,650	1,301	234	493	165	71%	69	29%	0	0.00%
Carports	22,979	791	233	495	175	75%	56	24%	2	0.86%
Massage Therapeutic	17,186	961	231	496	145	63%	73	32%	13	5.63%
Referral - Contractor	15,910	1,004	231	496	220	95%	8	3%	3	1.30%
Wedding Supplies & Services	27,327	694	230	498	118	51%	103	45%	9	3.91%
Patio, Porch & Deck Enclosures	76,859	320	229	499	168	73%	57	25%	4	1.75%
Physicians & Surgeons - Family Practice	27,237	695	229	499	161	70%	67	29%	1	0.44%
Auto Listing Service	23,247	786	228	501	202	89%	26	11%	0	0.00%
Baby Accessories & Services	21,727	827	228	501	134	59%	88	39%	6	2.63%
Shutters	70,173	344	227	503	152	67%	68	30%	7	3.08%
Utility Contractors	41,957	506	227	503	196	86%	31	14%	0	0.00%
Health & Fitness Program Consultants	33,951	598	225	505	164	73%	50	22%	11	4.89%
Sales Promotion Service	16,184	996	225	505	205	91%	10	4%	10	4.44%
Investigators	103,272	232	224	507	134	60%	75	33%	15	6.70%
Kitchen Cabinets & Equipment - Household	74,636	332	224	508	121	55%	70	32%	31	13.96%
Real Estate Investors	97,204	242	224	509	158	71%	52	24%	11	4.98%
Auto Warranty Plans	33,300	602	221	509	164	74%	50	23%	7	3.17%
Marketing - Home Based Business	84,462	286	220	511	212	91%	7	3%	1	0.45%
Auto Service - Window Tinting	64,318	372	220	511	111	50%	102	46%	7	3.18%
Shoe Repair	18,201	925	220	511	98	45%	109	50%	13	5.91%
Accountants - Certified Public	258,996	94	219	514	150	68%	66	30%	3	1.37%
Job Listing & Advisory Services	64,307	373	219	514	133	61%	77	35%	9	4.11%
Lingerie	24,341	759	219	514	163	74%	52	24%	4	1.83%
Janitor Service	216,506	111	218	517	125	57%	82	38%	11	5.05%
Septic Tanks & Systems Contractors & Dealers	105,271	228	218	517	146	67%	71	33%	1	0.46%
Pet Boarding & Kennels	152,308	159	217	519	142	65%	73	34%	2	0.92%
Schools - General Interest	55,391	415	217	519	144	66%	57	26%	16	7.37%
Mobile Telephone Service	12,053	1,158	217	519	150	69%	60	28%	7	3.23%
Landscape Designers	94,300	244	216	522	105	49%	101	47%	10	4.63%
Motor Scooters - Dealers	17,642	937	216	522	114	53%	91	42%	11	5.09%
Sports & Recreation	10,975	1,223	214	524	116	54%	89	42%	9	4.21%
Sporting Goods - Wholesale & Manufacturers	74,349	334	213	525	163	77%	49	23%	1	0.47%
Ribbons	2,984	2,196	213	525	210	99%	3	1%	0	0.00%
Sound Systems & Equipment	23,115	789	212	527	164	77%	47	22%	1	0.47%
Lawn & Garden Sprinkler Systems	87,161	279	210	528	121	58%	86	41%	3	1.43%
Electric Equipment - Service & Repair	30,536	637	210	528	133	63%	64	30%	13	6.19%
Door-to-Door Sales - Meat	23,824	776	209	530	130	62%	76	36%	3	1.44%
Shipping Masters	23,633	782	209	530	73	35%	118	56%	18	8.61%
Upholstery & Carpet Cleaning	37,879	557	207	532	118	57%	85	41%	5	2.40%
Ammunition	21,584	830	207	533	132	64%	73	35%	2	0.97%
Contractor - Insulation	182,985	125	206	534	146	71%	53	26%	7	3.40%
Tattoos	75,060	329	206	534	130	63%	73	35%	3	1.46%
Credit Cards & Plans - Equipment & Supplies	58,056	404	206	534	174	84%	32	16%	0	0.00%
Ambulance Service	39,640	534	206	534	171	83%	34	17%	1	0.49%
Search Engine Optimization Services	34,803	587	206	534	123	60%	42	20%	41	19.90%
Timeshare Deed and/or Title Transfer	23,930	772	206	534	70	34%	110	53%	26	12.62%
Loan Servicing	18,297	922	206	534	152	74%	32	16%	22	10.68%
Meat - Retail	66,257	360	205	541	150	73%	50	24%	5	2.44%
Graphic Designers	50,913	441	205	541	90	44%	93	45%	22	10.73%
Food Products	36,252	572	205	541	83	40%	119	58%	3	1.46%
Linens - Retail	12,682	1,132	205	541	171	83%	30	15%	4	1.95%
California -- Advance Fee Residential Loan Modification/Mortgage										
Loan Forbearance Services	11,249	1,202	203	545	39	19%	103	51%	61	30.05%
Bathroom Remodeling	93,683	258	202	546	133	66%	61	30%	8	3.96%
Photo Finishing - Retail	15,691	1,014	202	546	145	72%	53	26%	4	1.98%
Charity - Local	96,279	249	200	548	142	71%	54	27%	4	2.00%
Truck Dealers	53,533	427	200	548	133	67%	65	33%	2	1.00%
Canvas Goods	3,333	2,095	200	548	88	44%	97	49%	15	7.50%
Marine Sales & Service	40,856	520	198	551	143	72%	49	25%	6	3.03%
Waste Reduction, Disposal, Recycle Equipment	16,983	968	198	551	152	77%	43	22%	3	1.52%
Windows & Doors - Installation & Service	83,674	291	197	553	130	66%	63	32%	4	2.03%
Restaurant Equipment & Supplies	54,840	421	196	554	133	68%	60	31%	3	1.53%
Personal Services	44,737	486	196	554	135	69%	50	26%	11	5.61%
Interior Decorators & Designers Supplies	9,233	1,326	196	554	29	15%	17	9%	150	76.53%
Medical Billing Services	28,958	663	195	557	115	59%	78	40%	2	1.03%
Formal Wear	20,958	845	195	557	93	48%	79	41%	23	11.79%
Home Accessories	15,702	1,013	195	557	57	29%	109	56%	29	14.97%
Security Guard & Patrol Service	118,626	199	194	560	85	44%	103	53%	6	3.09%
Copiers & Copier Supplies	46,707	474	194	560	160	82%	33	17%	1	0.52%
Auto Radios & Stereos - Sales & Repair	26,854	705	194	560	129	66%	59	30%	6	3.09%
Duct Cleaning	109,724	216	193	563	104	54%	72	37%	17	8.81%
Truck Repair & Service	75,630	326	193	563	132	68%	58	30%	3	1.55%
Industrial Equipment & Supplies	61,873	384	193	563	118	61%	71	37%	4	2.07%
Insurance - Travel	35,346	582	193	563	190	98%	3	2%	0	0.00%
Watches - Service & Repair	25,372	742	193	563	139	72%	51	26%	3	1.55%
Prize Promotions	29,658	653	192	568	86	45%	78	41%	28	14.58%
Attorneys & Lawyers - Bankruptcy	87,341	278	190	569	150	79%	37	19%	3	1.58%
Boat Repair	47,240	471	190	569	105	55%	79	42%	6	3.16%
Interior Decorators & Designers	78,275	316	189	571	96	51%	86	46%	7	3.70%
Health Maintenance Organizations	26,643	713	189	571	156	83%	32	17%	1	0.53%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Wheel Chairs	12,831	1,124	189	571	81	43%	107	57%	1	0.53%
Hardwood Floor Contractors	111,060	212	188	574	101	54%	81	43%	6	3.19%
Accountants	107,447	223	188	574	110	59%	77	41%	7	0.53%
Pressure Washing	83,784	289	188	574	115	61%	66	35%	7	3.72%
Night Clubs	25,830	732	188	574	94	50%	93	49%	2	1.06%
Upholsterers	63,599	378	187	578	96	51%	79	42%	12	6.42%
Funeral Related Services	54,698	422	186	579	125	67%	55	30%	6	3.23%
Water & Sewer Line Protection	52,707	432	186	579	186	100%	0	0%	0	0.00%
Investment Advisory Service	145,463	168	185	581	98	53%	71	38%	16	8.65%
Air Conditioning Repair	54,256	424	185	581	104	56%	74	40%	7	3.78%
Psychics	17,267	957	185	581	128	69%	51	28%	6	3.24%
Promotional Products - Wearable	15,891	1,005	184	584	158	86%	24	13%	2	1.09%
Auto Perform, Race & Sport Equipment	37,253	560	183	585	116	63%	54	30%	13	7.10%
Immigration & Naturalization Consultants	31,025	630	183	585	138	75%	41	22%	4	2.19%
Contractor - Electrical	97,027	244	182	587	101	55%	78	43%	3	1.65%
Mens Clothing & Furnishings - Retail	28,675	668	182	587	112	62%	65	36%	5	2.75%
Gift Certificates/Cards	16,878	971	182	587	150	82%	29	16%	3	1.65%
Womens Apparel - Wholesale & Manufacturers	4,445	1,860	181	590	44	24%	136	75%	1	0.55%
Checks - Printing	65,314	365	180	591	175	97%	4	2%	1	0.56%
Foreclosure Services	21,782	826	180	591	91	51%	60	33%	29	16.11%
Auto Lube & Oil - Mobile	10,698	1,238	180	591	118	66%	59	33%	3	1.67%
Real Estate Appraisers	69,301	348	179	594	140	78%	34	19%	5	2.79%
Association Management	41,107	517	179	594	161	90%	15	8%	3	1.68%
Grocery - Bulk Food Stores	31,226	627	179	594	81	45%	79	44%	19	10.61%
Employee Benefit Plans	8,970	1,347	178	597	171	96%	6	3%	1	0.56%
Air conditioning & Heating Contractors - Commercial	67,160	356	177	598	111	63%	57	32%	9	5.08%
Furniture Repair & Refinish	50,375	443	177	598	107	60%	68	38%	2	1.13%
Septic Tanks & Systems Cleaning	73,045	338	176	600	116	66%	57	32%	3	1.70%
Television Stations & Broadcast Companies	26,883	702	176	600	107	61%	66	38%	3	1.70%
Physicians & Surgeons - Dermatology	28,754	666	175	602	120	69%	52	30%	3	1.71%
Theaters	13,911	1,082	175	602	119	68%	52	30%	4	2.29%
Designers - Apparel	10,754	1,233	175	602	59	34%	112	64%	4	2.29%
Furniture - Childrens	15,640	1,015	174	605	94	54%	42	24%	38	21.84%
Management Consultants	61,851	386	173	606	108	62%	58	34%	7	4.05%
Auto & Truck Brokers	43,953	492	173	606	90	52%	79	46%	4	2.31%
Auto Service - Sound Systems Sales & Service	30,569	636	173	606	137	79%	33	19%	3	1.73%
Chemicals	21,557	831	173	606	125	72%	46	27%	2	1.16%
Public Utility Consultants	14,359	1,064	173	606	135	78%	34	20%	4	2.31%
Employment Service	48,664	457	172	611	88	51%	53	31%	31	18.02%
Screening - Background & Employment	39,677	533	172	611	137	80%	31	18%	4	2.33%
Estates - Appraisals, Sales & Auctions	36,187	573	172	611	114	66%	50	29%	8	4.65%
Auto Repair - Maintenance	3,035	2,182	172	611	86	50%	78	45%	9	4.65%
Secret Shopper	53,928	426	171	615	146	74%	40	23%	107	62.57%
Sweepstakes	39,501	536	171	615	77	45%	45	26%	49	28.55%
Disc Jockeys	36,184	574	171	615	77	46%	91	53%	2	1.17%
Real Estate Loan Modification	20,759	852	171	615	39	23%	109	64%	23	13.45%
Garage Builders	48,915	455	170	619	124	73%	43	25%	3	1.76%
Repossession Service	38,908	543	170	619	106	62%	60	35%	4	2.35%
Talent Listing Service	36,499	569	170	619	161	95%	9	5%	0	0.00%
Real Estate - Rent to Own	24,880	748	170	619	97	57%	72	42%	1	0.59%
Importers	21,822	825	170	619	128	75%	41	24%	1	0.59%
Casinos	17,238	958	170	619	127	75%	42	25%	1	0.59%
Laundries	10,414	1,254	170	619	78	47%	87	51%	5	2.94%
Video Games - Service & Repair	15,436	1,020	169	626	62	36%	101	60%	6	3.55%
Eyeless Suppliers	13,557	1,095	169	626	109	64%	58	34%	2	1.18%
Tooth Whitening Services	9,247	1,327	169	626	132	78%	35	21%	2	1.18%
Property Management - Industrial & Commercial	25,912	730	167	629	96	57%	64	38%	7	4.19%
Tutoring	66,301	359	166	630	124	75%	38	23%	4	2.41%
Patio & Deck Builders	74,531	333	165	631	98	59%	63	38%	4	2.42%
Furniture Designers & Custom Builders	30,189	644	165	631	101	61%	57	35%	7	4.24%
Schools - Academic - Special Education	37,361	559	164	633	141	86%	20	12%	3	1.83%
Investment Securities	79,920	309	162	634	131	81%	28	17%	3	1.85%
Sitting Services	49,512	451	162	634	160	99%	2	1%	0	0.00%
Screen Printing	43,620	495	162	634	86	53%	71	44%	5	3.09%
Blinds	31,774	619	162	634	120	74%	37	23%	5	3.09%
Answering Services	30,732	633	162	634	148	91%	13	8%	1	0.62%
Lawn Mowers	29,476	654	162	634	114	70%	39	24%	9	5.56%
Sightseeing Tours	24,086	765	162	634	95	59%	64	38%	6	3.70%
Musical Instruments - Supplies & Accessories	17,277	955	162	634	118	73%	42	26%	2	1.23%
Excavating Contractors	275,565	82	161	642	97	60%	62	39%	2	1.24%
Cabinet Manufacturer	82,183	301	161	642	101	63%	50	31%	10	6.21%
Book, Compact Disc, & DVD Clubs	11,124	1,207	161	642	81	50%	40	25%	40	24.84%
Alterations - Clothing	28,430	674	160	645	81	51%	77	48%	2	1.25%
Bed & Breakfast	27,029	698	160	645	115	72%	43	27%	2	1.25%
Funeral Directors	68,367	350	159	647	116	73%	41	26%	2	1.26%
Plumbing Fixtures, Parts, Supplies - Retail	41,814	508	159	647	130	82%	26	16%	3	1.89%
Consumers Cooperative Organizations	22,887	799	159	647	152	96%	5	3%	2	1.26%
Coffee & Tea Shops	9,912	1,282	159	647	132	83%	27	17%	0	0.00%
Leather Goods - Dealers	8,702	1,365	159	647	130	82%	26	16%	5	3.14%
Solar Energy System Design & Installation	52,969	431	158	651	137	87%	16	10%	5	3.16%
Water Damage Restoration	40,661	524	158	652	107	65%	51	32%	0	0.00%
Optical Goods - Service & Repair	26,598	714	158	652	122	77%	34	22%	2	1.27%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Vehicle Transport Services	21,365	840	158	652	42	27%	105	66%	11	6.96%
Ink Cartridge - Refill & Sales	13,850	1,086	158	652	129	82%	27	17%	2	1.27%
Antiques - Dealers	49,554	450	157	657	97	62%	57	36%	3	1.91%
Employment Training	32,107	615	157	657	71	45%	63	40%	23	14.65%
Compact Discs, Tapes & Records - Retail	23,348	783	157	657	54	34%	98	62%	5	3.18%
Holding Companies	14,829	1,046	157	657	133	85%	24	15%	0	0.00%
Payroll Service	55,141	420	156	661	131	84%	21	13%	4	2.56%
Online Education	36,385	570	156	661	109	70%	32	21%	15	9.62%
Coaching - Business	30,323	643	156	661	128	82%	26	17%	2	1.28%
Golf Equipment & Supplies - Retail	28,656	669	156	661	98	63%	56	36%	2	1.28%
Woodworking	40,759	521	155	665	69	45%	68	44%	18	11.61%
Safety Consultants	31,292	625	155	665	137	88%	18	12%	0	0.00%
Automobile Dealers - Imported Cars	14,660	1,054	155	665	105	68%	50	32%	0	0.00%
Boys Clothing & Furnishings - Retail	7,572	1,458	155	665	83	54%	70	45%	2	1.29%
Art Galleries, Dealers & Consultants	39,824	529	154	669	82	53%	64	42%	8	5.19%
Auto Alarms & Security Systems	31,825	618	154	669	101	66%	49	32%	4	2.60%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	55,857	412	153	671	103	67%	49	32%	1	0.65%
Cleaning Supplies	28,197	682	153	671	117	76%	34	22%	2	1.31%
Cabin, Cottage & Chalet - Rentals	18,767	904	153	671	118	77%	34	22%	1	0.65%
Photography Sales	13,313	1,108	153	671	62	41%	68	44%	23	15.03%
Auto Parts & Supplies - Custom Wheels/Rims	15,296	1,024	151	675	85	51%	65	43%	1	0.66%
Online Drug & Prescription Services	43,193	497	150	676	103	69%	29	19%	18	12.00%
Physicians & Surgeons - Radiology	15,085	1,035	150	676	108	72%	38	25%	4	2.67%
Chimney Builders & Repair	77,502	317	149	678	73	49%	67	45%	9	6.04%
Farm Equipment	37,895	556	148	679	117	79%	29	20%	2	1.35%
Seal Coating	34,810	586	148	679	68	46%	68	46%	12	8.11%
All-Terrain Vehicles	34,288	593	148	679	72	48%	71	48%	5	3.38%
Engines - Supplies, Equipment & Parts	31,297	624	148	679	102	69%	41	28%	5	3.38%
Cosmetics - Wholesale & Manufacturers	10,355	1,263	148	679	127	86%	20	14%	1	0.68%
Call Centers	92,293	261	147	684	129	88%	16	11%	2	1.36%
Carpenters	89,501	267	147	684	53	36%	89	61%	5	3.40%
Title Loans	23,983	770	147	684	102	69%	38	26%	7	4.76%
Cemeteries	19,197	899	147	684	105	71%	41	28%	1	0.68%
Food & Beverage Services	24,750	749	146	688	87	60%	54	37%	5	3.42%
Floor Coverings & Installation	48,424	460	145	689	104	72%	38	26%	3	2.07%
Computer Consultant	36,008	576	145	689	81	56%	60	41%	4	2.76%
Travel & Moving Services	15,711	1,012	145	689	45	31%	41	28%	59	40.69%
Legal Services Plans	69,643	346	144	692	111	77%	29	20%	4	2.78%
Bail Bonds	42,077	504	144	692	85	59%	57	40%	2	1.39%
Hair Replacement	36,886	565	144	692	133	92%	10	7%	1	0.69%
Insured Property Replacement Service	3,913	1,965	144	692	144	100%	0	0%	0	0.00%
Funeral Homes	46,674	475	143	696	91	64%	47	33%	5	3.50%
Furniture - Wholesale	19,364	893	143	696	100	70%	40	28%	3	2.0%
Trade Shows, Expositions & Fairs	12,745	1,130	143	696	81	57%	52	36%	10	6.99%
Garage Door Repair	35,631	581	142	699	79	56%	49	35%	14	9.86%
Dental Service Plans	26,916	701	142	699	120	85%	22	15%	0	0.00%
Health Care Management	18,207	924	142	699	118	83%	24	17%	0	0.00%
Adult Entertainment	28,934	664	141	702	70	50%	63	45%	8	5.67%
Recreational Vehicles - Repair & Service	27,109	696	141	702	97	69%	42	30%	2	1.42%
Medical Service Organizations	21,996	819	141	702	101	72%	39	28%	1	0.71%
Stoves - Wood, Coal	27,763	689	140	705	111	79%	28	20%	1	0.71%
Water Treatment Equipment, Service & Supplies	47,517	467	139	706	113	81%	24	17%	2	1.44%
Waste Reduction, Recycle Service - Industrial	18,392	921	139	706	88	63%	46	33%	5	3.60%
Costumes - Masquerade & Theatrical	17,660	935	139	706	74	53%	55	40%	10	7.19%
Candy & Confectionery - Retail	17,027	966	139	706	49	35%	87	63%	3	2.16%
Airport Transportation	14,595	1,060	139	706	102	73%	35	25%	2	1.44%
Home Repair & Maintenance	9,783	1,294	139	706	54	39%	63	45%	22	15.83%
Incorporating Companies	64,870	368	138	712	103	75%	31	22%	4	2.90%
Bathrooms & Sinks - Repair & Refinish	64,550	369	138	712	90	65%	43	31%	5	3.62%
Physical Therapists	49,160	453	138	712	107	78%	28	20%	3	2.17%
Identity Theft Protection & Prevention Services	67,489	353	136	715	102	75%	32	24%	2	1.47%
Battery Supplies	29,740	650	136	715	103	76%	33	24%	0	0.00%
Physicians & Surgeons - Orthopedic Surgery	28,425	675	136	715	109	80%	27	20%	0	0.00%
Recreational Vehicles - Equipment, Parts, Supplies	20,645	856	136	715	101	75%	34	25%	1	0.74%
Dance Companies	18,463	917	136	715	73	54%	62	46%	1	0.74%
Spices - Outdoor	4,694	1,812	136	715	12	9%	122	90%	2	1.47%
Furniture - Outdoor	23,528	775	135	721	90	67%	44	31%	1	0.74%
Appliances - Small - Supplies & Parts	19,909	879	135	721	106	79%	28	21%	1	0.74%
Parking Attendant Service	6,652	1,560	135	721	97	72%	36	27%	2	1.48%
Fabric Shops	18,682	908	134	724	107	80%	25	19%	2	1.49%
Automation Systems & Equipment	8,367	1,388	134	724	127	95%	7	5%	0	0.00%
Trucking	94,750	251	133	726	76	57%	51	38%	6	4.51%
Irrigation Systems & Equipment	71,820	339	133	726	98	74%	31	23%	4	3.01%
Wedding Consultants	31,953	617	133	726	81	61%	42	32%	10	7.52%
Energy Management & Conservation Consultant	44,155	490	132	729	109	83%	20	15%	3	2.27%
Spas & Hot Tubs - Service & Repair	29,177	659	132	729	70	53%	60	45%	2	1.52%
Adult Novelties	15,961	1,003	132	729	55	42%	73	55%	4	3.03%
Concrete - Stamped & Decorative	30,521	638	131	732	83	63%	45	34%	3	2.29%
Labor Posters	6,812	1,544	131	732	108	82%	20	15%	3	2.29%
Paralels	28,996	661	130	734	64	49%	56	43%	10	7.69%
Shoes - Custom Made	7,553	1,461	130	734	101	78%	28	22%	1	0.77%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Escrow Service	53,336	428	129	736	77	60%	47	36%	5	3.88%
Accounting Services	46,482	476	129	736	77	60%	45	35%	7	5.43%
Professional Organizations	12,039	1,159	129	736	125	97%	4	3%	0	0.00%
Infomercials	5,504	1,708	129	736	115	89%	14	11%	0	0.00%
Medical - Dental Discount Plans	76,171	323	128	740	36	75%	33	25%	0	0.00%
Camps	20,816	849	128	740	66	52%	59	46%	3	2.34%
Pardon Services	10,592	1,243	128	740	40	31%	85	66%	3	2.34%
Magazine Sales by Mail	9,066	1,340	128	740	78	61%	35	27%	15	11.72%
Water Well Drilling & Service	84,336	287	127	744	91	72%	34	27%	2	1.57%
Landscape Architects	55,628	413	127	744	69	54%	55	43%	3	2.36%
Draperies & Curtains - Retail & Custom	32,627	610	127	744	82	65%	43	34%	2	1.57%
Party Supplies - Renting	21,352	841	127	744	73	57%	51	40%	3	2.36%
Bill Paying Service	12,565	1,136	127	744	117	74%	10	8%	0	0.00%
Urgent Care Centers	13,339	1,106	125	749	111	89%	12	10%	2	1.60%
Luggage - Retail	12,107	1,155	125	749	90	72%	33	26%	2	1.60%
Heating Equipment	24,027	767	124	751	62	50%	21	17%	41	33.06%
Entertainment Bureaus	19,730	884	124	751	42	63%	4	34%	4	3.23%
Vending Machines	39,999	541	123	753	75	61%	38	31%	10	8.13%
Generators - Electric	26,842	706	123	753	108	88%	15	12%	0	0.00%
Physicians & Surgeons - Weight Reduction	20,085	872	123	753	102	83%	21	17%	0	0.00%
Gift Baskets & Parcels	19,910	878	123	753	85	69%	36	29%	2	1.63%
Printing Supplies	9,893	1,286	123	753	64	52%	59	48%	0	0.00%
Computers - Security Equip & Systems	7,623	1,455	123	753	88	72%	33	27%	2	1.63%
Fashion Accessories	2,889	2,224	123	753	47	38%	67	54%	9	7.32%
Foundation Repair & House Leveling	77,288	319	122	760	81	66%	36	30%	5	4.10%
Telecommunication Equipment & Systems Service & Repair	17,554	939	122	760	105	86%	16	13%	1	0.82%
Seeds & Bulbs - Retail	10,992	1,220	122	760	75	61%	46	38%	1	0.82%
Check Cashing Protection Systems	3,985	1,947	122	760	117	72%	4	3%	1	0.82%
Lawn Mowers - Sharpen & Repair	26,731	708	121	764	87	72%	34	28%	0	0.00%
Schools - Home Study	29,078	766	121	764	63	52%	25	21%	33	27.27%
Toys - Wholesale & Manufacturers	9,461	1,314	121	764	100	83%	0	0%	0	0.00%
Appliances - Small - Wholesale & Manufacturers	6,033	1,635	121	764	108	89%	10	8%	3	2.48%
Newspaper Distributors	6,020	1,636	121	764	120	99%	0	0%	1	0.83%
Manufactured Homes - Parks	29,166	660	120	769	77	64%	39	33%	4	3.33%
Advertising - Mobile	22,204	816	120	769	110	92%	5	4%	5	4.17%
Rental Service Stores & Yards	18,139	927	120	769	77	64%	42	35%	1	0.83%
Railroads	2,655	2,278	120	769	119	99%	1	1%	0	0.00%
Office Furniture & Equipment	67,203	355	119	773	76	64%	37	31%	6	5.04%
Beauty Schools	38,203	550	119	773	96	81%	22	18%	1	0.84%
Ammunition & Reload Equipment & Supplies	9,759	1,295	119	773	110	92%	8	7%	1	0.84%
Swimming Pools - Private	9,734	1,297	119	773	72	61%	45	38%	2	1.68%
Building Construction Consultants	51,860	437	118	777	55	47%	59	50%	4	3.39%
Laboratories - Testing	29,420	656	118	777	83	70%	28	24%	7	5.93%
Maids & Butlers Service	25,993	728	118	777	72	61%	41	35%	5	4.24%
Vacuum Cleaners - Service & Repair	24,729	750	118	777	77	65%	33	28%	8	6.78%
Liquor Stores	24,446	757	118	777	71	60%	46	39%	1	0.85%
Small Engine Repair	23,902	774	118	777	66	56%	43	36%	9	7.63%
Telephone & Television Cable Contractors	20,791	850	118	777	90	76%	15	13%	13	11.02%
Surplus & Salvage Merchandise	20,065	873	118	777	70	59%	44	37%	4	3.39%
Candies - Retail	15,469	1,018	118	777	76	64%	38	32%	4	3.39%
Digital Media	7,441	1,470	118	777	100	85%	15	13%	3	2.54%
Display Fixtures & Materials	3,763	1,999	118	777	114	97%	4	3%	0	0.00%
Banquet Facilities	29,708	651	117	788	68	58%	49	42%	0	0.00%
Promotional Products	24,537	755	117	788	59	50%	42	36%	16	13.68%
Dining Club Plans	2,268	2,391	117	788	117	100%	0	0%	0	0.00%
Buildings - Pre - Cut, Prefab & Modular - Dealers	46,091	479	116	791	88	76%	22	19%	6	5.17%
Shuttle Bus	6,563	1,569	116	791	64	55%	48	41%	4	3.45%
Tool & Utility Sheds	26,572	716	115	793	58	50%	52	45%	5	4.35%
Mailing Services - Drop Shipper	14,920	1,042	115	793	96	83%	18	16%	1	0.87%
Shirts - Custom Made	6,684	1,555	115	793	64	56%	48	42%	3	2.61%
Bookkeeping Service	83,520	293	114	796	69	61%	36	32%	9	7.89%
Jewelry Manufacturers	45,939	480	114	796	98	86%	14	12%	2	1.75%
Auto Repairing - Foreign	34,573	589	114	796	89	78%	23	20%	2	1.75%
Debt Relief Services (Non-compliant with FTC Rule)	8,386	1,385	114	796	13	11%	61	54%	40	35.09%
Telecommunication Equipment & Systems Dealers	18,890	903	113	800	84	74%	17	15%	12	10.62%
Kitchen Remodeling	43,691	494	112	801	59	53%	52	46%	1	0.89%
Physicians & Surgeons - Ophthalmology	31,340	622	111	803	91	82%	17	15%	3	2.70%
Tire Retread & Repair	18,438	918	111	803	61	55%	47	42%	3	2.70%
General Merchandise - Wholesale	9,992	1,280	111	802	47	42%	58	52%	6	5.41%
Water Heaters - Wholesale & Manufacturers	3,309	2,105	111	802	107	96%	4	4%	0	0.00%
Dating Service - Online	2,937	2,212	111	802	44	40%	56	50%	11	9.91%
Auto Service - Specialty Parts	14,785	1,050	110	807	62	56%	47	43%	1	0.91%
Recreational Vehicles - Rent & Lease	11,314	1,197	110	807	63	57%	45	41%	2	1.82%
Covers - Protective	7,754	1,436	110	807	66	60%	37	34%	7	6.36%
Shoes - Wholesale & Manufacturers	7,212	1,497	110	807	91	83%	19	17%	0	0.00%
Skateboards & Equipment	7,069	1,513	110	807	61	55%	48	44%	1	0.91%
Pipes & Smokers Articles	6,859	1,541	110	807	52	47%	58	53%	0	0.00%
Photographic Equipment & Supplies - Wholesale & Manufacturing	2,862	2,233	110	807	91	83%	19	17%	0	0.00%
Computers - Training	43,038	498	109	814	86	79%	17	16%	6	5.50%
Entertainers	20,512	864	109	814	56	51%	44	40%	9	8.26%
Swimwear & Accessories	10,068	1,278	109	814	46	42%	59	54%	4	3.67%
Physicians & Surgeons - OB/GYN	26,298	723	108	817	87	81%	21	19%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Motivational & Self Improvement Training	14,955	1,039	108	817	70	65%	31	29%	7	6.48%
Driveway Installation, Paving & Repair	7,286	1,489	108	817	33	31%	64	59%	11	10.19%
Solar Energy Products - Retail	40,611	525	107	820	91	85%	13	12%	3	2.80%
Utility Submetering & Billing	7,511	1,463	107	820	98	92%	9	8%	0	0.00%
Baby Accessories - Wholesale & Manufacturers	3,880	1,972	107	820	25	23%	63	59%	19	17.76%
Towels - Cloths-Wholesale & Manufacturers	2,378	2,362	107	820	18	17%	89	83%	0	0.00%
Dentist - Orthodontist	40,259	526	106	824	92	87%	11	10%	3	2.83%
Jewelry Designers	31,192	628	106	824	70	66%	34	32%	2	1.89%
Iron Work	26,131	726	106	824	41	39%	52	49%	13	12.26%
Golf Carts	20,776	851	106	824	78	74%	28	26%	0	0.00%
Contract Manufacturing	17,390	947	106	824	88	83%	18	17%	0	0.00%
Projection Apparatus	2,640	2,284	106	824	76	72%	30	28%	0	0.00%
Blankets	1,694	2,637	106	824	56	53%	49	46%	1	0.94%
Nursing Homes	87,743	273	105	831	73	70%	31	30%	1	0.95%
Condominiums	29,413	657	105	831	73	70%	29	28%	3	2.86%
Non Profit Organizations - General Membership	25,834	731	105	831	85	81%	18	17%	2	1.90%
Concrete - Custom	15,993	1,002	105	831	47	45%	48	46%	10	9.52%
Tailors	15,021	1,037	105	831	52	50%	53	50%	0	0.00%
Refrigerators & Freezers - Service & Repair	11,028	1,216	105	831	43	41%	59	56%	3	2.86%
Art Goods	10,521	1,248	105	831	45	43%	56	53%	4	3.81%
Trust Companies	25,781	735	104	838	99	95%	4	4%	1	0.96%
Government Grant Services	22,387	811	104	838	67	64%	19	18%	18	17.31%
Stone Setting - Interlocking Pavers	19,563	888	104	838	56	54%	45	43%	3	2.88%
Ticket Broker	12,378	1,144	104	838	41	39%	52	50%	11	10.58%
Drywall Contractors	161,698	148	103	842	28	27%	71	69%	4	3.88%
Window Coverings	17,300	952	103	842	75	73%	25	24%	3	2.91%
Home Centers	15,236	1,027	103	842	60	58%	40	39%	3	2.91%
Radon Testing & Service	26,564	718	102	845	85	83%	9	9%	8	7.84%
Pet Foods - Wholesale & Manufacturers	20,204	869	102	845	78	76%	24	24%	0	0.00%
Cutlery	85,348	284	101	847	93	93%	8	8%	0	0.00%
Insurance Consultants	71,191	342	101	847	74	73%	25	25%	2	1.98%
Campers - Wholesale & Manufacturers	11,241	1,203	101	847	88	87%	9	9%	4	3.96%
Laundries - Self Service	8,624	1,370	101	847	52	51%	42	42%	7	6.93%
Rehabilitation Services	43,020	499	100	851	61	61%	32	32%	7	7.00%
Embroidery	28,310	679	100	851	58	58%	40	40%	2	2.00%
Auto Restoration	24,490	756	100	851	42	42%	54	54%	4	4.00%
Gymnastic Instruction	20,864	848	100	851	51	51%	44	44%	5	5.00%
Dental Equipment & Supplies	19,006	901	100	851	55	55%	44	44%	1	1.00%
Clocks - Service & Repair	16,306	992	100	851	51	51%	40	40%	9	9.00%
Shopping Service - Personal	13,532	1,098	100	851	67	67%	32	32%	1	1.00%
Wines - Retail	11,376	1,194	100	851	75	75%	21	21%	4	4.00%
Christmas Trees	6,864	1,540	100	851	91	91%	7	7%	2	2.00%
Business & Trade Organizations	103,574	220	99	860	58	58%	35	35%	6	6.06%
Trucking Transportation Brokers	60,186	394	99	860	81	82%	18	18%	0	0.00%
Debt Repayment Plan	18,588	912	99	860	32	32%	34	34%	33	33.33%
Childrens & Family Entertainment	10,999	1,219	99	860	49	49%	47	47%	3	3.03%
Television & Radio Parts - Retail	10,375	1,256	99	860	67	68%	29	29%	3	3.03%
Construction Management	47,091	473	98	865	53	54%	42	43%	3	3.06%
Building Restoration & Preservation	37,941	554	98	865	62	63%	33	34%	3	3.06%
Mailing Lists	24,314	760	98	865	68	69%	29	30%	1	1.02%
Prescription Benefit Consultants	17,325	951	98	865	78	80%	20	20%	0	0.00%
Insurance Agents	17,223	959	98	865	84	86%	14	14%	0	0.00%
Playground Equipment	15,474	1,017	98	865	68	69%	28	29%	2	2.04%
Traffic & Parking Consultants	6,328	1,602	98	865	87	87%	11	11%	0	0.00%
Telephone Solicitation Companies	6,149	1,624	98	865	16	16%	18	18%	64	65.31%
Stucco & Exterior Coating Contractors	43,571	447	97	873	48	49%	43	44%	6	6.19%
Home Theater	42,275	503	97	873	60	62%	35	36%	2	2.06%
Seminars & Training - Wealth Building & Real Estate Results not Substantiated	28,332	678	97	873	75	77%	19	20%	3	3.09%
Administrative Services	28,080	683	97	873	87	90%	9	9%	1	1.03%
Party Planning	19,391	892	97	873	34	35%	60	62%	3	3.09%
Fuel - Gasoline	727	3,305	97	873	45	46%	47	48%	5	5.15%
Fund Raising Counselors & Orgs	51,601	439	96	879	59	61%	31	32%	6	6.25%
Transportation Consultants	25,809	734	96	879	41	43%	55	57%	0	0.00%
Vacuum Cleaning Systems	20,673	854	96	879	73	76%	23	24%	0	0.00%
Trailer Sales	20,596	858	96	879	49	51%	46	48%	1	1.04%
Recording Service - Sound & Video	18,617	910	96	879	41	43%	44	46%	11	11.46%
Real Estate Loans	7,327	316	95	884	64	67%	28	28%	4	4.21%
Modeling Schools	39,527	537	95	884	87	92%	7	7%	1	1.05%
Bathtub Refinishing	34,342	591	95	884	44	46%	48	51%	3	3.16%
Auto Repair & Service - Equipment & Supplies	13,871	1,084	95	884	57	60%	37	39%	1	1.05%
Auto Body Shop Equipment & Sup	13,542	1,097	95	884	45	47%	48	51%	2	2.11%
Snowmobiles	9,264	1,323	95	884	81	85%	14	15%	0	0.00%
Auto Smog Inspection	5,473	1,714	95	884	57	60%	38	40%	0	0.00%
Auto Dealers - Antique & Classic	41,713	512	94	891	54	57%	37	39%	3	3.19%
Auto Seat Covers, Tops & Upholstery	28,493	672	94	891	55	59%	37	39%	2	2.13%
Farms	26,318	722	94	891	34	36%	51	54%	9	9.57%
Pharmaceutical Products - Wholesale & Manufacturing	23,736	778	94	891	72	77%	18	19%	4	4.26%
Appliances - Major - Rent & Lease	10,977	1,222	94	891	70	74%	22	23%	2	2.13%
Photographs - Stock	2,835	2,127	94	891	83	86%	13	14%	0	0.00%
Knives - Machine	2,805	2,245	94	891	5	5%	89	95%	0	0.00%
Radiators - Automotive	18,478	916	93	898	64	69%	29	31%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Bars & Taverns	16,238	995	93	898	57	61%	34	37%	2	2.15%
Warehouses - Merchandise	9,911	1,283	93	898	51	55%	38	41%	4	4.30%
Yoga Instruction	9,630	1,304	92	898	52	56%	39	42%	2	2.15%
Podiatrists	21,850	823	92	902	71	77%	21	23%	0	0.00%
Telephone Equipment & Systems Service & Repair	21,449	832	92	902	37	55%	36	39%	3	3.33%
Foreclosure Rescue	13,480	1,101	92	902	12	13%	79	86%	1	1.09%
Mobile Apps	8,303	1,395	92	902	55	60%	33	36%	4	4.35%
Doors - Repair	32,842	607	91	906	68	75%	21	23%	2	2.20%
Hunting & Fishing Services	26,379	720	91	906	61	67%	29	32%	1	1.10%
Animal Breeders	22,965	794	91	906	55	60%	34	37%	2	2.20%
Marinas	21,442	838	91	906	64	70%	27	30%	0	0.00%
Auto Driving School	19,560	890	91	906	54	59%	27	30%	10	10.99%
Jewelry Repair	15,492	1,016	91	906	56	62%	34	37%	1	1.10%
Vacuum Cleaners - Wholesale & Manufacturers	3,168	2,146	91	906	85	93%	4	4%	2	2.20%
Assisted Living Centers & Adult Family Homes	67,752	352	90	913	61	68%	26	29%	3	3.33%
Refrigeration Equipment - Commercial - Sales & Service	30,905	631	90	913	52	58%	38	42%	0	0.00%
Painters - Commercial or Residential	21,366	839	90	913	37	41%	47	52%	6	6.67%
Bathroom Accessories	15,239	1,026	90	913	71	79%	18	20%	1	1.11%
Books - Used & Rare	11,264	1,200	90	913	58	64%	31	34%	1	1.11%
Airlines - Ticket Agencies	8,187	1,407	90	913	79	88%	8	9%	3	3.33%
Candy & Confectionery - Wholesale & Manufacturers	7,883	1,422	90	913	28	31%	58	64%	4	4.44%
Costume Fabrics, Trm & Accessories	7,353	1,481	90	913	50	56%	39	43%	1	1.11%
Dressmakers	6,649	1,561	90	913	51	57%	37	41%	2	2.22%
Chemists - Manufacturers	1,746	2,612	90	913	88	98%	2	2%	0	0.00%
Recycling Centers	37,681	558	89	923	57	64%	25	28%	7	7.87%
Auto Salvage Yards	30,751	632	89	923	51	57%	36	40%	2	2.25%
Data Processing Service	19,767	883	89	923	61	69%	24	27%	4	4.49%
Diabetes Services & Supplies	16,012	1,000	89	923	65	73%	20	22%	4	4.49%
Computer Business Services	11,650	1,181	88	927	66	75%	20	23%	2	2.27%
Animals - Nuisance Control - Trapping	24,993	784	87	928	58	67%	26	30%	3	3.45%
Taxes - Negotiators	22,435	810	87	928	83	95%	3	3%	1	1.15%
Bathroom Remodeling - Walk-In Tubs	15,431	1,021	87	928	81	93%	4	5%	2	2.30%
Optical Equipment & Supplies	8,590	1,374	87	928	77	89%	10	11%	0	0.00%
Animal Online Drug & Prescription Services	3,793	1,992	87	928	20	23%	56	64%	11	12.64%
Roommate Referral Service	3,293	2,108	87	928	72	83%	13	15%	2	2.30%
Environmental & Ecological Services	57,681	406	86	934	54	63%	29	34%	3	3.49%
Sod & Sodding Service	21,920	821	86	934	53	62%	28	33%	5	5.81%
Furniture - Used	14,598	1,059	86	934	52	60%	32	37%	2	2.33%
Swimming Pool Manufacturers & Distributors	10,127	1,274	86	934	75	87%	11	13%	0	0.00%
Videographers	6,159	1,621	86	934	45	52%	28	33%	13	15.12%
Window Shades	27,687	691	85	939	58	68%	21	26%	1	1.18%
Investment Management	26,699	711	85	939	38	45%	41	48%	6	7.06%
Medical Testing Companies	26,569	717	85	939	57	67%	26	31%	2	2.35%
Personal Trainers	11,736	1,174	85	939	51	60%	33	39%	1	1.18%
Catalog Showrooms	8,894	1,354	85	939	82	96%	3	4%	0	0.00%
Physicians & Surgeons - Anesthesiologists	8,037	1,413	85	939	58	68%	27	32%	0	0.00%
Vanity Publishers	7,170	1,502	85	939	64	75%	19	22%	2	2.35%
Fire & Smoke Alarm Systems	45,201	484	84	946	57	68%	24	29%	3	3.57%
Dancing Instruction	29,790	649	84	946	55	65%	23	27%	6	7.14%
Truck Equipment & Parts	29,455	655	84	946	61	73%	21	25%	2	2.38%
Buildings - Portable	26,876	703	84	946	57	68%	26	31%	1	1.19%
Trailers - Automotive Utility	20,648	855	84	946	57	68%	26	31%	1	1.19%
Boat Equipment & Supplies	16,419	984	84	946	57	68%	27	32%	0	0.00%
Tractor Dealers	14,862	1,044	84	946	78	93%	6	7%	0	0.00%
Radio Communication Equipment & Systems	14,789	1,049	84	946	79	94%	5	6%	0	0.00%
Text Publishers	10,920	1,228	84	946	81	96%	3	4%	0	0.00%
Construction Estimates	3,541	2,052	84	946	14	17%	60	71%	10	11.90%
Tires - Commercial Sales & Service	1,312	2,845	84	946	48	57%	35	42%	1	1.19%
Unclaimed Funds Retrieval Services	79,705	311	83	957	72	87%	8	10%	3	3.61%
Mechanical Contractors	67,345	354	83	957	50	60%	32	39%	1	1.20%
Drug Abuse & Addiction - Info & Treatment	50,035	445	83	957	68	82%	15	18%	0	0.00%
Lumber - Retail	39,635	535	83	957	60	72%	20	24%	3	3.61%
Business Promotions - General	38,000	553	83	957	41	49%	34	41%	8	9.64%
Hypnotherapists - Hypnotists	25,752	736	83	957	72	87%	10	12%	1	1.20%
Taxidermists	17,456	941	83	957	42	51%	37	45%	4	4.82%
Computers - Disaster Recovery	17,447	943	83	957	45	54%	37	45%	1	1.20%
Thrift Shops	15,102	1,035	83	957	53	64%	23	28%	7	8.43%
Valet Service	10,600	1,242	83	957	70	87%	24	29%	1	1.20%
Health Resorts	7,425	1,471	83	957	36	43%	46	55%	1	1.20%
Variety Stores	5,917	1,648	83	957	45	54%	33	40%	5	6.02%
Swimming Pools - Public	2,631	2,285	83	957	80	96%	2	2%	1	1.20%
Fireplace Equipment - Retail	22,734	805	82	970	68	83%	14	17%	0	0.00%
Air Conditioning Supplies & Parts	16,302	993	82	970	62	76%	19	23%	1	1.22%
Attorneys Referral Service	16,051	998	82	970	67	82%	15	18%	0	0.00%
Baseball Cards & Sports Memorabilia	15,121	1,032	82	970	50	61%	32	39%	0	0.00%
Greeting Cards - Retail	8,409	1,383	82	970	45	55%	35	43%	2	2.44%
Adult & Continuing Education	27,735	690	81	975	61	75%	18	22%	2	2.47%
Sales & Order Books	7,983	1,417	81	975	44	54%	35	43%	2	2.47%
Pen Pal Lists	1,178	2,939	81	975	23	28%	58	72%	0	0.00%
Insurance - Property	33,603	601	80	978	73	91%	7	9%	1	1.25%
Insurance - Accident & Health	25,442	738	80	978	65	81%	14	18%	1	1.25%
Electronic Mail Service	4,225	1,902	80	978	12	15%	67	84%	1	1.25%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Contractors - Solar Energy	42,026	505	79	981	52	66%	20	25%	7	8.86%
Barbers	27,935	685	79	981	44	56%	31	39%	4	5.06%
Animal Shelters	16,695	979	79	981	53	67%	23	29%	3	3.80%
House Furnishings & Services	11,527	1,188	79	981	31	39%	46	58%	2	2.53%
Fashion Designers	21,132	2,451	79	981	18	23%	59	75%	3	3.80%
Logistics	25,194	746	78	986	41	53%	29	37%	8	10.26%
Party Plans - In-Home	19,563	888	78	986	54	69%	3	4%	21	26.92%
Medical Imaging Services	9,351	1,317	78	986	54	69%	20	26%	4	5.13%
Waste Containers	8,757	1,361	78	986	55	71%	23	29%	0	0.00%
Pet Fencing & Containment Systems	7,259	1,492	78	986	71	91%	7	9%	0	0.00%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	2,440	2,343	78	986	68	87%	10	13%	0	0.00%
Surveyors - Land	80,472	305	77	992	49	64%	27	35%	1	1.30%
Appraisers	32,837	608	77	992	42	55%	30	39%	5	6.49%
Recycling Services	22,564	808	77	992	45	58%	24	31%	8	10.39%
Auto Electric Service	14,602	1,058	77	992	37	48%	40	52%	0	0.00%
Dry Cleaners - Self Service	3,625	2,031	77	992	29	38%	48	62%	0	0.00%
Stone - Natural	28,251	680	76	997	50	66%	24	32%	2	2.53%
Pet Training - Dog	25,400	740	76	997	41	54%	31	41%	4	5.26%
Data Communications Equipment & Systems	20,133	870	76	997	63	83%	13	17%	0	0.00%
Auto Repair & Service - Diesel	13,672	1,090	76	997	34	45%	42	55%	0	0.00%
Outlets - Stores, Factory, Mills	11,051	1,214	76	997	55	72%	19	25%	2	2.63%
Mail Box Rental & Receiving	7,751	1,437	76	997	43	57%	30	39%	3	3.95%
Hair Weaving	6,517	1,574	76	997	36	47%	40	53%	0	0.00%
Wheels	20,583	861	75	1,004	45	60%	29	39%	1	1.33%
Frozen Foods - Retail	15,086	1,034	75	1,004	48	64%	27	36%	0	0.00%
Lighting Systems & Equipment	13,567	1,094	75	1,004	40	53%	32	43%	3	4.00%
Boat Renting & Leasing	9,114	1,338	75	1,004	35	47%	38	51%	2	2.67%
Retirement & Life Care Communities & Homes	45,256	482	74	1,008	48	65%	24	32%	2	2.70%
Landscaping Equipment & Supplies	26,665	712	74	1,008	44	59%	26	35%	4	5.41%
Sunroom & Solarium Design & Construction	21,531	832	74	1,008	57	77%	13	16%	5	6.26%
House & Building Movers	19,619	886	74	1,008	33	45%	36	49%	5	6.26%
Western Apparel	12,116	1,154	74	1,008	62	84%	12	16%	0	0.00%
Swimming Pools - Maintenance	9,195	1,332	74	1,008	43	58%	23	31%	8	10.81%
Hats - Retail	7,190	1,499	74	1,008	35	47%	36	49%	3	4.05%
Marketing Software	4,639	1,821	74	1,008	62	84%	10	14%	2	2.70%
Sky Diving	4,200	1,906	74	1,008	25	34%	41	55%	8	10.81%
Welding	56,702	408	73	1,017	39	53%	34	47%	0	0.00%
Nurses Schools	26,101	727	73	1,017	47	64%	23	32%	3	4.11%
Sewing Machines - Dealers	21,679	829	73	1,017	53	73%	20	27%	0	0.00%
Franchising	19,611	887	73	1,017	63	86%	9	12%	1	1.37%
Drug & Alcohol Screening & Testing	16,708	978	73	1,017	66	90%	6	8%	1	1.37%
Shoes - Orthopedic	16,313	991	73	1,017	55	75%	16	22%	2	2.74%
Dentist - Dental Surgery	15,448	1,019	73	1,017	59	81%	13	18%	1	1.37%
Auto Inspection Stations	14,303	1,068	73	1,017	49	67%	23	32%	1	1.37%
Food - Sales & Delivery	9,596	1,306	73	1,017	50	68%	21	29%	2	2.74%
Career & Outplacement Counseling	35,814	578	72	1,026	42	58%	24	33%	6	8.33%
Nanny Service	24,244	762	72	1,026	55	76%	16	22%	1	1.39%
Coatings - Protective	24,103	763	72	1,026	29	40%	40	56%	3	4.17%
Computers - Used	23,710	780	72	1,026	41	57%	26	36%	5	6.94%
Physicians & Surgeons - Pediatrics	20,589	860	72	1,026	63	88%	9	13%	0	0.00%
Contractors - Gutters	13,285	1,110	72	1,026	40	56%	30	42%	2	2.78%
Aquariums - Dealers	12,319	1,146	72	1,026	44	61%	28	39%	0	0.00%
Auto Dealers - Online	4,203	1,904	72	1,026	57	79%	13	18%	2	2.78%
Dentistry - Children	16,241	994	71	1,034	52	73%	19	27%	0	0.00%
Publishers Representatives	6,224	1,608	71	1,034	66	93%	3	4%	2	2.52%
Computers - Multimedia	5,547	1,704	71	1,034	45	63%	25	35%	1	1.41%
Communication Consultants	25,431	739	70	1,037	39	56%	25	36%	6	8.57%
Wedding Chapels & Ceremonies	16,395	986	70	1,037	40	57%	29	41%	1	1.43%
Boat - Charter	15,340	1,023	70	1,037	48	69%	22	31%	0	0.00%
Sports Bar	8,749	1,363	70	1,037	36	51%	34	49%	0	0.00%
Air Conditioning Systems - Cleaning	7,422	1,472	70	1,037	37	53%	37	53%	1	1.43%
Dance Apparel	3,111	2,159	70	1,037	35	50%	34	49%	1	1.43%
Music Instruction - Instrumental	23,927	773	69	1,043	43	62%	24	35%	2	2.90%
Machine Tools	16,776	976	69	1,043	46	67%	23	33%	0	0.00%
Antennas	9,479	1,312	69	1,043	20	29%	49	71%	0	0.00%
Mutual Funds	4,339	1,886	69	1,043	64	93%	5	7%	0	0.00%
Stock & Bond Brokers	24,375	758	68	1,047	54	79%	12	18%	2	2.94%
Glass - Repair	14,311	1,078	68	1,047	35	51%	46	66%	3	3.94%
Tourists Attractions	8,606	1,371	68	1,047	47	69%	16	24%	5	6.50%
Music Distribution Service	4,811	1,796	68	1,047	51	75%	16	24%	1	1.47%
Home Owners Associations	3,923	1,961	68	1,047	55	81%	12	18%	1	1.47%
Pet Training	27,598	693	67	1,052	32	48%	30	45%	5	7.46%
Shower Doors & Enclosures	20,569	862	67	1,052	45	67%	20	30%	2	2.99%
Kitchen & Bath Design	19,270	896	67	1,052	37	55%	27	40%	3	4.48%
Dentistry - Cosmetic	14,209	1,070	67	1,052	46	69%	20	30%	1	1.49%
Boots	11,551	1,186	67	1,052	53	79%	14	21%	0	0.00%
Divorce Assistance	10,277	1,261	67	1,052	17	25%	49	73%	1	1.49%
Advertising - Telephone	7,085	1,510	67	1,052	31	46%	28	42%	8	11.94%
Artists - Fine Art	5,087	1,764	67	1,052	15	22%	41	61%	11	16.42%
Laundry Equipment	4,481	1,848	67	1,052	42	63%	24	36%	1	1.49%
Business Brokers	37,527	561	66	1,061	34	52%	29	44%	3	4.50%
Financing Consultants	32,743	609	66	1,061	33	50%	25	38%	8	12.12%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Alternative Medicine	13,081	1,116	66	1,061	46	70%	19	29%	1	1.52%
Lights Bulbs & Tubes	12,777	1,126	66	1,061	47	71%	19	29%	0	0.00%
Recreation Centers	11,574	1,184	66	1,061	42	64%	22	33%	2	3.03%
Christmas Lights & Decorations	10,185	1,268	66	1,061	53	80%	11	17%	2	3.03%
Balloons - Manned	7,460	1,467	66	1,061	30	45%	29	44%	7	10.61%
Farms - Organic	1,641	2,661	66	1,061	60	91%	3	5%	3	4.55%
Copy & Duplicating Service	34,962	584	65	1,069	47	72%	18	28%	0	0.00%
Medical Business Administration	21,277	842	65	1,069	54	83%	10	15%	1	1.54%
Estate Liquidators	18,767	904	65	1,069	32	49%	33	51%	0	0.00%
Trailer Hitches	9,936	1,281	65	1,069	36	55%	12	18%	17	26.15%
Religious Goods	9,451	1,315	65	1,069	24	37%	31	48%	10	15.38%
Nursery Stock Dealers	8,342	1,392	65	1,069	22	34%	41	63%	2	3.08%
Heating Equipment & Systems Cleaning & Repair	28,418	676	64	1,075	36	56%	25	39%	3	4.69%
Roofing Materials	21,488	833	64	1,075	46	72%	18	28%	0	0.00%
Paint - Retail	19,869	880	64	1,075	40	63%	22	34%	2	3.13%
Driving Proficiency Test Service	18,430	919	64	1,075	40	63%	20	31%	4	6.25%
CPR Training & Certification	17,885	931	64	1,075	26	41%	37	58%	1	1.56%
Yacht Charter Broker	17,724	934	64	1,075	43	67%	18	28%	3	4.69%
Schools - Private	17,275	956	64	1,075	37	58%	17	42%	0	0.00%
Motor Homes	12,003	1,160	64	1,075	56	88%	8	13%	0	0.00%
Toner Cartridges	8,210	1,402	64	1,075	25	39%	39	61%	0	0.00%
Party Facilities	7,706	1,444	64	1,075	37	58%	24	38%	3	4.69%
Monograms	2,304	2,381	64	1,075	30	47%	33	52%	1	1.56%
Basement Waterproofing	26,833	707	63	1,086	42	67%	13	21%	8	12.70%
Schools - Academic - Pre & Kindergarten	25,977	729	63	1,086	42	67%	20	32%	1	1.59%
Roofing Service Consultants	24,896	747	63	1,086	39	62%	23	37%	1	1.59%
Carpet Layers	20,643	857	63	1,086	33	52%	28	44%	2	3.17%
Meat - Wholesale	18,725	906	63	1,086	55	87%	7	11%	1	1.59%
Physicians & Surgeons - Internal Medicine	15,370	1,022	63	1,086	47	75%	16	25%	0	0.00%
Publishing Consultants	14,085	1,076	63	1,086	42	67%	19	30%	3	4.78%
Cabinet Equipment & Supplies	13,866	1,104	63	1,086	30	48%	28	44%	5	7.94%
Tools - Electric	11,331	1,196	63	1,086	32	51%	31	49%	0	0.00%
Trailers - Camping & Travel	10,785	1,232	63	1,086	51	81%	12	19%	0	0.00%
Campers - Dealers	10,259	1,262	63	1,086	47	75%	16	25%	0	0.00%
Books - Wholesale	7,648	1,451	63	1,086	42	67%	20	32%	1	1.59%
Sewing Machines - Service & Repair	5,410	1,725	63	1,086	45	71%	17	27%	1	1.59%
Home Design & Planning	28,737	667	62	1,099	41	66%	15	24%	6	9.68%
Attorneys & Lawyers - Real Estate	26,711	709	62	1,099	44	71%	18	29%	0	0.00%
Educational Research	17,803	932	62	1,099	45	73%	14	23%	3	4.84%
Video Tapes & Discs - Dealers	17,477	940	62	1,099	29	47%	26	42%	7	11.29%
Real Estate - Commercial	16,398	985	62	1,099	38	61%	20	32%	4	6.45%
Firewood	14,742	1,052	62	1,099	20	32%	33	53%	9	14.52%
Pet Services	12,921	1,122	62	1,099	38	61%	17	27%	7	11.29%
Solar Energy Equipment & Systems Manufacturing & Distribution	11,281	1,198	62	1,099	48	77%	14	23%	0	0.00%
Mailing Services - International	9,631	1,303	62	1,099	49	79%	11	18%	2	3.23%
Genealogy Services	6,119	1,628	62	1,099	58	94%	3	5%	1	1.61%
Race Tracks	5,032	1,770	62	1,099	21	34%	22	35%	19	30.65%
Pillows	32,151	614	61	1,110	40	66%	20	33%	1	1.64%
Manufactured Homes - Repair & Service	16,616	980	61	1,110	43	70%	15	25%	3	4.92%
Spas & Hot Tubs - Supplies & Parts	9,347	1,318	61	1,110	47	77%	14	23%	0	0.00%
Media Consultant	7,649	1,450	61	1,110	24	39%	18	30%	19	31.15%
Posters	5,683	1,685	61	1,110	29	48%	32	52%	0	0.00%
Military Goods	4,707	1,810	61	1,110	57	93%	4	7%	0	0.00%
Building Inspection	37,242	562	60	1,116	44	73%	16	27%	0	0.00%
Closet Systems & Accessories	23,344	785	60	1,116	48	80%	10	17%	2	3.33%
Plants - Retail	6,998	1,519	60	1,116	42	70%	18	30%	0	0.00%
Hospital Consultants	9,325	1,731	60	1,116	25	42%	33	55%	2	3.33%
Art Metal Work	4,334	1,888	60	1,116	38	63%	21	35%	1	1.67%
Mold & Mildew Inspection/Removal/Remediation	51,885	436	59	1,121	41	69%	16	27%	2	3.39%
Psychiatrists & Psychiatric Services	19,260	897	59	1,121	46	78%	12	20%	1	1.69%
Venietian Blinds - Dealers	17,958	929	59	1,121	36	61%	20	34%	3	5.08%
Garden Centers	17,646	936	59	1,121	38	64%	17	29%	4	6.78%
Flags & Banners	14,119	1,073	59	1,121	27	46%	32	54%	0	0.00%
Electric Equipment & Supplies - Wholesale	11,914	1,165	59	1,121	14	24%	45	76%	0	0.00%
Breastfeeding Supplies & Information	10,347	1,259	59	1,121	57	97%	2	3%	0	0.00%
Ignition Interlock Devices	4,103	1,926	59	1,121	53	90%	5	8%	1	1.69%
Boxing Gym	3,367	2,091	59	1,121	37	63%	21	36%	1	1.69%
Architects	78,517	213	58	1,130	19	33%	38	67%	1	0.00%
Attorneys & Lawyers - Bankruptcy & Taxes	28,650	670	58	1,130	52	90%	6	10%	0	0.00%
Timeshare Advocates	27,786	688	58	1,130	21	36%	30	52%	7	12.07%
Trucking - Motor Freight	22,135	817	58	1,130	37	64%	19	33%	2	3.45%
Physicians & Surgeons - Hormone Replacement Therapy	11,813	1,171	58	1,130	28	48%	24	41%	6	10.34%
Comic Books	5,739	1,670	58	1,130	26	45%	28	48%	4	6.90%
Forensic Loan Audits	5,580	1,700	58	1,130	20	34%	22	38%	16	27.59%
Mental Health Services	35,652	580	57	1,137	40	70%	15	26%	2	3.51%
Pet Sitting Services	33,966	597	57	1,137	36	63%	12	21%	9	15.79%
Furnace Sales & Service	28,926	665	57	1,137	50	88%	5	9%	2	3.51%
Liquidators	19,976	875	57	1,137	34	60%	19	33%	4	7.02%
Camping Equipment	18,057	928	57	1,137	41	72%	15	26%	1	1.75%
Archery Equipment & Supplies	16,047	993	57	1,137	39	67%	16	27%	5	8.75%
Carpet & Rug Distributors & Manufacturers	11,701	1,178	57	1,137	55	96%	2	4%	0	0.00%
Aircraft Parts & Supplies	9,797	1,292	57	1,137	33	58%	23	40%	1	1.75%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Videotape, CD, & DVD Duplication & Transfer Services	9,718	1,298	57	1,137	54	95%	3	5%	0	0.00%
Cargo & Freight Containers	9,521	1,311	57	1,137	21	37%	30	53%	6	10.53%
Weed Control Service	7,790	1,430	57	1,137	51	89%	6	11%	0	0.00%
Fiber Optics	5,861	1,658	57	1,137	35	61%	22	39%	0	0.00%
Screen Enclosures	24,280	761	56	1,149	43	77%	13	21%	1	1.79%
Glass Coating & Tinting	22,760	803	56	1,149	29	52%	25	45%	2	3.57%
Solar Energy Products Service & Repair	16,840	974	56	1,149	40	71%	16	29%	0	0.00%
Grant - Scholarship - Financial Aid Finder Service	9,537	1,310	56	1,149	21	38%	20	36%	15	26.79%
Garments - Printing & Lettering	8,200	1,404	56	1,149	40	71%	15	27%	1	1.79%
Sanitation Consultants	3,562	2,047	56	1,149	32	57%	24	43%	0	0.00%
Buckles	961	3,091	56	1,149	0	0%	56	100%	0	0.00%
Contractor - Commercial	55,301	417	55	1,156	28	51%	26	47%	1	1.82%
Attorneys & Lawyers - Family	33,039	604	55	1,156	43	78%	11	20%	1	1.82%
Screens - Door & Window	31,312	623	55	1,156	33	60%	19	35%	3	5.45%
Packaging Service	13,866	1,085	55	1,156	41	75%	13	24%	1	1.82%
Process Servers	12,971	1,119	55	1,156	26	47%	25	45%	4	7.27%
Pet Health Plans	12,405	1,143	55	1,156	46	84%	9	16%	0	0.00%
Construction Equipment Sales / Services	11,718	1,177	55	1,156	32	58%	23	42%	0	0.00%
Parking Area Maintenance & Marking	11,636	1,182	55	1,156	35	64%	20	36%	0	0.00%
Leather Clothing - Retail	7,757	1,435	55	1,156	29	53%	20	36%	6	10.51%
Computer Printers Sales & Service	5,981	1,641	55	1,156	34	62%	19	35%	2	3.64%
Self Defense Devices	5,304	1,734	55	1,156	50	91%	5	9%	0	0.00%
Pet Clothing Designer	1,468	2,758	55	1,156	33	60%	22	40%	0	0.00%
Employment Contractors - Temporary Help	41,524	514	54	1,168	17	31%	35	65%	2	3.70%
Cremation Services	38,937	542	54	1,168	45	83%	9	17%	0	0.00%
Seals - Notary & Corporation	14,099	1,074	54	1,168	27	50%	22	41%	5	9.26%
Animal Rescue Relocation	13,873	1,083	54	1,168	31	57%	22	41%	1	1.85%
Truck accessories	12,475	1,141	54	1,168	47	87%	7	13%	0	0.00%
Bed Bug Removal	4,524	1,839	54	1,168	15	28%	33	61%	6	11.11%
Post Offices	3,045	2,179	54	1,168	31	57%	31	43%	0	0.00%
Dresses - Wholesale & Manufacturers	2,399	2,355	54	1,168	19	35%	41	57%	4	7.41%
Washing Machines & Dryers - Coin Metered	1,784	2,596	54	1,168	27	50%	25	46%	2	3.70%
Modular Homes	30,518	639	53	1,177	39	74%	12	23%	2	3.77%
News Publications - Trade, Association	25,356	743	53	1,177	35	66%	16	30%	2	3.77%
Safety Equipment & Clothing	16,578	982	53	1,177	39	74%	14	26%	0	0.00%
Deck Cleaning & Sealing	15,252	1,025	53	1,177	29	55%	22	42%	2	3.77%
Deck Builder	14,221	1,069	53	1,177	26	49%	26	49%	1	1.89%
Bowling	12,100	1,156	53	1,177	38	72%	15	28%	0	0.00%
X-Ray Labs - Medical & Dental	8,256	1,400	53	1,177	33	62%	19	36%	1	1.89%
Photo Booth Rentals	4,472	1,852	53	1,177	12	23%	37	70%	4	7.55%
Garbage Disposal Equipment - Industrial & Commercial	3,927	1,959	53	1,177	30	57%	22	42%	1	1.89%
Guns - Air, BB and Pellet	3,685	1,971	53	1,177	39	74%	12	23%	2	3.77%
Cigars and Cigar Accessories	3,493	2,060	53	1,177	15	28%	31	58%	7	13.21%
Filing Equipment, Systems & Supplies	1,426	2,783	53	1,177	53	100%	0	0%	0	0.00%
Buildings - Pole & Post Frame	29,851	648	52	1,189	43	83%	8	15%	1	1.92%
Jewelers - Wholesale	22,293	813	52	1,189	37	71%	15	29%	0	0.00%
Adjusters	21,825	824	52	1,189	35	67%	16	31%	1	1.92%
Pet Boarding - Dogs	21,716	828	52	1,189	34	65%	15	29%	3	5.77%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	13,088	1,115	52	1,189	50	96%	2	4%	0	0.00%
Stone Setting	12,923	1,121	52	1,189	23	44%	28	54%	1	1.92%
School Supplies	11,626	1,183	52	1,189	32	62%	16	31%	4	7.69%
Ice Cream & Frozen Desserts - Dealers	9,241	1,325	52	1,189	26	50%	26	50%	0	0.00%
Pet Supplies & Foods - Wholesale	6,356	1,597	52	1,189	47	90%	3	6%	2	3.85%
Retirement Planning Service	63,799	376	51	1,198	42	82%	6	12%	3	5.88%
Auto Machine Shops	16,591	981	51	1,198	34	67%	13	25%	4	7.84%
Dentist - Dental Implants	14,618	1,056	51	1,198	38	75%	13	25%	0	0.00%
Legal Information Services	10,952	1,226	51	1,198	25	49%	23	45%	3	5.88%
Vacuum Equipment & Systems	8,094	1,410	51	1,198	32	63%	14	27%	5	9.80%
Appliances - Installation	6,653	1,559	51	1,198	17	33%	32	63%	2	3.92%
Fax Transmission Service	3,242	2,124	51	1,198	30	59%	11	22%	10	19.61%
Oil & Gas Exploration & Development	48,099	463	50	1,205	35	70%	23	44%	2	4.00%
Storm Windows & Doors	19,434	891	50	1,205	42	84%	7	14%	1	2.00%
Gutter Cleaning	17,456	941	50	1,205	28	56%	21	42%	1	2.00%
Laboratories - Research & Development	14,550	1,062	50	1,205	40	80%	9	18%	1	2.00%
Sports Promoters & Managers	12,246	1,149	50	1,205	20	40%	30	60%	0	0.00%
Patio Equipment & Supplies	11,676	1,179	50	1,205	50	78%	11	22%	0	0.00%
Picture Frames - Dealers	10,659	1,241	50	1,205	25	50%	20	40%	5	10.00%
Coffee Break Service & Supplies	9,170	1,330	50	1,205	33	66%	13	26%	4	8.00%
Fishing Tackle Dealers	8,577	1,346	50	1,205	28	56%	22	44%	0	0.00%
Physicians & Surgeons - Gastroenterology	7,363	1,479	50	1,205	43	86%	7	14%	0	0.00%
Musical Instruments - Repair	6,636	1,563	50	1,205	26	52%	24	48%	0	0.00%
Army & Navy Goods	6,002	1,638	50	1,205	33	66%	13	26%	4	8.00%
Student Housing	5,824	1,666	50	1,205	34	68%	16	32%	0	0.00%
Sportswear - Wholesale & Manufacturers	5,049	1,768	50	1,205	26	52%	24	48%	0	0.00%
Uniforms - Medical	4,592	1,826	50	1,205	13	26%	37	74%	0	0.00%
Smokers Information & Treatment	3,684	2,019	50	1,205	50	100%	0	0%	0	0.00%
Martial Arts Supplies & Equipment	3,262	2,113	50	1,205	19	38%	31	62%	0	0.00%
Sports Memorabilia	3,069	2,172	50	1,205	22	44%	22	44%	6	12.00%
Gun Safety & Marksmanship Instruction	15,809	1,009	49	1,223	33	67%	14	29%	2	4.08%
Marine Equipment & Supplies	13,547	1,096	49	1,223	28	57%	21	43%	0	0.00%
Merchandising Service	11,257	1,201	49	1,223	27	55%	19	39%	6	12.00%
Online Payments	10,568	1,244	49	1,223	45	92%	4	8%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Towers	7,735	1,441	49	1,223	14	29%	34	69%	1	2.04%
Check Verification & Recovery Service	6,959	1,526	49	1,223	45	92%	3	6%	1	2.04%
Furniture - Unfinished	6,692	1,554	49	1,223	33	67%	16	33%	0	0.00%
Autograph Dealers	4,863	1,787	49	1,223	17	35%	30	61%	2	4.08%
Concert Promoters & Consultants	2,649	2,281	49	1,223	8	16%	38	78%	3	6.12%
Public Relations Counselors	14,941	1,040	48	1,232	27	56%	20	42%	1	2.08%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	13,447	1,102	48	1,232	32	67%	16	33%	0	0.00%
Fish & Seafood - Retail	13,194	1,113	48	1,232	30	63%	17	35%	1	2.08%
Door-to-Door Sales - Cleaning Supplies	9,192	1,334	48	1,232	28	58%	18	38%	2	4.17%
Hydraulic Equipment & Supplies	8,086	1,411	48	1,232	5	10%	43	90%	0	0.00%
Audio-Visual Equipment - Service & Repair	7,008	1,517	48	1,232	31	65%	16	33%	1	2.08%
Air Cargo & Package Express Service	7,004	1,518	48	1,232	15	31%	32	67%	1	2.08%
Auto Electric Equipment	6,204	1,612	48	1,232	28	58%	20	42%	0	0.00%
Animal Brokers & Dealers - Zoo, Circus	4,555	1,834	48	1,232	15	31%	33	69%	0	0.00%
Advertising - Periodical	4,186	1,909	48	1,232	14	29%	32	67%	2	4.17%
Decals	3,889	1,969	48	1,232	13	27%	25	52%	10	20.83%
Maternity Clothes	2,752	2,256	48	1,232	40	83%	8	17%	0	0.00%
Commercial Roofing	21,474	834	47	1,244	15	32%	22	47%	10	21.28%
Personnel Consultants	16,067	997	47	1,244	13	28%	34	72%	0	0.00%
Attorney Advertising	12,555	1,138	47	1,244	32	68%	14	30%	1	2.13%
Hazardous & Medical Waste Services	10,168	1,270	47	1,244	36	77%	10	21%	1	2.13%
Wallpapers & Wallcoverings - Retail	8,002	1,414	47	1,244	31	66%	15	32%	1	2.13%
Swimming Instruction	6,480	1,577	47	1,244	27	57%	10	21%	10	21.28%
Business Credit Builder	5,370	1,729	47	1,244	46	98%	1	2%	0	0.00%
Body Care Products	5,021	1,771	47	1,244	26	55%	20	43%	1	2.13%
Florists - Wholesale	4,349	1,879	47	1,244	13	28%	34	72%	0	0.00%
Music & Messaging Services	3,641	2,026	47	1,244	38	81%	9	19%	0	0.00%
Psychologists	24,011	768	46	1,254	39	85%	6	13%	1	2.17%
Marble - Natural	20,065	873	46	1,254	30	65%	16	35%	0	0.00%
Social Service Organizations	18,185	926	46	1,254	39	85%	6	13%	1	2.17%
Electric Motors - Dealers & Repairing	13,928	1,080	46	1,254	37	80%	9	20%	0	0.00%
Youth Organizations & Centers	11,438	1,192	46	1,254	30	65%	13	28%	3	6.52%
Food Plans	11,155	1,206	46	1,254	31	67%	15	33%	0	0.00%
MRI (Magnetic Resonance Imaging)	9,195	1,332	46	1,254	41	89%	5	11%	0	0.00%
Printers - Business Forms	9,118	1,337	46	1,254	38	83%	6	13%	2	4.35%
Locksmiths Equipment & Supplies	6,380	1,593	46	1,254	15	33%	23	50%	8	17.39%
Stock & Bond Transfer Agents	4,997	1,773	46	1,254	40	87%	6	13%	0	0.00%
Airport Parking Reservations	4,778	1,804	46	1,254	24	52%	19	41%	3	6.52%
Data Recovery	3,627	2,030	46	1,254	20	42%	22	48%	4	8.70%
Log Cabins, Homes & Buildings	38,514	547	45	1,266	26	58%	17	38%	2	4.44%
Bullion Coin Dealers	23,808	777	45	1,266	33	73%	0	0%	12	26.67%
Sewer Contractors	22,882	800	45	1,266	26	58%	13	29%	6	13.33%
Coins, Stamps & Precious Metals Dealer	14,522	1,063	45	1,266	26	58%	19	42%	0	0.00%
Adjusters - Public	10,985	1,221	45	1,266	39	87%	4	9%	2	4.44%
Advertising - Newspaper	10,468	1,249	45	1,266	31	69%	7	16%	7	15.56%
Fire Protection Consultants	9,253	1,324	45	1,266	9	20%	35	78%	1	2.22%
Fruits & Vegetables - Retail	8,904	1,353	45	1,266	21	47%	23	51%	1	2.22%
Clinics - Sleep Centers	7,751	1,437	45	1,266	40	89%	5	11%	0	0.00%
Charity - Human Services (i.e. assistance to individuals & families)	7,147	1,504	45	1,266	33	73%	11	24%	1	2.22%
Glassware - Wholesale & Manufacturers	6,771	1,549	45	1,266	26	58%	19	42%	0	0.00%
Beauty Consultant	3,671	2,023	45	1,266	34	76%	9	20%	2	4.44%
Event Center	3,232	2,129	45	1,266	19	42%	21	47%	5	11.11%
In-Home Care	55,378	416	44	1,279	33	75%	10	23%	1	2.27%
Junk Removal	14,543	1,055	44	1,279	28	64%	14	32%	2	4.55%
Medical Record Service	13,500	1,099	44	1,279	28	64%	13	30%	3	6.82%
Tile - Non-Ceramic - Contractors & Dealers	11,555	1,185	44	1,279	19	43%	21	48%	4	9.09%
Glass - Stained & Leaded	8,321	1,394	44	1,279	22	50%	20	45%	2	4.55%
Food Service Management	7,900	1,421	44	1,279	35	80%	9	20%	0	0.00%
Freight Traffic Service	6,079	1,631	44	1,279	38	86%	6	14%	0	0.00%
Shipping Room Supplies	5,906	1,650	44	1,279	24	55%	13	30%	7	15.91%
Videoconferencing Services	59,208	399	43	1,287	40	93%	3	7%	0	0.00%
Storm Shelters	38,531	546	43	1,287	34	79%	8	19%	1	2.33%
Sales Organizations	19,657	885	43	1,287	27	63%	15	35%	1	2.33%
Beverages	16,716	977	43	1,287	35	81%	8	19%	0	0.00%
Barbecue Equipment & Supplies	11,950	1,163	43	1,287	31	72%	12	28%	0	0.00%
Prosthetic Devices	11,732	1,175	43	1,287	28	65%	15	35%	0	0.00%
Cabinet Maker	11,281	1,198	43	1,287	26	64%	11	26%	13	30.23%
News Service	11,040	1,215	43	1,287	33	77%	8	19%	2	4.55%
Shopping Centers & Malls	10,728	1,236	43	1,287	26	60%	33	73%	14	33.33%
Police Equipment	10,240	1,264	43	1,287	32	74%	8	19%	3	6.98%
Animal Registration & Identification	5,849	1,663	43	1,287	15	35%	22	51%	6	13.95%
Professional Fundraiser	5,686	1,684	43	1,287	15	35%	27	63%	1	2.33%
Job Listing & Advisory Services - Advanced Fee	4,556	1,833	43	1,287	9	21%	18	42%	16	37.21%
Horse Equipment & Supplies	4,133	1,920	43	1,287	22	51%	20	47%	1	2.33%
Sandwiches	3,635	2,027	43	1,287	30	70%	13	30%	0	0.00%
Cooking Instruction	2,963	2,203	43	1,287	23	53%	13	30%	7	16.28%
Concert Halls	2,465	2,332	43	1,287	23	53%	20	47%	0	0.00%
Television & Radio Parts - Wholesale & Manufacturers	1,511	2,730	43	1,287	37	86%	5	12%	1	2.33%
Gold Buyers	31,132	629	42	1,305	29	69%	13	29%	1	2.38%
Home Improvements - Additions	20,421	865	42	1,305	18	43%	23	55%	1	2.38%
Windows - Repairing	18,260	923	42	1,305	26	62%	16	38%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Pumps - Service & Repair	17,337	949	42	1,305	23	55%	17	40%	2	4.76%
Tools - Rent	13,727	1,088	42	1,305	35	83%	7	17%	0	0.00%
Pianos	12,255	1,148	42	1,305	24	57%	15	36%	3	7.14%
Environmental Testing & Consulting	10,109	1,277	42	1,305	29	21%	29	69%	4	9.52%
Automated Teller Machines	8,278	1,338	42	1,305	28	69%	13	29%	1	2.38%
Barber Schools	8,204	1,403	42	1,305	29	69%	13	31%	0	0.00%
Tax Reporting Service	7,479	1,465	42	1,305	22	52%	20	48%	0	0.00%
Bank Equipment & Supplies	6,973	1,521	42	1,305	42	100%	0	0%	0	0.00%
Water Supply Systems	6,132	1,625	42	1,305	25	60%	17	40%	0	0.00%
Interactive Media	938	3,106	42	1,305	41	98%	1	2%	0	0.00%
Ringtones	167	4,200	42	1,305	42	100%	0	0%	0	0.00%
Marriage, Family, Child, Individual Counselors	36,834	567	41	1,319	37	90%	3	7%	1	2.44%
Truck Driver Training	17,194	960	41	1,319	28	68%	12	29%	1	2.44%
Trailers - Rent & Lease	16,380	988	41	1,319	26	63%	15	37%	0	0.00%
Fund Raising Games, Merchandise, Supplies	12,339	1,145	41	1,319	34	83%	5	12%	2	4.88%
Manufactured Homes - Rent & Lease	5,255	1,739	41	1,319	22	54%	14	34%	5	12.20%
Travel & Tourism Development and Education	4,182	1,910	41	1,319	11	27%	30	73%	0	0.00%
Refrigerators & Freezers - Dealers	2,939	2,211	41	1,319	21	51%	18	44%	2	4.88%
Chairs - Wholesale & Manufacturers	2,790	2,249	41	1,319	39	95%	2	5%	0	0.00%
Fuel Injection Equipment	2,489	2,325	41	1,319	36	88%	5	12%	0	0.00%
Trucking - Heavy Hauling	45,563	481	40	1,328	30	75%	10	25%	0	0.00%
Attorneys & Lawyers - Tax	17,102	964	40	1,328	37	93%	3	8%	0	0.00%
Manufacturers Agents & Representatives	15,811	1,008	40	1,328	32	80%	6	15%	2	5.00%
Trailers - Repair & Service	13,000	1,118	40	1,328	26	65%	13	33%	1	2.50%
Office Furniture & Equipment - Rental & Leasing	12,237	1,150	40	1,328	21	53%	16	40%	3	7.50%
Auto Diagnostic Service	9,896	1,285	40	1,328	31	78%	9	23%	0	0.00%
Auto Air Conditioning	9,175	1,335	40	1,328	24	60%	15	38%	1	2.50%
Self Defense	7,912	1,420	40	1,328	22	55%	14	35%	4	10.00%
Wineries	7,230	1,494	40	1,328	26	65%	11	28%	3	7.50%
Coffee Brewing Devices	6,455	1,583	40	1,328	30	75%	9	23%	1	2.50%
Plumbing - Renovation & Repair	5,909	1,649	40	1,328	22	55%	16	40%	2	5.00%
Motorcycles - Customizing	5,657	1,689	40	1,328	14	35%	25	63%	1	2.50%
Electronic Instruments	3,849	1,977	40	1,328	23	58%	12	30%	5	12.50%
Government - City, Village & Township	3,796	1,991	40	1,328	30	75%	10	25%	0	0.00%
Office Equipment	3,593	2,036	40	1,328	16	40%	24	60%	0	0.00%
Artist - Makeup	1,503	2,738	40	1,328	8	20%	30	75%	2	5.00%
Printer & Printer Supplies- Manufacturer	603	3,437	40	1,328	40	100%	0	0%	0	0.00%
Attorneys & Lawyers - Litigation	23,723	779	39	1,345	31	79%	6	15%	2	5.13%
Industrial Manufacturers	22,967	792	39	1,345	30	77%	9	23%	0	0.00%
Boat Builders	16,346	989	39	1,345	27	69%	12	31%	0	0.00%
Restaurant Equipment - Repair & Service	12,685	1,131	39	1,345	13	33%	24	62%	2	5.13%
Computers - Network Security	12,520	1,140	39	1,345	31	79%	7	18%	1	2.56%
Pet Transporting	11,512	1,189	39	1,345	11	28%	15	38%	13	33.33%
Audio-Visual Production Services	10,426	1,253	39	1,345	16	41%	22	56%	1	2.56%
Tractor Equipment & Parts	10,153	1,272	39	1,345	28	72%	10	26%	1	2.56%
Pension & Profit Sharing Plans	8,430	1,382	39	1,345	27	69%	10	26%	2	5.13%
Golf Courses - Public	7,327	1,484	39	1,345	23	59%	14	36%	2	5.13%
Massage Equipment & Supplies	6,869	1,538	39	1,345	19	49%	19	49%	1	2.56%
Cocktail Lounges	6,368	1,595	39	1,345	16	41%	22	56%	1	2.56%
Divers Equipment & Supplies	6,340	1,599	39	1,345	22	56%	17	44%	0	0.00%
Advertising - Radio	5,847	1,664	39	1,345	35	90%	4	10%	0	0.00%
Horse Riding/Horse Trail Rides	4,784	1,801	39	1,345	19	49%	19	49%	1	2.56%
Product Sales via Telephone	4,281	1,895	39	1,345	30	77%	1	3%	8	20.51%
Bicycles - Wholesale & Manufacturers	3,933	1,958	39	1,345	28	72%	11	28%	0	0.00%
Stadiums, Arenas & Athletic Fields	3,716	2,015	39	1,345	23	59%	12	31%	4	10.26%
Consignment Service - Furniture	3,436	2,569	39	1,345	15	38%	20	51%	4	10.26%
Shopping Service - Protective, Comparative	30,423	641	38	1,364	17	45%	21	55%	0	0.00%
Jewelry Buyers	30,415	642	38	1,364	21	55%	10	26%	7	18.42%
Recruitment Services	16,812	975	38	1,364	17	45%	17	45%	4	10.53%
Upholstery Fabrics - Retail	9,858	1,288	38	1,364	20	53%	17	45%	1	2.63%
Ski Equipment - Retail	8,344	1,391	38	1,364	26	68%	10	26%	2	5.26%
Watches - Wholesale & Manufacturers	6,265	1,604	38	1,364	30	79%	5	13%	3	7.89%
Referral - Doctor	5,895	1,651	38	1,364	24	63%	14	37%	0	0.00%
Perfume - Wholesale & Manufacturers	5,876	1,655	38	1,364	18	47%	18	47%	2	5.26%
Vending Machines - Supplies & Parts	5,674	1,688	38	1,364	29	76%	9	24%	0	0.00%
Cleaning Compounds	5,501	1,709	38	1,364	22	58%	16	42%	0	0.00%
Electronics Research & Development	4,431	1,863	38	1,364	31	82%	7	18%	0	0.00%
Laundry Consultants	3,538	2,053	38	1,364	22	58%	16	42%	0	0.00%
Bus Lines Ticket Agencies	2,555	2,303	38	1,364	34	89%	4	11%	0	0.00%
Estate Planning & Management	68,407	349	37	1,377	26	72%	10	27%	1	2.70%
Machine Shops	59,792	397	37	1,377	28	76%	8	22%	1	2.70%
Demolition Contractors	39,302	538	37	1,377	18	49%	18	49%	1	2.70%
Energy Audits	25,379	741	37	1,377	30	81%	7	19%	0	0.00%
Beauty Pageants	15,866	1,006	37	1,377	21	57%	11	30%	5	13.51%
Carpet & Rug Dealers - Used	11,998	1,161	37	1,377	26	70%	11	30%	0	0.00%
Meat - Bulk & Itinerant	9,858	1,288	37	1,377	9	24%	28	76%	0	0.00%
Convention Services & Facilities	9,389	1,316	37	1,377	24	65%	12	32%	1	2.70%
Braids	7,053	1,514	37	1,377	23	62%	14	38%	0	0.00%
Alternators & Generators - Auto Repair	5,704	1,680	37	1,377	23	62%	13	35%	1	2.70%
Gymnasiums - Equipment & Supplies	5,697	1,682	37	1,377	21	57%	13	35%	3	8.13%
Photographic Equipment - Repair	5,326	1,732	37	1,377	17	46%	20	54%	0	0.00%
Baseball Clubs	5,225	1,743	37	1,377	30	81%	7	19%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Bounce Houses	4,918	1,783	37	1,377	20	54%	17	46%	0	0.00%
Dolls - Retail	4,441	1,862	37	1,377	32	86%	5	14%	0	0.00%
Paintball - Games & Supplies	3,893	1,967	37	1,377	30	81%	5	14%	2	5.41%
Bicycles - Repair	3,739	2,005	37	1,377	18	49%	18	49%	1	2.70%
Watch Bands	3,439	2,072	37	1,377	34	92%	3	8%	1	0.00%
Parties - Children	2,757	2,255	37	1,377	27	73%	10	27%	0	0.00%
Parking Stations & Garages - Construction	2,673	2,275	37	1,377	17	46%	18	49%	2	5.41%
Snow Removal Service - Commercial	2,647	2,282	37	1,377	17	46%	20	54%	0	0.00%
Government Offices	22,343	812	36	1,398	25	69%	8	22%	3	8.33%
Financial Consultants - No License Required	19,928	877	36	1,398	11	31%	19	53%	6	16.67%
Manufactured Homes - Transporting	15,154	1,031	36	1,398	14	39%	20	56%	2	5.56%
Trucking - Light Hauling	14,855	1,045	36	1,398	23	64%	12	33%	1	2.78%
Audiologists	14,609	1,057	36	1,398	34	94%	2	6%	0	0.00%
Flea Markets	10,548	1,246	36	1,398	18	50%	16	44%	2	5.56%
Religious Organizations	9,609	1,305	36	1,398	18	50%	16	44%	2	5.56%
Photographers - Aerial	9,018	1,342	36	1,398	19	53%	15	42%	2	5.56%
Disability Access Equipment	7,932	1,419	36	1,398	34	94%	2	6%	0	0.00%
Training - Video Instruction Tapes	5,886	1,653	36	1,398	17	47%	7	19%	12	33.33%
Video Equipment - Sales & Rentals	5,591	1,696	36	1,398	13	36%	20	56%	3	8.33%
Attorneys & Lawyers - Civil	5,107	1,760	36	1,398	12	33%	22	61%	2	5.56%
Craft Galleries & Dealers	4,446	1,859	36	1,398	16	44%	20	56%	0	0.00%
Jewelry Findings	3,323	2,100	36	1,398	13	36%	22	61%	1	2.78%
Tax Software	2,808	2,244	36	1,398	34	94%	2	6%	0	0.00%
Pet Finding Service	1,919	2,526	36	1,398	25	69%	11	31%	0	0.00%
Letters - Sign	1,910	2,531	36	1,398	8	22%	16	44%	12	33.33%
Sailmakers	1,424	2,785	36	1,398	16	44%	20	56%	0	0.00%
Landscaping Clean-Up - Spring & Fall	1,031	3,044	36	1,398	19	53%	17	47%	0	0.00%
Tire Repair	994	3,065	36	1,398	22	61%	12	33%	2	5.56%
Car Service	687	3,343	36	1,398	23	64%	13	36%	0	0.00%
Foundations - Education, Philanthropy, Research	26,832	704	35	1,419	19	54%	15	43%	1	2.86%
Social Security Services	26,355	721	35	1,419	18	51%	17	49%	0	0.00%
Industrial Products Wholesalers & Distributors	24,601	753	35	1,419	28	80%	7	20%	0	0.00%
Attorneys & Lawyers - Divorce	21,470	835	35	1,419	26	74%	9	26%	0	0.00%
Contractors Equipment & Supplies - Dealers & Ser	19,341	894	35	1,419	30	86%	4	11%	1	2.86%
Schools - Academic - Elementary & Secondary	18,542	914	35	1,419	27	77%	7	20%	1	2.86%
Baths	15,035	1,036	35	1,419	28	80%	4	11%	3	8.57%
Engines - Diesel	11,914	1,165	35	1,419	27	77%	8	23%	0	0.00%
Taxes - Property Tax Consultants	11,776	1,173	35	1,419	26	74%	7	20%	2	5.71%
Notaries Public	11,082	1,211	35	1,419	22	63%	13	37%	0	0.00%
Trailers - Equipment & Parts	8,603	1,372	35	1,419	22	63%	12	34%	1	2.86%
Tile Sales	6,441	1,585	35	1,419	19	49%	18	51%	0	0.00%
Baths - Equipment & Supplies	6,202	1,614	35	1,419	19	43%	15	43%	1	2.86%
Charity - Health	5,768	1,668	35	1,419	25	71%	10	29%	1	0.00%
Grant Writers	5,166	1,753	35	1,419	25	71%	3	8%	3	8.57%
Fur Business - Wholesale & Manufacturers	4,047	1,936	35	1,419	14	40%	7	20%	14	40.00%
Seminar Marketing	3,875	1,974	35	1,419	24	69%	11	31%	0	0.00%
Lighting Equipment - Emergency	3,493	2,060	35	1,419	27	77%	8	23%	0	0.00%
Office Supplies - Sale by Telemarketing	2,980	2,200	35	1,419	26	74%	6	17%	3	8.57%
Bridal Registries	1,767	2,605	35	1,419	16	46%	11	31%	8	22.86%
Bedsprads - Retail	1,706	2,633	35	1,419	23	66%	12	34%	0	0.00%
Corporate Travel	857	3,170	35	1,419	0	0%	32	91%	3	8.57%
Lecture & Seminar Bureaus	18,420	920	34	1,441	26	76%	7	21%	1	2.94%
Alcoholism Info & Treatment Centers	14,933	1,041	34	1,441	20	59%	14	41%	0	0.00%
Churches	14,806	1,048	34	1,441	23	68%	11	32%	0	0.00%
Art Supplies	13,634	1,092	34	1,441	24	71%	10	29%	0	0.00%
Investment Seminars	10,931	1,227	34	1,441	31	91%	3	9%	0	0.00%
Animal Health Products	10,427	1,252	34	1,441	31	91%	3	9%	0	0.00%
Gates	9,222	1,329	34	1,441	24	71%	10	29%	0	0.00%
Petroleum Products	8,954	1,349	34	1,441	17	50%	16	47%	1	2.94%
Bankruptcy Assistance & Services	7,992	1,416	34	1,441	21	62%	13	38%	0	0.00%
Shoppers News Publications	4,861	1,788	34	1,441	15	44%	5	15%	14	41.18%
Photography Sales on the Internet	4,046	1,937	34	1,441	19	56%	15	44%	0	0.00%
Housing Authorities	3,918	1,962	34	1,441	29	85%	5	15%	0	0.00%
Jet Ski/Personal Watercraft	3,537	2,054	34	1,441	15	44%	15	44%	4	11.76%
Soccer Clubs	3,245	2,121	34	1,441	17	50%	17	50%	0	0.00%
Furniture - Rustic	3,107	2,161	34	1,441	12	35%	22	65%	0	0.00%
Technical Manual Preparation	2,419	2,350	34	1,441	31	91%	3	9%	1	2.94%
Amplifiers	1,740	2,613	34	1,441	12	35%	30	88%	4	0.00%
Hotel Product Sales	1,506	2,735	34	1,441	19	56%	15	44%	0	0.00%
Videographers - Wedding	964	3,090	34	1,441	14	41%	14	41%	6	17.65%
Bookbinders Equipment & Supplies	290	3,921	34	1,441	6	18%	28	82%	0	0.00%
Laser Vision Correction	13,738	1,087	33	1,461	26	79%	7	21%	0	0.00%
Pharmacy - Compounding	10,696	1,239	33	1,461	29	88%	4	12%	0	0.00%
Legal Clinics	10,199	1,267	33	1,461	25	76%	7	21%	1	3.03%
Uniform Supply Service	7,740	1,439	33	1,461	20	61%	11	33%	2	6.06%
Tile & Marble	7,115	1,507	33	1,461	14	42%	16	48%	3	9.09%
Art Instruction & Schools	6,995	1,520	33	1,461	17	52%	15	45%	1	3.03%
Medical Diagnostic Testing Facilities	6,431	1,587	33	1,461	29	88%	4	12%	0	0.00%
Online Shipping Broker	5,281	1,736	33	1,461	13	39%	16	48%	4	12.12%
E-Learning	3,044	2,180	33	1,461	9	27%	9	27%	20	60.61%
Auto Registration	2,876	2,227	33	1,461	19	56%	7	21%	7	21.21%
Steel Fabricators	39,943	528	32	1,471	23	72%	8	25%	1	3.13%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Land Companies	22,798	801	32	1,471	20	63%	12	38%	0	0.00%
Basement - Remodeling	21,054	844	32	1,471	28	88%	4	13%	0	0.00%
Concrete Products	20,937	846	32	1,471	16	50%	13	41%	3	9.38%
Roof Cleaning & Stain Removal	19,806	882	32	1,471	20	63%	10	31%	2	6.25%
Elevators - Sales & Service	18,613	911	32	1,471	23	72%	8	25%	1	3.13%
Metal Salvage Yards	14,812	1,047	32	1,471	18	56%	14	44%	0	0.00%
Contractors Equipment & Supplies - Rent & Lease	13,656	1,091	32	1,471	25	78%	6	19%	1	3.13%
Porcelain Enamel Repair & Refinish	12,545	1,139	32	1,471	23	72%	8	25%	1	3.13%
Machinery - New	10,700	1,237	32	1,471	10	31%	21	66%	1	3.13%
Sauna Equipment & Supplies	10,354	1,258	32	1,471	23	72%	6	19%	3	9.38%
Doors - Installation	9,005	1,344	32	1,471	23	72%	8	25%	1	3.13%
Septic Tanks - Treatment Supplies	8,180	1,408	32	1,471	27	84%	3	9%	2	6.25%
Savings & Loan Associations	7,699	1,446	32	1,471	27	84%	5	16%	0	0.00%
Lasers	6,917	1,531	32	1,471	15	47%	16	50%	1	3.13%
Surveillance Equipment, Sales & Service	6,040	1,633	32	1,471	17	53%	10	31%	5	15.63%
Child Care - In Home	5,860	1,659	32	1,471	18	56%	14	44%	0	0.00%
Food Products - Organic	5,470	1,716	32	1,471	17	53%	14	44%	1	3.13%
Scooters - Medical	4,900	1,785	32	1,471	22	69%	9	28%	1	3.13%
Eviction Service	4,563	1,831	32	1,471	25	78%	5	16%	2	6.25%
Language Training Aids	4,495	1,844	32	1,471	22	69%	10	31%	0	0.00%
Cheerleading Instruction	4,192	1,908	32	1,471	17	53%	14	44%	1	3.13%
Swimming Pools & Hot Tubs	3,495	2,059	32	1,471	14	44%	14	44%	4	12.50%
Electric Scooters	3,178	2,143	32	1,471	20	63%	12	38%	0	0.00%
Dental Equipment - Repair & Refinish	2,019	2,481	32	1,471	30	94%	0	0%	2	6.25%
Dinner Theatres	1,914	2,528	32	1,471	15	47%	10	31%	7	21.88%
Firearm Manufacturer	1,652	2,657	32	1,471	20	63%	12	38%	0	0.00%
Language Schools	11,950	1,187	31	1,498	23	74%	8	26%	0	0.00%
Door & Gate Operating Devices	10,970	1,224	31	1,498	19	61%	10	32%	2	6.45%
Landscape Lighting	8,670	1,369	31	1,498	19	61%	12	39%	0	0.00%
Mediation Services	6,967	1,522	31	1,498	14	45%	14	45%	11	35.48%
Debt Settlement - Canada	6,247	1,606	31	1,498	27	87%	6	19%	0	0.00%
Lawn & Garden Pond Dealers & Supplies	5,998	1,639	31	1,498	24	77%	7	23%	0	0.00%
Heat Pumps	4,844	1,790	31	1,498	14	45%	16	52%	1	3.23%
Audio-Visual Equipment - Supplies & Parts	4,837	1,792	31	1,498	21	68%	10	32%	0	0.00%
Advertising - Shoppers Guides	3,837	1,984	31	1,498	8	26%	19	61%	4	12.90%
Auto Parts & Supplies - Rebuilt	3,280	2,110	31	1,498	9	29%	20	65%	2	6.45%
Sewage Disposal Systems	3,029	2,184	31	1,498	14	45%	17	55%	0	0.00%
Football Clubs	2,376	2,363	31	1,498	20	65%	9	29%	2	6.45%
Seating Companies	2,172	2,433	31	1,498	30	97%	1	3%	0	0.00%
Concessionaires	1,862	2,557	31	1,498	1	3%	2	6%	28	90.32%
Maps - Dealers	1,348	2,824	31	1,498	26	84%	5	16%	0	0.00%
Insurance - Employee Benefits	39,716	532	30	1,513	23	77%	23	77%	0	0.00%
Scrap Metals	23,227	784	30	1,513	20	67%	10	33%	0	0.00%
Diamonds	23,080	790	30	1,513	26	87%	4	13%	0	0.00%
Fire Protection Equipment & Supplies	22,894	798	30	1,513	21	70%	9	30%	0	0.00%
Executive Search Consultants	16,382	987	30	1,513	15	50%	13	43%	2	6.67%
Contractor - General Green Builder	15,828	1,007	30	1,513	19	63%	11	37%	0	0.00%
Swimming Pool Enclosures	13,089	1,114	30	1,513	26	87%	4	13%	0	0.00%
Wheelchair & Disability Transportation	13,027	1,117	30	1,513	25	83%	5	17%	0	0.00%
Concrete - Restoration, Sealing & Cleaning	11,241	1,203	30	1,513	12	40%	16	53%	2	6.67%
Factoring Service	11,088	1,209	30	1,513	19	63%	10	33%	1	3.33%
Orthopedic Appliances	8,794	1,359	30	1,513	24	80%	6	20%	0	0.00%
Fur Business - Retail	8,359	1,389	30	1,513	16	53%	14	47%	0	0.00%
Nutrition	7,772	1,433	30	1,513	15	50%	11	37%	4	13.33%
Vacuum Cleaners - Supplies & Parts	7,600	1,456	30	1,513	25	83%	5	17%	0	0.00%
Ranches	7,415	1,473	30	1,513	16	53%	14	47%	0	0.00%
Drivers Education	5,566	1,702	30	1,513	23	77%	6	20%	1	3.33%
Beds - Electric & Adjustable	4,991	1,774	30	1,513	28	93%	0	0%	2	6.67%
Filters - Air & Gas	3,597	2,035	30	1,513	16	53%	13	43%	1	3.33%
Yarn - Retail	3,317	2,104	30	1,513	11	37%	18	60%	1	3.33%
House Cleaning Equipment & Supplies	2,374	2,364	30	1,513	16	53%	14	47%	0	0.00%
Cemetery Equipment & Supplies	2,157	2,439	30	1,513	17	57%	11	37%	2	6.67%
Bridal & Millinery Supplies	1,880	2,545	30	1,513	10	33%	20	67%	0	0.00%
Reverse Mortgage	25,327	744	29	1,535	28	97%	1	3%	0	0.00%
Soliciting Organizations	14,031	1,077	29	1,535	18	62%	9	31%	2	6.90%
Aluminum Fabricators	13,354	1,105	29	1,535	20	69%	9	31%	0	0.00%
Wheel Chair Lifts & Ramps	12,557	1,137	29	1,535	26	90%	3	10%	0	0.00%
Nutritionists	11,442	1,191	29	1,535	19	66%	9	31%	1	3.45%
Attorneys & Lawyers - Business Law/Corporation/Partnership	10,160	1,271	29	1,535	18	62%	6	21%	5	17.24%
Welding Equipment & Supplies	8,346	1,390	29	1,535	21	72%	8	28%	0	0.00%
Physicians & Surgeons - Cardiology Services	6,583	1,565	29	1,535	28	97%	1	3%	0	0.00%
Fishing Charters	6,340	1,599	29	1,535	13	45%	14	48%	2	6.90%
Stamps - Collectors	6,160	1,620	29	1,535	20	69%	6	21%	3	10.34%
Publicity Service	5,859	1,660	29	1,535	19	66%	10	34%	0	0.00%
Auto Race Cars	5,737	1,671	29	1,535	17	59%	9	31%	3	10.34%
Scales	5,682	1,686	29	1,535	20	69%	8	28%	1	3.45%
Soaps & Detergents	4,634	1,822	29	1,535	17	59%	12	41%	0	0.00%
Paving, Painting, Home Improvement - Itinerant Workers	4,338	1,887	29	1,535	8	28%	6	21%	15	51.72%
Consultants - Automobile Purchase	4,289	1,892	29	1,535	28	97%	1	3%	0	0.00%
Physicians & Surgeons - Ear, Nose & Throat	4,180	1,911	29	1,535	19	66%	10	34%	0	0.00%
Sealing - Pavement	4,014	1,940	29	1,535	13	45%	10	34%	6	20.69%
Range Hoods & Canopies	3,566	2,043	29	1,535	24	83%	4	14%	1	3.45%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Signs - Digital	3,490	2,062	29	1,535	15	52%	10	34%	4	13.79%
Surfboards	3,030	2,183	29	1,535	8	28%	19	66%	2	6.90%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	2,955	2,208	29	1,535	23	79%	6	21%	0	0.00%
Carpet Installation	2,863	2,232	29	1,535	12	41%	15	52%	2	6.00%
Motorcycles - Renting & Leasing	2,763	2,253	29	1,535	10	34%	19	66%	0	0.00%
Tours - Wholesale	2,287	2,385	29	1,535	3	10%	26	90%	0	0.00%
Referral - Auto Repair	1,593	2,695	29	1,535	5	17%	24	83%	0	0.00%
Plastering Contractors	25,322	745	28	1,561	14	50%	14	50%	0	0.00%
Auto Paintless Dent Repair	21,947	820	28	1,561	24	86%	3	11%	1	3.57%
Drainage Contractors	20,397	867	28	1,561	12	43%	15	54%	1	3.57%
Marine Contractors	19,823	881	28	1,561	12	43%	14	50%	2	7.14%
Billiard Equipment & Supplies	10,903	1,229	28	1,561	12	43%	16	57%	0	0.00%
Irrigation Consultants	10,215	1,266	28	1,561	19	68%	9	32%	0	0.00%
Golf Courses - Private	9,224	1,327	28	1,561	21	75%	7	25%	0	0.00%
Invitations & Announcements	6,964	1,524	28	1,561	18	64%	10	36%	0	0.00%
Pain Management Services	6,656	1,558	28	1,561	17	61%	10	36%	1	3.57%
Yacht Brokers	6,566	1,568	28	1,561	13	46%	15	54%	0	0.00%
Dental Hygienists	5,413	1,724	28	1,561	21	75%	6	21%	1	3.57%
Moving Equipment Rental	5,388	1,727	28	1,561	14	50%	14	50%	0	0.00%
Skating Rinks	5,047	1,769	28	1,561	19	68%	9	32%	0	0.00%
Sharpening Service	4,350	1,878	28	1,561	9	32%	19	68%	0	0.00%
Surgical Appliances & Supplies	4,155	1,919	28	1,561	24	86%	3	11%	1	3.57%
Souvenirs - Retail	4,077	1,932	28	1,561	15	54%	6	21%	7	25.00%
Leather	4,051	1,933	28	1,561	11	39%	17	61%	0	0.00%
Dumpster Services	2,424	2,348	28	1,561	16	57%	12	43%	0	0.00%
Steam Bath Equipment & Supplies	2,413	2,352	28	1,561	18	64%	10	36%	0	0.00%
Private Health Services Plans	1,724	2,622	28	1,561	3	11%	25	89%	0	0.00%
Storage Units - Portable	1,645	2,660	28	1,561	12	43%	15	54%	1	3.57%
Cat Breeders	1,515	2,738	28	1,561	18	64%	9	32%	1	3.57%
Caring Supplies	243	4,025	28	1,561	8	29%	20	71%	0	0.00%
Engineers - Professional	61,437	389	27	1,584	22	81%	5	19%	0	0.00%
Adoption Services	28,964	662	27	1,584	21	78%	5	19%	1	3.70%
Mud Jacking Contractors	22,746	804	27	1,584	18	67%	8	30%	1	3.70%
Concrete - Ready Mixed	18,506	915	27	1,584	15	56%	11	41%	1	3.70%
Real Estate Schools	17,139	962	27	1,584	15	56%	11	41%	1	3.70%
Contractor - Spray Foam Insulation	13,915	1,081	27	1,584	11	41%	16	59%	0	0.00%
Artificial Turf	12,941	1,120	27	1,584	13	48%	12	44%	2	7.41%
Holistic Practitioners	11,889	1,168	27	1,584	21	78%	6	22%	0	0.00%
Data Systems - Consultants & Designers	11,435	1,193	27	1,584	23	85%	4	15%	0	0.00%
Cabinet Refinishers	11,019	1,217	27	1,584	12	44%	13	48%	2	7.41%
DNA Testing	10,134	1,272	27	1,584	24	89%	3	11%	0	0.00%
Brick - Concrete, Pumice	8,980	1,345	27	1,584	15	56%	15	50%	4	14.81%
Surgical Centers	8,793	1,360	27	1,584	23	85%	4	15%	0	0.00%
Saddlery & Harness	7,808	1,426	27	1,584	19	70%	7	26%	1	3.70%
Telephone Answering Equipment & Systems	7,788	1,431	27	1,584	14	52%	12	44%	1	3.70%
Food Brokers	7,630	1,453	27	1,584	12	44%	15	56%	0	0.00%
Garage Organizers	6,867	1,539	27	1,584	21	78%	6	22%	0	0.00%
Restaurant Management	6,645	1,562	27	1,584	19	70%	7	26%	1	3.70%
Boat Covers, Tops & Upholstery	6,378	1,594	27	1,584	16	59%	10	37%	1	3.70%
Halls & Auditoriums	5,589	1,697	27	1,584	18	67%	6	22%	3	11.11%
Gourmet Shops	5,488	1,712	27	1,584	11	41%	13	48%	3	11.11%
Golf Instruction	5,270	1,738	27	1,584	14	52%	12	44%	1	3.70%
School Information	3,893	1,967	27	1,584	21	78%	6	22%	0	0.00%
Alternators & Generators - Retail	3,849	1,977	27	1,584	9	33%	18	67%	0	0.00%
Medical Alert Companies	3,590	2,037	27	1,584	5	19%	5	19%	17	62.96%
Saws	3,431	2,073	27	1,584	17	63%	10	37%	0	0.00%
Swords	3,238	2,127	27	1,584	5	19%	22	81%	0	0.00%
Bulletin & Directory Boards	2,947	2,209	27	1,584	26	96%	0	0%	1	3.70%
Bras	2,738	2,259	27	1,584	16	59%	11	41%	0	0.00%
Cable Networking	2,334	2,375	27	1,584	8	30%	19	70%	0	0.00%
Sand & Gravel	26,593	715	26	1,614	15	58%	11	42%	0	0.00%
China & Glassware - Retail	21,456	836	26	1,614	21	81%	5	19%	0	0.00%
Cleaning Services - Commercial Office	17,624	938	26	1,614	14	54%	9	35%	3	11.54%
Metal Fabricators	17,297	953	26	1,614	18	69%	8	31%	0	0.00%
Music Publishers	16,010	1,001	26	1,614	15	58%	10	38%	1	3.85%
Basement - Contractors	14,575	1,061	26	1,614	12	46%	13	50%	1	3.85%
Charity - National	14,235	1,066	26	1,614	23	88%	3	12%	0	0.00%
Ornamental Metal Work	13,703	1,089	26	1,614	18	69%	8	31%	0	0.00%
Geothermal Heating & Cooling	11,968	1,162	26	1,614	16	62%	9	35%	1	3.85%
Marble - Cultured	11,077	1,212	26	1,614	17	65%	8	31%	1	3.85%
Consultants - Medical	10,749	1,234	26	1,614	16	62%	9	35%	1	3.85%
Pipe Line, Oil & Gas Wholesaler & Distributors	9,346	1,319	26	1,614	22	85%	3	12%	1	3.85%
Screen Repair	9,020	1,341	26	1,614	11	42%	12	46%	3	11.54%
Fire Damage Restoration	8,681	1,366	26	1,614	15	58%	11	42%	0	0.00%
Global Positioning Systems	8,465	1,380	26	1,614	17	65%	9	35%	0	0.00%
Barter & Trade Exchanges	7,092	1,509	26	1,614	18	69%	8	31%	0	0.00%
Contractor - Decorative & Specialty Concrete	6,954	1,528	26	1,614	11	42%	13	50%	2	7.69%
Pottery	5,855	1,661	26	1,614	13	50%	10	38%	3	11.54%
Economic Research & Analysis	5,605	1,693	26	1,614	5	19%	21	81%	0	0.00%
Clocks - Dealers	5,220	1,744	26	1,614	21	81%	5	19%	0	0.00%
Ear & Body Piercing	4,484	1,846	26	1,614	12	46%	14	54%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Astrologers	4,349	1,879	26	1,614	24	92%	2	8%	0	0.00%
Organic/Green Products	3,548	2,049	26	1,614	16	62%	10	38%	0	0.00%
Reptiles	3,448	2,070	26	1,614	15	58%	11	42%	1	0.00%
Housewares - Wholesale & Manufacturers	3,193	2,137	26	1,614	17	65%	8	31%	1	3.85%
Baby Carriages & Strollers	2,571	2,301	26	1,614	11	42%	15	58%	0	0.00%
Tags	2,498	2,319	26	1,614	9	35%	17	65%	0	0.00%
Maps - Publishers & Distributors	1,992	2,490	26	1,614	23	88%	3	12%	0	0.00%
Pictures	1,830	2,572	26	1,614	2	8%	18	69%	6	23.08%
Storage - Data	1,576	2,700	26	1,614	22	85%	4	15%	0	0.00%
Cellophane, Cell Materials & Products	574	3,471	26	1,614	8	31%	17	65%	1	3.85%
Attorneys & Lawyers - Personal Injury & Property Damage	40,686	523	25	1,645	22	88%	1	4%	2	8.00%
Feed Dealers	13,334	1,107	25	1,645	16	64%	7	28%	2	8.00%
Aircraft Charter, Rental & Lease	13,245	1,111	25	1,645	14	56%	11	44%	0	0.00%
Concrete Repair/Leveling	11,664	1,180	25	1,645	18	72%	5	20%	2	8.00%
Compression Clothing/Garments	10,958	1,225	25	1,645	10	40%	15	60%	0	0.00%
Insulation Materials	10,897	1,230	25	1,645	19	76%	5	20%	1	4.00%
Records Management	10,124	1,276	25	1,645	20	80%	1	4%	4	16.00%
Marine Electronic Equipment & Supplies	9,128	1,336	25	1,645	22	88%	3	12%	0	0.00%
Oxygen	8,507	1,377	25	1,645	18	72%	7	28%	0	0.00%
Educational Materials - Home Schooling	8,278	1,397	25	1,645	17	68%	8	32%	0	0.00%
Design & Build Contractor	5,465	1,717	25	1,645	6	24%	16	64%	3	12.00%
Farm Supplies	4,791	1,799	25	1,645	19	76%	6	24%	0	0.00%
Rifle & Pistol Ranges	4,790	1,800	25	1,645	16	64%	9	36%	0	0.00%
Plumbers - Commercial	4,667	1,816	25	1,645	7	28%	16	64%	2	8.00%
Tools - Power Actuated	3,743	2,004	25	1,645	23	92%	2	8%	0	0.00%
Motor Homes - Rent & Lease	3,576	2,040	25	1,645	13	52%	12	48%	0	0.00%
Pressure Washers	1,797	2,590	25	1,645	11	44%	13	52%	1	4.00%
Pies	1,147	2,965	25	1,645	2	8%	22	88%	1	4.00%
Sheet Metal Work	27,049	697	24	1,663	18	75%	8	25%	0	0.00%
Currency Exchange	26,528	700	24	1,663	16	67%	8	33%	0	0.00%
Road Building Contractors	19,158	900	24	1,663	11	46%	12	50%	1	4.17%
Plastics - Products - Finished Wholesale & Manufacturers	14,085	1,075	24	1,663	11	46%	9	38%	4	16.67%
Audio-Visual Consultants	12,586	1,134	24	1,663	12	50%	12	50%	0	0.00%
Office & Desk Space Rental Service	12,292	1,147	24	1,663	17	71%	7	29%	0	0.00%
Air Quality Service	12,168	1,152	24	1,663	17	71%	6	25%	1	4.17%
Piano & Organ Moving	11,083	1,210	24	1,663	15	63%	9	38%	0	0.00%
Laboratory Equipment & Supplies	8,930	1,352	24	1,663	13	54%	10	42%	1	4.17%
Travel Agent Mills	8,457	1,381	24	1,663	15	63%	6	25%	3	12.50%
Pianos - Tuning & Repair	7,863	1,424	24	1,663	10	42%	9	38%	5	20.83%
Foundries	7,636	1,452	24	1,663	1	4%	22	92%	1	4.17%
Trailers - Truck	7,442	1,469	24	1,663	20	83%	4	17%	0	0.00%
Auto Dealers - Custom Design & Replica	6,844	1,542	24	1,663	6	38%	15	63%	0	0.00%
Auto Service - Rust proofing Shops	6,844	1,547	24	1,663	19	79%	5	21%	0	0.00%
Linen Supply Service	6,675	1,556	24	1,663	12	50%	11	46%	1	4.17%
Security Cameras	6,209	1,609	24	1,663	10	42%	13	54%	1	4.17%
Outdoor Kitchens	6,188	1,616	24	1,663	10	42%	14	58%	0	0.00%
Tents - Rental	5,596	1,695	24	1,663	13	54%	7	29%	4	16.67%
Bird & Wildlife Supply Shops	5,201	1,747	24	1,663	13	54%	11	46%	0	0.00%
Chimney Sweeper	4,478	1,850	24	1,663	7	29%	16	67%	1	4.17%
Consultant - Strategic Planning	4,465	1,854	24	1,663	10	42%	13	54%	1	4.17%
Fingerprinting	4,411	1,869	24	1,663	17	71%	7	29%	0	0.00%
Fans - Household	3,745	2,003	24	1,663	17	71%	5	21%	2	8.33%
Engines - Gas	3,612	2,034	24	1,663	14	58%	10	42%	0	0.00%
Diving Instruction	3,535	2,055	24	1,663	12	50%	11	46%	1	4.17%
Jeans	2,857	2,236	24	1,663	15	63%	9	38%	0	0.00%
Go-Karts	2,786	2,250	24	1,663	22	92%	2	8%	0	0.00%
Guitars & Amplifiers	2,712	2,265	24	1,663	18	75%	6	25%	0	0.00%
Linens - Wholesale & Manufacturers	2,469	2,331	24	1,663	21	88%	3	13%	0	0.00%
Talent Representation	2,465	2,332	24	1,663	19	79%	4	17%	1	4.17%
Photographic Color Prints & Trans.	2,396	2,356	24	1,663	14	58%	10	42%	0	0.00%
Motel & Hotel Consultants	1,251	2,891	24	1,663	15	63%	9	38%	0	0.00%
Boutique Items - Wholesale & Manufacturers	1,235	2,902	24	1,663	4	17%	20	83%	0	0.00%
Auto Repair - Tune-Up	758	3,281	24	1,663	16	67%	8	33%	0	0.00%
Dry Cleaners - Mobile	656	3,379	24	1,663	10	42%	12	50%	2	8.33%
Brass	279	3,939	24	1,663	1	4%	23	96%	0	0.00%
Employment Service - Employee Leasing	23,973	771	23	1,700	19	83%	4	17%	0	0.00%
Attorneys & Lawyers - Immigration & Naturalization	20,727	853	23	1,700	21	91%	2	9%	0	0.00%
Meat Packers	17,925	946	23	1,700	11	48%	11	48%	1	4.35%
Pyramid Companies	13,488	1,100	23	1,700	12	52%	11	39%	1	8.70%
Coaching - Life	11,355	1,195	23	1,700	3	15%	15	65%	5	21.74%
Carpet & Rug Cleaning Equipment & Supplies	9,338	1,320	23	1,700	16	70%	6	26%	1	4.35%
Assisted Living & Adult Family Homes	7,973	1,418	23	1,700	14	61%	9	39%	0	0.00%
Patent Agents	7,627	1,454	23	1,700	13	57%	9	39%	1	4.35%
Batteries - Storage-Retail	6,802	1,546	23	1,700	15	65%	6	26%	2	8.70%
Electric Equipment - Manufacturers	6,154	1,622	23	1,700	9	39%	14	61%	0	0.00%
Glass, Mirror & Screen Companies	5,851	1,662	23	1,700	17	74%	4	17%	2	8.70%
Antiques - Repair & Restore	5,419	1,722	23	1,700	13	57%	10	43%	0	0.00%
Paging Equipment & Service	5,230	1,742	23	1,700	18	78%	4	17%	1	4.35%
Senior Housing/Living	5,194	1,748	23	1,700	18	78%	5	22%	0	0.00%
Awards - Production & Engraving	4,609	1,824	23	1,700	17	74%	6	26%	0	0.00%
Mats & Matting	4,525	1,838	23	1,700	21	91%	2	9%	0	0.00%
Child Support Enforcement	4,413	1,868	23	1,700	18	78%	5	22%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Chairs - Rent	4,376	1,873	23	1,700	10	43%	13	57%	0	0.00%
Merchandise Brokers	4,313	1,890	23	1,700	19	83%	4	17%	0	0.00%
Hand Painting & Decorating	3,398	2,081	23	1,700	11	48%	12	52%	0	0.00%
Garbage Disposals - Household	2,743	2,258	23	1,700	17	74%	6	26%	0	0.00%
Rubbish & Garbage Removal Contractors Equipment	2,002	2,485	23	1,700	12	52%	11	48%	0	0.00%
Ski Centers & Resorts	1,573	2,701	23	1,700	19	83%	4	17%	0	0.00%
Rent to Own	1,284	2,861	23	1,700	15	65%	7	30%	1	4.35%
Engineering Contractors - General	34,774	588	22	1,724	11	50%	11	50%	0	0.00%
Human Resources	30,133	645	22	1,724	11	50%	10	45%	1	4.55%
Drilling & Boring Contractors	17,326	950	22	1,724	12	55%	9	41%	1	4.55%
Tile & Grout Cleaning	12,748	1,128	22	1,724	14	64%	8	36%	0	0.00%
Wheel Alignment, Frame & Axle Service - Auto	11,820	1,170	22	1,724	12	55%	9	41%	1	4.55%
Safes & Vaults	11,228	1,205	22	1,724	14	64%	7	32%	1	4.55%
Paper Products	10,561	1,245	22	1,724	9	41%	13	59%	0	0.00%
Bartending Service	7,727	1,443	22	1,724	8	36%	11	50%	3	13.64%
Compliance Consulting	7,388	1,475	22	1,724	13	59%	9	41%	0	0.00%
Collection Agencies - Government Loans	7,374	1,476	22	1,724	5	23%	17	77%	0	0.00%
Oil Burners	6,808	1,545	22	1,724	21	95%	1	5%	0	0.00%
Water Works Contractors	6,502	1,575	22	1,724	18	82%	3	14%	1	4.55%
Water Wells - Pumps Sales & Service	6,039	1,634	22	1,724	17	77%	5	23%	0	0.00%
Insurance - Dental	4,762	1,807	22	1,724	18	82%	3	14%	1	4.55%
Diaper Service	4,746	1,808	22	1,724	13	59%	9	41%	0	0.00%
Pavement & Floor Marking Services	4,201	1,905	22	1,724	9	41%	12	55%	1	4.55%
Physicians & Surgeons - Allergy	4,008	1,942	22	1,724	20	91%	2	9%	0	0.00%
Photographic Mounts	3,915	1,964	22	1,724	20	91%	2	9%	0	0.00%
Conference Centers	3,764	1,998	22	1,724	15	68%	6	27%	1	4.55%
Contractor - Home Performance	3,395	2,082	22	1,724	6	27%	15	68%	1	4.55%
Trucks - Industrial	3,376	2,088	22	1,724	13	59%	7	32%	2	9.09%
Scrapbooking	3,219	2,132	22	1,724	9	41%	11	50%	2	9.09%
Jewels - Imitation	3,208	2,133	22	1,724	2	100%	0	0%	0	0.00%
Weather Instruments	3,021	2,187	22	1,724	18	82%	4	18%	0	0.00%
Charity - Animal Protection	2,975	2,202	22	1,724	18	82%	4	18%	0	0.00%
Recreational Vehicles - Transportation	2,588	2,296	22	1,724	19	86%	3	14%	0	0.00%
Tile - Non-Ceramic - Manufacturers & Distributors	2,265	2,394	22	1,724	6	27%	16	73%	0	0.00%
Lawn & Garden Equipment & Supplies - Rental	2,233	2,406	22	1,724	20	91%	2	9%	0	0.00%
Baby Car Seats, Carriages & Strollers	1,681	2,647	22	1,724	12	55%	5	23%	5	22.73%
Furniture Cleaning	1,680	2,648	22	1,724	19	86%	3	14%	0	0.00%
Restaurants - Breakfast	1,580	2,698	22	1,724	10	45%	10	45%	2	9.09%
Saltwater Pools - Equipment & Supplies	1,137	2,974	22	1,724	17	77%	5	23%	0	0.00%
Auto Dealers - Buying Co-Op	1,122	2,981	22	1,724	12	55%	10	45%	0	0.00%
Cabinet Organizers	586	3,450	22	1,724	2	9%	20	91%	0	0.00%
Attorneys & Lawyers - Criminal	26,270	724	21	1,758	13	62%	5	24%	3	14.29%
Attorneys & Lawyers - Estate Planning	17,350	948	21	1,758	18	86%	3	14%	0	0.00%
Oil Land Leases	13,403	1,103	21	1,758	13	62%	7	33%	1	4.76%
Denturist	9,699	1,299	21	1,758	16	76%	5	24%	0	0.00%
Insurance - Vtiatical	9,271	1,322	21	1,758	12	57%	8	38%	1	4.76%
Exterior Structures - Barn Construction	7,739	1,440	21	1,758	6	29%	13	62%	2	9.52%
Contractor - Metal Roofing	7,293	1,488	21	1,758	8	38%	13	62%	0	0.00%
Auto Bumpers, Guards & Grilles	6,923	1,530	21	1,758	16	76%	5	24%	0	0.00%
Lighting Fixtures - Wholesale & Manufacturers	6,476	1,578	21	1,758	15	71%	6	29%	0	0.00%
Plating	6,207	1,610	21	1,758	13	62%	8	38%	0	0.00%
Truck Manufacturers & Distributors	4,560	1,832	21	1,758	15	71%	5	24%	1	4.76%
Touist Information	4,531	1,836	21	1,758	10	48%	9	43%	2	9.52%
Karaoke Machines & Tapes	4,232	1,900	21	1,758	12	57%	8	38%	1	4.76%
Woodworking Equipment & Supplies	4,005	1,943	21	1,758	17	81%	4	19%	0	0.00%
Mopeds	3,822	1,987	21	1,758	11	52%	10	48%	0	0.00%
Tractor Repair & Service	3,700	2,017	21	1,758	11	67%	7	33%	0	0.00%
Health Savings Administrators	3,407	2,077	21	1,758	11	52%	10	48%	0	0.00%
Movers - International	3,364	2,093	21	1,758	16	76%	5	24%	0	0.00%
Motel & Hotel Management	3,138	2,151	21	1,758	9	43%	12	57%	0	0.00%
Consultants - Security	2,871	2,229	21	1,758	3	14%	13	62%	5	23.81%
Theater Stage Play Houses	2,793	2,248	21	1,758	13	62%	7	33%	1	4.76%
Housing Consultants & Referral Service	2,218	2,409	21	1,758	9	43%	12	57%	0	0.00%
Attorneys & Lawyers - Insurance Law	2,081	2,466	21	1,758	18	86%	3	14%	0	0.00%
Steam Cleaning - Industrial	1,905	2,535	21	1,758	6	29%	14	67%	1	4.76%
Girls Apparel	1,608	2,685	21	1,758	12	57%	9	43%	0	0.00%
China & Crystal - Repair	1,250	2,893	21	1,758	17	81%	4	19%	0	0.00%
Online Event Registration	987	3,248	21	1,758	19	90%	1	5%	1	4.76%
Translators & Interpreters	25,810	733	20	1,785	14	70%	6	30%	0	0.00%
Engineering Consultants	20,398	866	20	1,785	8	40%	11	55%	1	5.00%
Display Designers & Producers	17,046	965	20	1,785	11	55%	9	45%	0	0.00%
Insurance - Workers Compensation	15,157	1,030	20	1,785	18	100%	2	10%	0	0.00%
Termite Control	11,450	1,190	20	1,785	15	75%	5	25%	0	0.00%
Identification Card Service	10,181	1,269	20	1,785	15	75%	5	25%	0	0.00%
Pet Day Care	9,585	1,307	20	1,785	13	65%	6	30%	1	5.00%
Commodity Brokers	8,939	1,350	20	1,785	11	55%	8	40%	1	5.00%
Flight School	7,654	1,449	20	1,785	11	55%	9	45%	0	0.00%
Mirrors	7,504	1,464	20	1,785	13	65%	7	35%	0	0.00%
Foods - Dehydrated & Freeze-Dried	7,345	1,482	20	1,785	16	80%	4	20%	0	0.00%
Stair Lifts	6,902	1,533	20	1,785	20	100%	0	0%	0	0.00%
Printing Equipment	6,892	1,535	20	1,785	12	60%	6	30%	2	10.00%
Wind Energy Systems	6,472	1,579	20	1,785	6	30%	13	65%	1	5.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Nuts - Edible	6,419	1,588	20	1,785	9	45%	2	10%	9	45.00%
Tanning Salons Equipment & Supplies	6,204	1,612	20	1,785	13	65%	7	35%	0	0.00%
Insurance - Liability	5,958	1,644	20	1,785	17	85%	3	15%	0	0.00%
Water - Bottled & Bulk	5,719	1,674	20	1,785	15	45%	10	50%	1	5.00%
Balloons - Novelty & Toy	5,416	1,723	20	1,785	12	60%	8	40%	0	0.00%
Water Gardens Fountains & Ponds	5,365	1,730	20	1,785	10	50%	1	5.00%	1	5.00%
Windows - Vinyl	5,187	1,751	20	1,785	5	25%	6	30%	9	45.00%
Second Hand Stores	5,104	1,761	20	1,785	11	55%	8	40%	1	5.00%
Administrators - Class Action Settlement	5,052	1,766	20	1,785	14	70%	5	25%	1	5.00%
Car Wash & Polish Equipment & Supplies	4,217	1,903	20	1,785	12	60%	6	30%	2	10.00%
Insurance - Medical Liability	3,181	2,142	20	1,785	17	85%	3	15%	0	0.00%
Electric Heating Elements	2,709	2,268	20	1,785	15	75%	5	25%	0	0.00%
Wine Storage Equipment	2,039	2,473	20	1,785	10	50%	9	45%	1	5.00%
Suits - Custom Made	1,845	2,562	20	1,785	18	90%	1	5%	1	5.00%
Children's Play Programs Instruction	1,503	2,738	20	1,785	13	65%	6	30%	1	5.00%
Bicycles - Renting	765	3,273	20	1,785	20	90%	2	10%	0	0.00%
Scooters - Repair	652	3,381	20	1,785	7	35%	13	65%	0	0.00%
Concert Bureaus	277	3,943	20	1,785	15	75%	5	25%	0	0.00%
Senior Citizens Service Organization	28,447	673	19	1,817	12	63%	7	37%	0	0.00%
Packaging Materials	15,784	1,010	19	1,817	15	79%	4	21%	0	0.00%
Staffing - Technical	12,851	1,123	19	1,817	10	53%	7	37%	2	10.53%
Pipe Line Contractors	12,747	1,129	19	1,817	9	47%	9	47%	1	5.26%
Fertilizers	11,065	1,213	19	1,817	18	95%	1	5%	0	0.00%
Stables	10,430	1,251	19	1,817	10	53%	9	47%	0	0.00%
Mulches	10,292	1,260	19	1,817	11	58%	7	37%	1	5.26%
Animal Insemination - Artificial	10,218	1,265	19	1,817	9	47%	9	47%	1	5.26%
Dryer Vent Cleaning	8,890	1,355	19	1,817	2	11%	11	58%	6	31.58%
Meat - Processing	8,679	1,367	19	1,817	12	63%	7	37%	0	0.00%
Lifts	8,478	1,379	19	1,817	11	58%	8	42%	0	0.00%
Kitchen Cabinet Refacing	8,306	1,396	19	1,817	14	74%	4	21%	1	5.26%
Exporters	8,270	1,399	19	1,817	7	37%	10	53%	2	10.53%
Couriers	7,794	1,429	19	1,817	12	63%	4	21%	3	15.79%
Advertising - Television	7,705	1,445	19	1,817	15	79%	4	21%	0	0.00%
Safety & Rescue Equipment Sales & Services	7,185	1,500	19	1,817	15	79%	4	21%	0	0.00%
Pest Control Supplies & Equipment	7,018	1,516	19	1,817	13	68%	5	26%	1	5.26%
Waterproofing Materials	6,956	1,527	19	1,817	9	47%	5	26%	5	26.32%
Concrete Construction Forms & Accessories	6,048	1,632	19	1,817	13	68%	6	32%	0	0.00%
Physicians - Surgeons & Neurosurgeons	5,929	1,647	19	1,817	13	68%	6	32%	0	0.00%
Pet Grooming - Mobile	5,840	1,665	19	1,817	10	53%	8	42%	1	5.26%
Tropical Fish	4,227	1,901	19	1,817	10	53%	7	37%	2	10.53%
Carpet & Rug Dealers - Persian/Oriental Rugs	3,724	2,010	19	1,817	8	58%	8	42%	0	0.00%
Sporting Goods - Repair	3,523	2,058	19	1,817	13	68%	10	53%	1	5.26%
Kitchen Cabinets - Refinishing, Refacing & Resurfacing	3,480	2,064	19	1,817	9	47%	10	53%	0	0.00%
Transmissions - Truck, Tractor	3,248	2,119	19	1,817	12	63%	6	32%	1	5.26%
Physicians & Surgeons - Maxillofacial	3,192	2,138	19	1,817	13	68%	6	32%	0	0.00%
Gasoline - Wholesale	3,156	2,150	19	1,817	13	68%	6	32%	0	0.00%
Cake Decorating Equipment & Supplies	3,122	2,157	19	1,817	8	42%	10	53%	1	5.26%
Fashion Consultants	2,911	2,218	19	1,817	8	42%	11	58%	0	0.00%
Telephone Equipment & Systems Supplies & Parts	2,641	2,283	19	1,817	17	89%	2	11%	0	0.00%
Mattress Makers Supplies	2,485	2,326	19	1,817	17	89%	2	11%	0	0.00%
Chairs - Orthopedic & Lift	2,387	2,360	19	1,817	13	68%	6	32%	0	0.00%
Electronic Power Supplies	2,065	2,469	19	1,817	13	68%	5	26%	1	5.26%
E-Mail Marketing	2,035	2,475	19	1,817	7	37%	11	58%	1	5.26%
Fishermens Supplies	1,997	2,487	19	1,817	8	42%	11	58%	0	0.00%
Webbing	1,993	2,488	19	1,817	11	58%	6	32%	2	10.53%
Plumbing Plan Services	1,957	2,508	19	1,817	16	84%	3	16%	0	0.00%
Springs - Automotive - Sales & Service	1,936	2,518	19	1,817	12	63%	6	32%	1	5.26%
Model Makers	1,836	2,569	19	1,817	10	53%	8	42%	1	5.26%
Knives - Custom	1,035	3,040	19	1,817	5	26%	14	74%	0	0.00%
Auto Headlight Restoration	1,014	3,054	19	1,817	8	42%	11	58%	0	0.00%
Physicians & Surgeons - Sports Medicine	896	3,140	19	1,817	14	74%	5	26%	0	0.00%
Physicians & Surgeons - Urology	429	3,665	19	1,817	14	74%	5	26%	0	0.00%
Pub	344	3,813	19	1,817	14	74%	5	26%	0	0.00%
Millwork	17,017	967	18	1,862	6	33%	10	56%	2	11.11%
Acupuncturists	14,745	1,051	18	1,862	14	78%	4	22%	0	0.00%
Medical Staffing	14,205	1,071	18	1,862	14	78%	4	22%	0	0.00%
Sandblasting	11,894	1,167	18	1,862	12	67%	6	33%	0	0.00%
Physicians & Surgeons - Osteopathic-D.O.	10,040	1,270	18	1,862	12	67%	5	28%	1	5.66%
Advertising - Outdoor	9,666	1,300	18	1,862	8	44%	10	56%	0	0.00%
Toilets - Portable	8,957	1,348	18	1,862	14	78%	4	22%	0	0.00%
Organizing Services - Household & Business	8,840	1,357	18	1,862	11	61%	7	39%	0	0.00%
Glass - Beveled, Carved, Ornamental	8,075	1,412	18	1,862	11	61%	7	39%	0	0.00%
Commercial Painting Contractor	6,913	1,532	18	1,862	8	44%	6	33%	4	22.22%
Van Conversions & Accessories	6,900	1,534	18	1,862	12	67%	6	33%	0	0.00%
First Aid Instruction	6,714	1,552	18	1,862	11	61%	6	33%	1	5.56%
Horse Training	6,125	1,627	18	1,862	9	50%	9	50%	0	0.00%
Delicatessens	6,107	1,629	18	1,862	5	28%	13	72%	0	0.00%
Dog Daycare	5,609	1,692	18	1,862	14	78%	4	22%	0	0.00%
Distillers	5,586	1,698	18	1,862	6	33%	12	67%	0	0.00%
Equestrian Services	5,427	1,721	18	1,862	13	72%	5	28%	0	0.00%
Caskets	5,281	1,725	18	1,862	14	78%	2	11%	2	11.11%
Attorneys & Lawyers - DUI	5,103	1,762	18	1,862	4	22%	14	78%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Wedding Officiant	4,833	1,794	18	1,862	7	39%	5	28%	6	33.33%
Consultants - Telecommunication	4,778	1,804	18	1,862	12	67%	6	33%	0	0.00%
Machinery Rebuild & Repair	4,491	1,845	18	1,862	6	33%	10	56%	2	11.11%
Fertility Specialists	4,456	1,855	18	1,862	16	89%	2	11%	0	0.00%
Sewing Contractors	4,381	1,871	18	1,862	13	73%	4	23%	1	5.56%
Auto Floor Coverings	4,123	1,923	18	1,862	13	72%	5	28%	0	0.00%
Aviation Services	4,051	1,933	18	1,862	9	50%	9	50%	0	0.00%
Irrigation Systems - Install/Design	3,879	1,973	18	1,862	7	39%	11	61%	0	0.00%
Truck Stops	3,736	2,007	18	1,862	15	83%	3	17%	0	0.00%
Contractor - Water Conditioning	3,574	2,041	18	1,862	14	78%	4	22%	0	0.00%
Photography Schools	3,528	2,057	18	1,862	12	67%	6	33%	0	0.00%
Bottles - Wholesale & Manufacturers	3,256	2,117	18	1,862	7	39%	10	56%	1	5.56%
Moving Assistance - Packing, Unpacking, Organizing	3,187	2,141	18	1,862	9	50%	9	50%	0	0.00%
Health Care Referral	2,908	2,220	18	1,862	15	83%	3	17%	0	0.00%
Flowers - Preserved	2,810	2,243	18	1,862	10	56%	8	44%	0	0.00%
Concrete Block & Product Molding Machine	2,711	2,266	18	1,862	12	67%	6	33%	0	0.00%
Musical Instruments - Wholesale & Manufacturers	2,574	2,300	18	1,862	11	61%	6	33%	1	5.56%
Optical Goods - Wholesale & Manufacturers	2,553	2,304	18	1,862	11	61%	7	39%	0	0.00%
Hatcheries - Poultry	2,460	2,334	18	1,862	11	61%	7	39%	0	0.00%
Water Coolers - Equipment & Supplies	2,449	2,338	18	1,862	9	50%	8	44%	1	5.56%
Fiberglass - Fabrication & Repair	2,235	2,404	18	1,862	7	39%	8	44%	3	16.67%
Attorneys & Lawyers - Consumer Fraud	2,015	2,482	18	1,862	2	11%	16	89%	0	0.00%
Snow Removal Equipment	1,832	2,571	18	1,862	11	61%	7	39%	0	0.00%
Battery Charging Equipment	1,748	2,611	18	1,862	14	78%	4	22%	0	0.00%
Eyesight Training	1,584	2,697	18	1,862	12	67%	6	33%	0	0.00%
Glassware Decorators	1,380	2,806	18	1,862	15	83%	3	17%	0	0.00%
Electric Vehicles	1,320	2,840	18	1,862	7	39%	8	44%	3	16.67%
Computer Assisted Design Services	1,164	2,953	18	1,862	7	39%	6	33%	5	27.78%
Computer Gaming Centers	1,157	2,956	18	1,862	7	39%	7	39%	4	22.22%
Handbags - Manufacturers Equipment & Supplies	923	3,118	18	1,862	0	0%	18	100%	0	0.00%
Bibles	896	3,140	18	1,862	17	94%	1	6%	0	0.00%
Modular/Mobile Home - Foundation Services	799	3,234	18	1,862	10	56%	5	28%	3	16.67%
Contractor - Tile Roofing	461	3,624	18	1,862	4	22%	11	61%	3	16.67%
Aquariums - Public	390	3,740	18	1,862	11	61%	7	39%	0	0.00%
Electricians - Commercial	20,111	871	17	1,915	10	59%	7	41%	0	0.00%
Elderly/Senior Specialty Services	19,275	895	17	1,915	14	82%	3	18%	0	0.00%
Day Care - Adults	17,284	954	17	1,915	7	41%	10	59%	0	0.00%
College Admission Counseling	16,325	990	17	1,915	16	94%	1	6%	0	0.00%
Logging Companies	14,909	1,043	17	1,915	7	41%	9	53%	1	5.88%
Stair Builders	12,097	1,157	17	1,915	7	41%	10	59%	0	0.00%
Farm Equipment - Repair & Parts	8,215	1,401	17	1,915	13	76%	4	24%	0	0.00%
Basement - Finishing	8,195	1,406	17	1,915	15	88%	0	0%	2	11.76%
Home Automation	7,881	1,423	17	1,915	14	82%	3	18%	0	0.00%
Auto Appraisers	7,695	1,447	17	1,915	12	71%	5	29%	0	0.00%
Desktop Publishing	7,357	1,480	17	1,915	8	47%	9	53%	0	0.00%
Oil Producers	7,234	1,493	17	1,915	1	6%	16	94%	0	0.00%
Car Buying Service	6,579	1,566	17	1,915	14	82%	1	6%	2	11.76%
Student Exchange Programs	6,471	1,580	17	1,915	13	76%	4	24%	0	0.00%
Distributing Service - Circular, Sample	6,205	1,611	17	1,915	12	71%	5	29%	0	0.00%
Meat Brokers	6,187	1,617	17	1,915	7	41%	10	59%	0	0.00%
Permanent Make Up	5,934	1,646	17	1,915	14	82%	3	18%	0	0.00%
Modeling - Advance Fee	5,708	1,677	17	1,915	3	18%	14	82%	0	0.00%
Docks	4,809	1,798	17	1,915	10	59%	5	29%	2	11.76%
Machine Tools - Repair & Rebuild	4,783	1,802	17	1,915	8	47%	9	53%	0	0.00%
Custom Brokers	4,500	1,843	17	1,915	16	94%	0	0%	1	5.88%
Trampolines	4,484	1,846	17	1,915	12	71%	4	24%	1	5.88%
Auto Air Conditioning Equipment	4,454	1,856	17	1,915	12	71%	5	29%	0	0.00%
Stationers - Retail	4,093	1,928	17	1,915	7	41%	10	59%	0	0.00%
Insurance - Rental	4,003	1,945	17	1,915	8	47%	6	35%	3	17.65%
Judgment Recovery	4,002	1,946	17	1,915	10	59%	7	41%	0	0.00%
Deck Cleaning and Waterproofing	3,755	2,002	17	1,915	15	88%	2	12%	0	0.00%
Consultants - Social Media	3,735	2,008	17	1,915	10	59%	6	35%	1	5.88%
Survival Products & Supplies	3,721	2,012	17	1,915	10	59%	7	41%	0	0.00%
Vehicle Sales - Manufacturing Companies	3,454	2,067	17	1,915	13	76%	4	24%	0	0.00%
Farmers Market	3,049	2,178	17	1,915	11	65%	3	18%	3	17.65%
Service Animals - Dogs	2,945	2,210	17	1,915	8	47%	5	29%	0	0.00%
Tickets & Coupons - Printers & Suppliers	2,730	2,263	17	1,915	10	59%	5	29%	2	11.76%
Venetian Blinds - Wholesale & Manufacturers	2,457	2,325	17	1,915	13	88%	0	0%	2	11.76%
Airports	2,413	2,352	17	1,915	13	76%	3	18%	1	5.88%
Swimming Pool Cover Sales & Service	2,393	2,359	17	1,915	15	88%	2	12%	0	0.00%
Hosiery - Retail	2,280	2,387	17	1,915	15	88%	2	12%	0	0.00%
Containerized Freight Service	2,279	2,388	17	1,915	10	59%	7	41%	0	0.00%
Basketball Clubs	2,271	2,389	17	1,915	8	47%	7	41%	2	11.76%
Chiropractors Equipment & Supplies	2,267	2,392	17	1,915	6	35%	11	65%	0	0.00%
Ceramic Products - Decorative	2,198	2,421	17	1,915	1	6%	14	82%	2	11.76%
Telephone Equipment & Systems Wholesale & Manufacturing	2,179	2,432	17	1,915	16	94%	1	6%	0	0.00%
Electric Bikes	2,101	2,458	17	1,915	12	71%	5	29%	0	0.00%
Slip Covers	2,097	2,459	17	1,915	13	76%	4	24%	0	0.00%
Golf Course Equipment & Supplies	1,843	2,566	17	1,915	8	47%	9	53%	0	0.00%
Riding Apparel & Equipment	1,597	2,691	17	1,915	6	35%	10	59%	1	5.88%
Lead	1,518	2,726	17	1,915	2	12%	14	82%	1	5.88%
Charity - Community Development & Civic Organizations	1,505	2,736	17	1,915	13	76%	4	24%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Tire Retread & Repair - Equipment & Supplies	1,297	2,854	17	1,915	11	65%	6	35%	0	0.00%
Racks	1,248	2,895	17	1,915	15	88%	2	12%	0	0.00%
Television Program Distributors	1,032	3,041	17	1,915	3	18%	3	18%	11	64.71%
Sewing Machines - Wholesale & Manufacturers	822	3,210	17	1,915	17	100%	0	0%	0	0.00%
Chinese Food Products	693	3,332	17	1,915	8	47%	9	53%	0	0.00%
Chain Letters	463	3,621	17	1,915	13	76%	4	24%	0	0.00%
Tournaments	381	3,751	17	1,915	5	29%	12	71%	0	0.00%
Coin & Bill Count, Sort, Wrap Machines	370	3,771	17	1,915	17	100%	0	0%	0	0.00%
Electrical Discharge Machining	366	3,778	17	1,915	2	12%	15	88%	0	0.00%
Pumps - Dealers	8,746	1,364	16	1,972	10	63%	4	25%	2	12.50%
Topsoil	8,338	1,393	16	1,972	11	69%	5	31%	0	0.00%
Vertical Blinds	8,196	1,405	16	1,972	9	56%	7	44%	0	0.00%
Custom Framing	7,157	1,503	16	1,972	6	38%	10	63%	0	0.00%
Hardware - Wholesale & Manufacturers	7,083	1,511	16	1,972	8	50%	8	50%	0	0.00%
Fountains - Garden, Display	6,399	1,592	16	1,972	12	75%	4	25%	0	0.00%
Floors - Industrial	6,151	1,623	16	1,972	7	44%	6	38%	3	18.75%
Plasma Centers	5,162	1,754	16	1,972	8	50%	8	50%	0	0.00%
Wood Finishing	5,127	1,758	16	1,972	8	50%	5	31%	3	18.75%
Floor Coatings - Epoxy/Polyurethane	4,620	1,823	16	1,972	6	38%	10	63%	0	0.00%
Writers - Business	4,418	1,867	16	1,972	6	38%	5	31.25%	5	31.25%
Fruit & Vegetable Growers & Shippers	4,348	1,882	16	1,972	14	88%	2	13%	0	0.00%
Hydroponics - Equipment & Supplies	4,348	1,882	16	1,972	15	94%	0	0%	1	6.25%
Mens Clothing & Furnishings - Wholesale & Manufacturers	3,826	1,986	16	1,972	9	56%	6	38%	1	6.25%
Office Buildings	3,766	1,997	16	1,972	12	75%	4	25%	0	0.00%
International Trade Consultants	3,375	2,089	16	1,972	3	19%	12	75%	1	6.25%
Beekeepers	3,248	2,119	16	1,972	7	44%	9	56%	0	0.00%
Mapping Services	2,798	2,246	16	1,972	9	56%	7	44%	0	0.00%
Generators	2,696	2,272	16	1,972	9	56%	4	25%	3	18.75%
Fireplace Equipment - Wholesale & Manufacturers	2,437	2,345	16	1,972	13	81%	2	13%	1	6.25%
Recorded Information	2,406	2,354	16	1,972	13	81%	3	19%	0	0.00%
Mail Boxes - Manufacturers & Distributors	2,394	2,358	16	1,972	5	31%	10	63%	1	6.25%
Spiritualists	2,337	2,373	16	1,972	7	44%	8	50%	1	6.25%
Telescopes	2,312	2,380	16	1,972	1	6%	15	94%	0	0.00%
Construction Reports	2,202	2,416	16	1,972	15	94%	1	6%	0	0.00%
Uniforms - Accessories	2,114	2,450	16	1,972	9	56%	4	25%	3	18.75%
Drapery & Curtain Cleaners	2,097	2,459	16	1,972	5	31%	9	56%	2	12.50%
Skating Equipment & Supplies	1,717	2,625	16	1,972	11	69%	5	31%	0	0.00%
Parks	1,692	2,638	16	1,972	12	75%	3	19%	1	6.25%
Water Skiing Equipment & Supplies	1,290	2,858	16	1,972	4	25%	12	75%	0	0.00%
Embroideries - Uniform	1,278	2,868	16	1,972	14	88%	2	13%	0	0.00%
Dispensary - Medical Marijuana	1,154	2,958	16	1,972	5	31%	10	63%	1	6.25%
E-Books	872	3,162	16	1,972	14	88%	2	13%	0	0.00%
Shavers - Electric	767	3,271	16	1,972	13	81%	3	19%	0	0.00%
Railroads - Ticket Agencies	724	3,309	16	1,972	9	56%	4	25%	3	18.75%
Turntables	518	3,541	16	1,972	8	50%	8	50%	0	0.00%
Soda Fountain Supplies	476	3,606	16	1,972	16	100%	0	0%	0	0.00%
Chambers Of Commerce	129,525	186	15	2,009	12	80%	3	20%	0	0.00%
Teachers Agencies	22,011	818	15	2,009	11	73%	3	20%	1	6.67%
Janitors Equipment & Supplies	12,657	1,133	15	2,009	15	100%	0	0%	0	0.00%
Timber & Timberland Companies	10,391	1,255	15	2,009	8	53%	6	40%	1	6.67%
Petroleum	9,902	1,284	15	2,009	11	73%	4	27%	0	0.00%
Tuck Pointing	9,547	1,309	15	2,009	11	73%	4	27%	0	0.00%
Beads	7,832	1,425	15	2,009	10	67%	5	33%	0	0.00%
Siding Materials	7,762	1,434	15	2,009	9	60%	6	40%	0	0.00%
Tree Service - Pruning	7,479	1,465	15	2,009	6	40%	5	33%	4	26.67%
Bartending Instruction	7,446	1,468	15	2,009	11	73%	4	27%	0	0.00%
Railings	7,371	1,478	15	2,009	9	60%	6	40%	0	0.00%
Metal Finishers	7,177	1,501	15	2,009	10	67%	5	33%	0	0.00%
Fire Protection Contractor	7,048	1,515	15	2,009	9	60%	5	33%	1	6.67%
Employment Service - Virtual Assistant	6,885	1,537	15	2,009	7	47%	8	53%	0	0.00%
Lighting Consultants	6,359	1,596	15	2,009	6	40%	8	53%	1	6.67%
Chemical Cleaning - Industrial	5,992	1,640	15	2,009	5	33%	10	67%	0	0.00%
Butchering	5,460	1,718	15	2,009	7	47%	7	47%	1	6.67%
Horse Dealers	5,189	1,750	15	2,009	11	73%	4	27%	0	0.00%
Compressors	5,149	1,755	15	2,009	11	73%	4	27%	0	0.00%
Oils - Petroleum	5,148	1,756	15	2,009	12	80%	3	20%	0	0.00%
Boarding - Horses	4,004	1,944	15	2,009	8	53%	7	47%	0	0.00%
Manufactured Homes Equipment & Supplies (Manufacturers)	3,845	1,980	15	2,009	9	53%	8	47%	0	0.00%
Lice Removal/Protection Services	3,844	1,981	15	2,009	13	87%	1	7%	1	6.67%
Dentist - Periodontist	3,842	1,982	15	2,009	10	67%	5	33%	0	0.00%
Video Equipment - Service & Repair	3,677	2,022	15	2,009	6	40%	9	60%	0	0.00%
Vinyl Flooring	3,628	2,029	15	2,009	10	67%	5	33%	0	0.00%
Corporate Housing	3,198	2,135	15	2,009	9	60%	5	33%	1	6.67%
Business Plan Preparation	2,871	2,229	15	2,009	7	47%	5	33%	3	20.00%
Painters Equipment & Supplies	2,678	2,273	15	2,009	3	20%	11	73%	1	6.67%
Yogurt	2,209	2,413	15	2,009	6	40%	9	60%	0	0.00%
Accumulators	2,148	2,441	15	2,009	7	47%	8	53%	0	0.00%
Key Control Systems	1,870	2,553	15	2,009	5	33%	10	67%	0	0.00%
Presses - Power-Equipment	1,845	2,562	15	2,009	10	67%	5	33%	0	0.00%
Apartment Sharing Service	1,839	2,568	15	2,009	7	47%	14	93%	1	6.67%
Sundries Stores	1,774	2,601	15	2,009	11	73%	3	20%	1	6.67%
Auto Paint - Mobile	1,441	2,775	15	2,009	9	60%	6	40%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Charity - Education & Literacy	1,103	2,994	15	2,009	11	73%	4	27%	0	0.00%
Exercise Equipment & Machines - Service & Repair	775	3,262	15	2,009	9	60%	6	40%	0	0.00%
Fax Equipment & Systems	695	3,335	15	2,009	2	13%	13	87%	0	0.00%
Radon Mitigation	16,842	973	14	2,048	12	86%	2	14%	0	0.00%
Senior Home Care	11,836	1,168	14	2,048	12	86%	2	14%	0	0.00%
Screening - Tenant	9,810	1,291	14	2,048	11	79%	3	21%	0	0.00%
Oil Tank Removal & Installation	9,470	1,313	14	2,048	12	86%	2	14%	0	0.00%
Floor Waxing, Polishing & Cleaning	7,145	1,506	14	2,048	3	21%	11	79%	0	0.00%
Dock Builders	6,949	1,529	14	2,048	5	36%	7	50%	2	14.29%
Truck Caps & Shells	6,756	1,550	14	2,048	10	71%	4	29%	0	0.00%
Printing Brokers	6,528	1,572	14	2,048	9	64%	5	36%	0	0.00%
Gutter Leaf Guards	6,453	1,584	14	2,048	11	79%	3	21%	0	0.00%
Food Processing Equipment & Supplies	5,877	1,654	14	2,048	11	79%	3	21%	0	0.00%
Air Conditioning Equipment - Room Units	5,864	1,657	14	2,048	8	57%	4	29%	2	14.29%
Artists Agents	5,610	1,691	14	2,048	7	50%	7	50%	0	0.00%
Boilers - Repair & Cleaning	5,529	1,706	14	2,048	8	57%	6	43%	0	0.00%
Manufactured Homes - Equipment & Parts	5,490	1,711	14	2,048	9	64%	5	36%	0	0.00%
Trailers - Horse	5,447	1,719	14	2,048	12	86%	2	14%	0	0.00%
Roofing Equipment & Supplies	5,379	1,728	14	2,048	7	50%	7	50%	0	0.00%
Arborist	5,051	1,767	14	2,048	3	21%	9	64%	2	14.29%
Storm Windows & Doors - Repair	4,683	1,814	14	2,048	7	50%	7	50%	0	0.00%
Endodontics	4,381	1,871	14	2,048	12	86%	2	14%	0	0.00%
Concrete Blocks & Shapes	4,354	1,876	14	2,048	6	43%	7	50%	1	7.14%
Traffic School	4,198	1,907	14	2,048	13	93%	1	7%	0	0.00%
Designers - Industrial	4,157	1,918	14	2,048	6	43%	7	50%	1	7.14%
Batteries - Dry Cell - Wholesale & Manufacturers	4,080	1,931	14	2,048	13	93%	1	7%	0	0.00%
Beer Home Brewing Equipment & Supplies	3,964	1,949	14	2,048	6	43%	6	43%	2	14.29%
Amusement Devices	3,886	1,970	14	2,048	10	71%	4	29%	0	0.00%
Brewers	3,828	1,985	14	2,048	3	21%	7	50%	4	28.57%
Oils - Lubricating	3,816	1,989	14	2,048	8	57%	6	43%	0	0.00%
Fences - Vinyl	3,660	2,024	14	2,048	9	64%	5	36%	0	0.00%
Junk Dealers	3,633	2,028	14	2,048	4	29%	6	43%	4	28.57%
Risk Management	3,366	2,092	14	2,048	13	93%	1	7%	0	0.00%
Consultant - Employee Benefit Plans	3,286	2,109	14	2,048	14	100%	0	0%	0	0.00%
Water Coolers	3,260	2,114	14	2,048	5	36%	9	64%	0	0.00%
Physicians & Surgeons - Endocrinology, Diabetes & Metabolism	3,131	2,152	14	2,048	12	86%	2	14%	0	0.00%
Ultrasound - Medical	3,131	2,152	14	2,048	9	64%	5	36%	0	0.00%
Gas - Industrial & Medical - Cylinder & Bulk	2,995	2,192	14	2,048	10	71%	4	29%	0	0.00%
Appraisal - Management	2,911	2,218	14	2,048	10	71%	4	29%	0	0.00%
Audio-Visual Equipment - Wholesale & Manufacturers	2,449	2,338	14	2,048	3	21%	11	79%	0	0.00%
Bird Feeders & Houses	2,304	2,381	14	2,048	6	43%	8	57%	0	0.00%
Consignment Service - Online	2,187	2,429	14	2,048	4	29%	4	29%	1	7.14%
Waterbeds - Dealers	2,111	2,453	14	2,048	6	43%	8	57%	0	0.00%
Artificial Flowers, Plants & Trees	2,035	2,475	14	2,048	11	79%	3	21%	0	0.00%
Reading Instruction	1,974	2,498	14	2,048	14	100%	0	0%	0	0.00%
Tool Salvage Companies	1,954	2,509	14	2,048	11	79%	3	21%	0	0.00%
Sewing Machines - Supplies & Parts	1,487	2,748	14	2,048	4	29%	10	71%	0	0.00%
Internet Cafes	1,296	2,855	14	2,048	5	36%	7	50%	2	14.29%
Beauty Supplies & Equipment Repair	1,252	2,889	14	2,048	4	29%	10	71%	0	0.00%
Underwear - Wholesale & Manufacturers	1,149	2,962	14	2,048	12	86%	2	14%	0	0.00%
Canvas - Wholesale & Manufacturers	1,117	2,984	14	2,048	12	86%	2	14%	0	0.00%
Race Track Equipment & Supplies	938	3,106	14	2,048	5	36%	9	64%	0	0.00%
Seat Belts	853	3,176	14	2,048	9	64%	5	36%	0	0.00%
Hostels	790	3,244	14	2,048	7	50%	6	43%	1	7.14%
Vaporizers	785	3,273	14	2,048	10	71%	4	29%	0	0.00%
Aquariums - Wholesale & Manufacturers	745	3,296	14	2,048	1	7%	13	93%	0	0.00%
Mushrooms	629	3,402	14	2,048	4	29%	10	71%	0	0.00%
Commissary Contractors	555	3,497	14	2,048	2	14%	12	86%	0	0.00%
Fan Clubs	525	3,533	14	2,048	11	79%	3	21%	0	0.00%
Compactors - Waste - Household - Dealers	366	3,778	14	2,048	5	36%	9	64%	0	0.00%
Photographers - School	331	3,842	14	2,048	3	21%	9	64%	2	14.29%
Asbestos Removal Service	41,775	509	13	2,106	8	62%	5	38%	0	0.00%
Health Care - Staffing	11,113	1,208	13	2,106	10	77%	3	23%	0	0.00%
Fire Extinguishers	9,792	1,293	13	2,106	6	46%	6	46%	1	7.69%
Management Training	9,211	1,331	13	2,106	10	77%	2	15%	1	7.69%
Insurance Services - Commercial	6,786	1,548	13	2,106	1	85%	2	15%	0	0.00%
Document Imaging & Scanning Service	6,751	1,551	13	2,106	3	23%	7	54%	3	23.08%
Clinics - Pain Management	6,620	1,564	13	2,106	9	69%	4	31%	0	0.00%
Beverages - Wholesale & Distribution	6,414	1,590	13	2,106	9	69%	4	31%	0	0.00%
Fireworks	6,351	1,598	13	2,106	9	69%	4	31%	0	0.00%
Shelving	5,710	1,676	13	2,106	9	69%	4	31%	0	0.00%
Pharmacies - Specialty	5,676	1,687	13	2,106	13	100%	0	0%	0	0.00%
Colon Hydrotherapy - Colonic Therapy	5,003	1,772	13	2,106	11	85%	2	15%	0	0.00%
Water Analysis	4,958	1,781	13	2,106	8	62%	1	8%	4	30.77%
Engines - Fuel Injection Service & Parts	4,837	1,792	13	2,106	11	85%	2	15%	0	0.00%
Packing & Crating Service	4,657	1,819	13	2,106	8	62%	5	38%	0	0.00%
Laser Therapy	4,584	1,827	13	2,106	9	69%	4	31%	0	0.00%
Gardeners	4,429	1,864	13	2,106	8	62%	3	23%	2	15.38%
Paint - Wholesale & Manufacturers	3,757	2,001	13	2,106	9	69%	2	15%	2	15.38%
Outboard Motors - Repair	3,448	2,070	13	2,106	10	77%	3	23%	0	0.00%
Trailers - Boat	3,428	2,096	13	2,106	7	54%	5	38%	1	7.69%
Pumping Contractors	3,235	2,128	13	2,106	9	69%	4	31%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Gazebos	3,209	2,133	13	2,106	7	54%	6	46%	0	0.00%
Bookbinders	3,195	2,136	13	2,106	8	62%	5	38%	0	0.00%
Excavating Equipment	3,190	2,140	13	2,106	9	69%	4	31%	0	0.00%
Deck - Repair	3,127	2,155	13	2,106	9	69%	3	23%	1	7.69%
Pens & Pencils - Retail	2,980	2,195	13	2,106	7	54%	6	46%	0	0.00%
Quilting Materials & Supplies	2,772	2,252	13	2,106	8	62%	2	15%	3	23.08%
Outboard Motors	2,749	2,257	13	2,106	8	62%	5	38%	0	0.00%
Connectors - Electric	2,704	2,270	13	2,106	2	15%	10	77%	1	7.69%
Playgrounds	2,663	2,276	13	2,106	6	46%	7	54%	0	0.00%
Artists - Commercial	2,358	2,367	13	2,106	8	62%	4	31%	1	7.69%
Fencing Instruction	2,267	2,392	13	2,106	6	46%	6	46%	1	7.69%
Cookies & Crackers	2,198	2,421	13	2,106	8	62%	4	31%	1	7.69%
Air Fragrances	2,118	2,448	13	2,106	5	38%	7	54%	1	7.69%
Construction Supplies	1,966	2,503	13	2,106	7	54%	4	31%	2	15.38%
Veterinary Emergency	1,911	2,530	13	2,106	12	92%	1	8%	0	0.00%
Washing Machines & Dryers - Service & Repair	1,894	2,540	13	2,106	3	23%	9	69%	1	7.69%
Shirts - Wholesale & Manufacturers	1,517	2,727	13	2,106	11	85%	2	15%	0	0.00%
Boat - Excursion	1,502	2,740	13	2,106	3	38%	8	62%	0	0.00%
Transitional Housing	1,436	2,778	13	2,106	6	46%	6	46%	1	7.69%
Golf Equipment & Supplies - Wholesale & Manufacturers	1,368	2,814	13	2,106	12	92%	1	8%	0	0.00%
Heat Supply Companies	1,232	2,904	13	2,106	8	62%	5	38%	0	0.00%
Electronic Product Waste Management & E Waste Services	862	3,167	13	2,106	11	85%	0	0%	2	15.38%
Toy Manufacturers Supplies	858	3,169	13	2,106	11	85%	2	15%	0	0.00%
Screens - Windows	830	3,203	13	2,106	3	23%	10	77%	0	0.00%
Tuxedo Sales & Rentals	640	3,395	13	2,106	5	38%	7	54%	1	7.69%
Smart Phone Software Support	613	3,419	13	2,106	2	15%	8	62%	3	23.08%
Washers	576	3,467	13	2,106	8	62%	5	38%	0	0.00%
Online Investigative News	532	3,526	13	2,106	4	31%	9	69%	0	0.00%
Photographers - Sports	461	3,624	13	2,106	6	46%	6	46%	1	7.69%
Premium Goods	318	3,858	13	2,106	13	100%	0	0%	0	0.00%
Wood Products - Sawdust & Shavings	276	3,947	13	2,106	3	23%	10	77%	0	0.00%
Environmental Consulting & Contracting	14,356	1,065	12	2,158	6	50%	5	42%	1	8.33%
Foreign Currency Exchange Broker	12,781	1,125	12	2,158	7	58%	5	42%	0	0.00%
Insurance - Medicare Services	11,787	1,172	12	2,158	10	83%	2	17%	0	0.00%
Computers - Cable & Installation	11,019	1,217	12	2,158	4	33%	7	58%	1	8.33%
Glass - Block	9,573	1,308	12	2,158	7	58%	5	42%	0	0.00%
Electrolysis	8,524	1,375	12	2,158	5	42%	3	25%	4	33.33%
Contractors - Ceiling	7,997	1,415	12	2,158	7	58%	4	33%	1	8.33%
Aluminum Products	7,728	1,442	12	2,158	10	83%	2	17%	0	0.00%
Carpet & Rug Repair	7,323	1,485	12	2,158	6	50%	5	42%	1	8.33%
Insurance - Fire & Flood Specialists	6,967	1,522	12	2,158	7	58%	3	25%	2	16.67%
Stump Removal & Grinding	6,886	1,536	12	2,158	8	67%	3	25%	1	8.33%
Attorneys & Lawyers - Traffic Law	6,545	1,570	12	2,158	5	42%	7	58%	0	0.00%
Air Ambulance Service	6,463	1,582	12	2,158	9	75%	2	17%	1	8.33%
Computers - Graphics	5,806	1,667	12	2,158	6	50%	4	33%	2	16.67%
Project Management	5,737	1,671	12	2,158	0	0%	12	100%	0	0.00%
Floors - Raised	5,612	1,690	12	2,158	9	75%	3	25%	0	0.00%
Window Shades - Equipment & Supplies	5,588	1,698	12	2,158	7	58%	4	33%	1	8.33%
Buildings - Concrete	5,306	1,733	12	2,158	5	42%	5	42%	2	16.67%
Mosquito Control	5,238	1,741	12	2,158	10	83%	2	17%	0	0.00%
Aluminum	4,979	1,778	12	2,158	6	50%	6	50%	0	0.00%
Architectural & Construction Specs	4,950	1,782	12	2,158	7	58%	5	42%	0	0.00%
Aircraft Schools	4,908	1,784	12	2,158	9	75%	3	25%	0	0.00%
Charity - Children & Youth	4,878	1,786	12	2,158	6	67%	4	33%	0	0.00%
Countertop - Fabrication	4,479	1,849	12	2,158	6	50%	6	50%	0	0.00%
Real Estate - Short Sale	4,351	1,877	12	2,158	7	58%	5	25%	2	16.67%
Boilers - New & Used	4,126	1,922	12	2,158	7	58%	5	42%	0	0.00%
Recycling - Metal	4,036	1,938	12	2,158	8	67%	4	33%	0	0.00%
Electric Motors - Supplies & Parts	3,985	1,947	12	2,158	10	83%	2	17%	0	0.00%
Musicians	3,680	2,020	12	2,158	5	42%	7	58%	0	0.00%
Lighting Fixtures - Supplies & Parts	3,418	2,075	12	2,158	1	8%	10	83%	1	8.33%
Leather Goods - Wholesale & Manufacturers	3,414	2,076	12	2,158	9	75%	3	25%	0	0.00%
Fishing Bait	3,404	2,079	12	2,158	4	33%	8	67%	0	0.00%
Manicuring	3,162	2,148	12	2,158	6	50%	5	42%	1	8.33%
Dairies	3,090	2,165	12	2,158	7	58%	4	33%	1	8.33%
Beds - Wholesale & Manufacturers	3,085	2,168	12	2,158	10	83%	2	17%	0	0.00%
Heavy Duty Equipment Repair	2,652	2,280	12	2,158	8	67%	4	33%	0	0.00%
Store Fronts	2,501	2,316	12	2,158	5	42%	5	58%	0	0.00%
Razors & Razor Blades	2,494	2,322	12	2,158	11	92%	7	8%	0	0.00%
Auto Repair - Vintage	1,908	2,533	12	2,158	4	33%	8	67%	0	0.00%
Museums	1,875	2,550	12	2,158	8	67%	4	33%	0	0.00%
Interior Decorators & Designers - Workroom	1,842	2,567	12	2,158	7	58%	4	33%	1	8.33%
Cigar, Cigarette & Tobacco Manufacturers	1,665	2,652	12	2,158	10	83%	1	8%	1	8.33%
Lobbyists	1,639	2,664	12	2,158	5	42%	4	33%	3	25.00%
Radar Equipment	1,639	2,664	12	2,158	12	100%	0	0%	0	0.00%
Tennis Equipment & Supplies	1,620	2,676	12	2,158	7	58%	5	42%	0	0.00%
Florist - Funeral Bouquets & Wreaths	1,524	2,724	12	2,158	8	67%	3	25%	1	8.33%
Trucks - Forklifts	1,486	2,749	12	2,158	6	50%	6	50%	0	0.00%
Indian Goods	1,279	2,866	12	2,158	7	58%	5	42%	0	0.00%
Juices	1,264	2,878	12	2,158	5	42%	7	58%	0	0.00%
Handmade Art	1,263	2,881	12	2,158	4	33%	7	58%	1	8.33%
Birth Centers	1,217	2,914	12	2,158	8	67%	4	33%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Air Compressors	1,171	2,947	12	2,158	1	8%	10	83%	1	8.33%
Brake Service Equipment	1,148	2,964	12	2,158	6	50%	6	50%	0	0.00%
Loan Modification - Auto	980	3,079	12	2,158	1	8%	11	92%	0	0.00%
Auto Dealers - Hybrid Vehicles	911	3,127	12	2,158	11	92%	1	8%	0	0.00%
Power Plant Equipment	895	3,143	12	2,158	6	50%	6	42%	1	8.33%
Encyclopedia & Book Sales	892	3,148	12	2,158	7	58%	5	42%	0	0.00%
Carpet & Rug Cleaning Equipment - Rental	827	3,204	12	2,158	10	83%	2	17%	0	0.00%
Engines - Gasoline	820	3,211	12	2,158	11	92%	1	8%	0	0.00%
Air Duct Restoration	724	3,309	12	2,158	2	17%	9	75%	1	8.33%
Colocation Services	645	3,387	12	2,158	8	67%	4	33%	0	0.00%
Tanners	578	3,463	12	2,158	7	58%	5	42%	0	0.00%
Frog Dealers	413	3,699	12	2,158	9	75%	3	25%	0	0.00%
Halloween Supplies	401	3,723	12	2,158	5	42%	4	33%	3	25.00%
Puppets & Marionettes	306	3,903	12	2,158	1	8%	11	92%	0	0.00%
Pet Cemeteries, Crematories & Supplies	11,722	1,176	11	2,223	8	73%	3	27%	0	0.00%
Steel Distributors & Warehouses	9,843	1,290	11	2,223	0	0%	11	100%	0	0.00%
Sales Training	9,635	1,302	11	2,223	5	45%	5	45%	1	9.09%
Aircraft Servicing & Maintenance	9,096	1,339	11	2,223	9	82%	0	0%	2	18.18%
Fraternal Organizations	8,754	1,362	11	2,223	10	91%	1	9%	0	0.00%
Attorneys & Lawyers - Elder Law	7,333	1,483	11	2,223	11	100%	0	0%	0	0.00%
Fish & Seafood - Wholesale	7,265	1,491	11	2,223	4	36%	7	64%	0	0.00%
Modeling & Acting - Training	6,696	1,553	11	2,223	8	73%	2	18%	1	9.09%
Window Tinting & Coating - Residential	5,274	1,737	11	2,223	8	73%	2	18%	1	9.09%
Roof Structures	5,254	1,740	11	2,223	5	45%	6	55%	0	0.00%
Government - County	5,214	1,745	11	2,223	8	73%	3	27%	0	0.00%
Window Tinting & Coating - Commercial	5,090	1,763	11	2,223	3	27%	5	45%	3	27.27%
Brick - Clay - Common & Face	5,062	1,765	11	2,223	5	45%	6	55%	0	0.00%
Refrigeration Equipment - Supplies & Parts	4,987	1,776	11	2,223	8	73%	3	27%	0	0.00%
Guide Service	4,820	1,795	11	2,223	3	27%	7	64%	1	9.09%
Cabinet Refacing	4,443	1,861	11	2,223	6	55%	4	36%	1	9.09%
Auto Manufacturers Equipment & Supplies	4,292	1,891	11	2,223	6	55%	4	36%	1	9.09%
Government - US	3,623	2,032	11	2,223	3	27%	6	55%	2	18.18%
Cleaning Systems Press, Chemical	3,565	2,045	11	2,223	4	36%	6	55%	1	9.09%
Knobs	3,542	2,050	11	2,223	10	91%	1	9%	0	0.00%
Doughnuts	3,404	2,079	11	2,223	7	64%	4	36%	0	0.00%
Lamps & Lamp Shades - Retail	3,380	2,087	11	2,223	8	73%	3	27%	0	0.00%
Trailers - Transporting	3,245	2,121	11	2,223	3	27%	8	73%	0	0.00%
Motor coach Companies	3,102	2,163	11	2,223	6	55%	5	45%	0	0.00%
Hauling & Clean Up Services	3,072	2,171	11	2,223	5	45%	5	45%	0	0.00%
Boat Transporting	3,066	2,174	11	2,223	6	55%	4	36%	1	9.09%
Vinyl Repair	2,983	2,198	11	2,223	4	9%	8	73%	2	18.18%
Paper Distributors	2,908	2,220	11	2,223	4	36%	7	64%	0	0.00%
Lotteries - Local	2,795	2,247	11	2,223	6	55%	6	55%	1	9.09%
Tents	2,736	2,261	11	2,223	11	100%	0	0%	0	0.00%
Locks - Wholesale & Manufacturers	2,584	2,298	11	2,223	6	55%	4	36%	1	9.09%
Coffee Roasting & Handling Equipment	2,576	2,299	11	2,223	6	55%	5	45%	0	0.00%
Garbage Disposal Equipment - Supplies & Parts	2,538	2,308	11	2,223	10	91%	1	9%	0	0.00%
Campers - Service & Repair	2,485	2,326	11	2,223	8	73%	1	9%	2	18.18%
Electric Heating Equipment - Wholesale & Manufacturers	2,428	2,347	11	2,223	7	64%	4	36%	0	0.00%
First Aid Supplies	2,336	2,374	11	2,223	9	82%	2	18%	0	0.00%
Moving Supplies	2,228	2,407	11	2,223	6	55%	4	36%	1	9.09%
Calendars	2,160	2,438	11	2,223	6	55%	4	36%	1	9.09%
Drapery & Curtain Fabrics - Retail	2,002	2,485	11	2,223	9	82%	2	18%	0	0.00%
Food Products Manufacturing Equipment	1,951	2,511	11	2,223	7	64%	4	36%	0	0.00%
Post Cards - Manufacturers & Distributors	1,944	2,516	11	2,223	9	82%	3	18%	0	0.00%
Imprinting	1,735	2,616	11	2,223	3	27%	8	73%	0	0.00%
Oil Refiners	1,712	2,628	11	2,223	7	64%	4	36%	0	0.00%
Signs - Neon	1,623	2,673	11	2,223	2	18%	5	45%	4	36.36%
Computers - Programming	1,563	2,709	11	2,223	4	36%	6	55%	1	9.09%
Motorcycle Sales - Consignments	1,441	2,775	11	2,223	9	82%	0	0%	2	18.18%
Hair Ornaments	1,433	2,780	11	2,223	8	73%	3	27%	0	0.00%
Government - Auctions & Job Listing Services	1,345	2,826	11	2,223	5	45%	4	36%	2	18.18%
Frozen Foods - Processors	1,307	2,850	11	2,223	11	100%	0	0%	0	0.00%
Water Heaters - Parts & Supplies	1,090	3,003	11	2,223	10	91%	1	9%	0	0.00%
Hardwood Floor Maintenance	951	3,098	11	2,223	7	64%	4	36%	0	0.00%
Columns	941	3,103	11	2,223	6	55%	5	45%	0	0.00%
Bus - Sales & Rental	935	3,111	11	2,223	11	9%	10	91%	0	0.00%
Outpatient Surgery Centers	918	3,112	11	2,223	8	73%	4	36%	0	0.00%
Floral Design Instruction	915	3,123	11	2,223	5	45%	6	55%	0	0.00%
Writer	901	3,137	11	2,223	3	27%	8	73%	0	0.00%
Agricultural Waste Management	730	3,301	11	2,223	4	36%	7	64%	0	0.00%
Bowling Clothes & Accessories	716	3,315	11	2,223	9	82%	2	18%	0	0.00%
Ballroom Dance Instruction	714	3,317	11	2,223	6	55%	5	45%	0	0.00%
Loan Acceleration	621	3,410	11	2,223	3	27%	4	36%	4	36.36%
Hair Curlers	544	3,512	11	2,223	7	64%	2	18%	2	18.18%
Screens - Decorative	439	3,654	11	2,223	4	36%	7	64%	0	0.00%
Outfitters	438	3,656	11	2,223	7	64%	4	36%	0	0.00%
Scientists - Pharmaceutical	56	4,611	11	2,223	0	0%	11	100%	0	0.00%
Paper & Document Shredding	27,019	699	10	2,287	8	80%	2	20%	0	0.00%
Engineers - Civil	22,982	795	10	2,287	9	90%	1	10%	0	0.00%
Trophies	16,896	870	10	2,287	8	80%	2	20%	0	0.00%
Controls, Control Sys & Regulators	13,612	1,093	10	2,287	7	70%	3	30%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Drafting Services	8,598	1,373	10	2,287	3	30%	7	70%	0	0.00%
Emergency Disaster Preparedness Equipment & Supplies	7,774	1,432	10	2,287	6	60%	2	20%	2	20.00%
Smelters & Refiners - Precious Metals	7,694	1,448	10	2,287	7	70%	3	30%	0	0.00%
Grocers - Wholesale	7,569	1,459	10	2,287	8	80%	2	20%	0	0.00%
Utilities Underground - Locating	7,147	1,504	10	2,287	9	90%	1	10%	0	0.00%
Hardscapes	7,107	1,508	10	2,287	7	70%	3	30%	0	0.00%
Consultant - Planning	6,573	1,567	10	2,287	3	30%	7	70%	0	0.00%
Office Furniture & Equipment - Used	6,280	1,603	10	2,287	8	80%	2	20%	0	0.00%
Attorneys Service Bureaus	6,173	1,618	10	2,287	8	80%	2	20%	0	0.00%
Giftware - Wholesale & Manufacturers	5,473	1,714	10	2,287	5	50%	5	50%	0	0.00%
Horse Breeders	5,168	1,752	10	2,287	6	60%	4	40%	0	0.00%
Hydraulic Equipment Repair	4,840	1,791	10	2,287	2	20%	7	70%	1	10.00%
Rubber Stamps	4,699	1,811	10	2,287	4	40%	6	60%	0	0.00%
Water Well Drilling Equipment & Supplies	4,421	1,866	10	2,287	10	100%	0	0%	0	0.00%
Fence Material	4,358	1,875	10	2,287	5	50%	5	50%	0	0.00%
Psychotherapist	4,093	1,928	10	2,287	8	80%	2	20%	0	0.00%
Farming Service	3,867	1,976	10	2,287	8	80%	2	20%	0	0.00%
Coatings - Powder	3,762	2,000	10	2,287	5	50%	5	50%	0	0.00%
Cigar & Cigarette & Tobacco Dealers - Wholesale	3,725	2,009	10	2,287	8	80%	2	20%	0	0.00%
Ventilating Systems - Cleaning	3,708	2,016	10	2,287	5	50%	5	50%	0	0.00%
Insulation Contractors Equipment & Supplies	3,390	2,083	10	2,287	7	70%	3	30%	0	0.00%
Precious, Semi-Precious & Synthetic	3,249	2,118	10	2,287	5	50%	5	50%	0	0.00%
Boat Storage	3,062	2,176	10	2,287	8	80%	2	20%	0	0.00%
Audio-Visual Equipment - Rent & Lease	3,022	2,185	10	2,287	6	60%	3	30%	1	10.00%
Recreational Vehicles - Storage	3,008	2,190	10	2,287	4	40%	6	60%	0	0.00%
Tools - Cutting	3,002	2,191	10	2,287	5	50%	5	50%	0	0.00%
Poultry Farms	2,979	2,201	10	2,287	3	30%	7	70%	0	0.00%
Popcorn & Supplies	2,874	2,228	7	2,287	7	70%	2	20%	1	10.00%
Masonry Panels - Prefabricated	2,626	2,287	10	2,287	2	20%	6	60%	2	20.00%
Cleaning Supplies by Internet	2,525	2,310	10	2,287	10	100%	0	0%	0	0.00%
Surgical Instruments	2,444	2,341	10	2,287	5	50%	4	40%	1	10.00%
Linings - Plastic, Membrane	2,396	2,356	10	2,287	6	60%	4	40%	0	0.00%
Greeting Cards - Wholesale & Manufacturers	2,381	2,361	10	2,287	10	100%	0	0%	0	0.00%
Fire & Smoke & Water Clean Up	2,271	2,389	10	2,287	7	70%	3	30%	0	0.00%
Guards - Door & Window	2,265	2,394	10	2,287	10	100%	0	0%	0	0.00%
Cosmetic & Toiletary Preparations - Manufacturers	2,234	2,405	10	2,287	6	60%	4	40%	0	0.00%
Zoos	2,090	2,463	10	2,287	10	100%	0	0%	0	0.00%
Ballrooms	2,067	2,468	10	2,287	7	70%	2	20%	1	10.00%
Steam Cleaning Equipment	1,959	2,507	10	2,287	8	80%	2	20%	0	0.00%
Drawing Materials	1,936	2,518	10	2,287	4	40%	6	60%	0	0.00%
Exterior Structures - Gazebos, Arbors, Pergolas	1,929	2,520	10	2,287	7	70%	2	20%	1	10.00%
Computers - Furniture	1,892	2,541	10	2,287	7	70%	3	30%	0	0.00%
Video Editing	1,817	2,579	10	2,287	5	50%	5	50%	0	0.00%
Tarps	1,810	2,584	10	2,287	7	70%	3	30%	0	0.00%
Engravers - Stationery	1,803	2,587	10	2,287	10	100%	0	0%	0	0.00%
Ceramics - Equipment & Supplies	1,796	2,591	10	2,287	3	30%	6	60%	1	10.00%
Cushions	1,701	2,634	10	2,287	8	80%	2	20%	0	0.00%
Testing Apparatus	1,651	2,658	10	2,287	6	60%	4	40%	0	0.00%
Futon Sales	1,571	2,705	10	2,287	7	70%	3	30%	0	0.00%
Parcel Post Assembly Service	1,466	2,760	10	2,287	7	70%	3	30%	0	0.00%
Cement - Retail	1,464	2,763	10	2,287	1	10%	7	70%	2	20.00%
Greenhouse Builders	1,460	2,764	10	2,287	1	10%	9	90%	0	0.00%
Advertising - Indoor	1,442	2,774	10	2,287	7	70%	3	30%	0	0.00%
Bags - Burlap, Canvas & Cotton	1,421	2,786	10	2,287	6	60%	4	40%	0	0.00%
Debt Relief Education	1,421	2,786	10	2,287	6	60%	4	40%	0	0.00%
Medicines - Patent & Proprietary	1,375	2,809	10	2,287	6	60%	4	40%	0	0.00%
Attorneys & Lawyers - Home Owners Associations	1,366	2,816	10	2,287	4	40%	6	60%	0	0.00%
Church Supplies	1,288	2,859	10	2,287	4	40%	6	60%	0	0.00%
Hats - Wholesale & Manufacturers	1,188	2,935	10	2,287	4	40%	6	60%	0	0.00%
Schools - Online Trading & Investment	1,140	2,969	10	2,287	3	30%	5	50%	2	20.00%
Furniture Repair & Refinish Supplies	905	3,134	10	2,287	2	20%	2	20%	6	60.00%
Jewelry Engravers	832	3,201	10	2,287	6	60%	4	40%	0	0.00%
Automobile Reconditioned Detailing	770	3,266	10	2,287	4	40%	5	50%	1	10.00%
Motion Picture Film Distributors & Exchange	668	3,368	10	2,287	8	80%	2	20%	0	0.00%
Body Waxing Services	556	3,495	10	2,287	7	70%	3	30%	0	0.00%
Advertising - Aerial	519	3,538	10	2,287	2	20%	6	60%	2	20.00%
Hospitality	504	3,567	10	2,287	7	70%	3	30%	0	0.00%
Coats - Wholesale & Manufacturers	491	3,579	10	2,287	3	30%	7	70%	0	0.00%
Polishes	325	3,852	10	2,287	7	70%	3	30%	0	0.00%
Silks - Wholesale & Manufacturers	287	3,927	10	2,287	1	10%	9	90%	0	0.00%
Hospices	19,231	898	9	2,361	8	89%	1	11%	0	0.00%
Land Clearing & Leveling	18,995	902	9	2,361	4	44%	5	56%	0	0.00%
Mentally Disabled Services	12,416	1,142	9	2,361	9	100%	0	0%	0	0.00%
Occupational Health - Nursing Services	10,729	1,235	9	2,361	4	44%	5	56%	0	0.00%
Concierge Services	8,933	1,351	9	2,361	3	33%	5	56%	1	11.11%
Ponzi Schemes	6,823	1,543	9	2,361	0	0%	0	0%	9	100.00%
Metal Specialties	6,667	1,557	9	2,361	6	67%	3	33%	0	0.00%
Personal Security Guard Service	6,329	1,601	9	2,361	6	67%	3	33%	0	0.00%
Greenhouses	6,263	1,605	9	2,361	6	67%	3	33%	0	0.00%
Contractor - Crawl Space	5,297	1,746	9	2,361	3	33%	6	67%	0	0.00%
School Furniture & Equipment	5,132	1,757	9	2,361	9	100%	0	0%	0	0.00%
Patio Cover	4,810	1,797	9	2,361	8	89%	1	11%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Veterinarians Equipment & Supplies	4,689	1,813	9	2,361	7	78%	2	22%	0	0.00%
Crime Scene/Trauma Clean Up	4,578	1,829	9	2,361	7	78%	2	22%	0	0.00%
Social Workers	4,514	1,840	9	2,361	9	100%	0	0%	0	0.00%
Paving Materials	4,349	1,879	9	2,361	4	44%	5	56%	0	0.00%
Mold & Mildew Remediation	4,159	1,917	9	2,361	7	78%	2	22%	0	0.00%
Fence Posts & Fittings	3,941	1,956	9	2,361	4	44%	4	44%	1	11.11%
Electrical Power Systems (Residential & Commercial) - Backup Systems	3,839	1,983	9	2,361	5	56%	4	44%	0	0.00%
Picture Frames - Manufacturers Supplies	3,813	1,990	9	2,361	6	67%	3	33%	0	0.00%
Attorneys & Lawyers - Employment & Workers Compensation	3,786	1,993	9	2,361	9	100%	0	0%	0	0.00%
Plaques	3,723	2,011	9	2,361	3	33%	6	67%	0	0.00%
Court Reporters	3,721	2,012	9	2,361	5	56%	4	44%	0	0.00%
Appraisal - Jewelry	3,578	2,039	9	2,361	5	56%	1	11%	3	33.33%
Filtering Materials & Supplies	3,384	2,085	9	2,361	5	56%	4	44%	0	0.00%
Carburetors	3,076	2,170	9	2,361	7	78%	2	22%	0	0.00%
Leak Detection	3,066	2,174	9	2,361	8	89%	0	0%	1	11.11%
Contractor - Flat Roof	2,984	2,196	9	2,361	8	89%	1	11%	0	0.00%
Leather Goods - Repair	2,982	2,195	9	2,361	4	44%	5	56%	0	0.00%
Weatherization	2,858	2,235	9	2,361	7	78%	2	22%	0	0.00%
Appointment Setting Service	2,831	2,240	9	2,361	2	22%	7	78%	0	0.00%
Quilting	2,653	2,279	9	2,361	5	56%	4	44%	0	0.00%
Physicians & Surgeons - Oncology	2,564	2,302	9	2,361	7	78%	2	22%	0	0.00%
Water Heater - Tankless	2,453	2,337	9	2,361	8	89%	1	11%	0	0.00%
Solar Energy Equipment & Systems Supplies & Parts	2,440	2,343	9	2,361	4	44%	5	56%	0	0.00%
Aromatherapy & Essential Oils	2,366	2,366	9	2,361	4	44%	5	56%	0	0.00%
Vehicle Graphics	2,297	2,383	9	2,361	4	44%	5	56%	0	0.00%
Ice Cream & Frozen Desserts - Mfg & Dist	2,240	2,402	9	2,361	7	78%	2	22%	0	0.00%
Optical Imaging Equipment & Systems	2,216	2,410	9	2,361	6	67%	3	33%	0	0.00%
Art Restoration & Conservation	2,201	2,418	9	2,361	6	67%	3	33%	0	0.00%
Recording Studio Equipment	2,088	2,464	9	2,361	5	56%	4	44%	0	0.00%
Wood Carving	1,811	2,582	9	2,361	8	89%	1	11%	0	0.00%
Carriages - Horse	1,763	2,606	9	2,361	4	44%	4	44%	1	11.11%
Motion Picture Producers & Studios	1,756	2,610	9	2,361	2	22%	7	78%	0	0.00%
Neckwear - Retail	1,549	2,715	9	2,361	8	89%	1	11%	0	0.00%
Oils - Fuel - Treatment Compounds	1,547	2,716	9	2,361	1	11%	8	89%	0	0.00%
Whirlpool Bath Equipment & Supplies	1,540	2,719	9	2,361	8	89%	1	11%	0	0.00%
Furniture Manufacturers Equipment & Supplies	1,508	2,732	9	2,361	4	44%	5	56%	0	0.00%
Bid Report Service	1,488	2,747	9	2,361	7	78%	2	22%	0	0.00%
Auto Parts - Antique	1,437	2,777	9	2,361	8	89%	1	11%	0	0.00%
Floor Refinishing	1,410	2,792	9	2,361	5	56%	4	44%	0	0.00%
Dry Goods - Retail	1,369	2,813	9	2,361	0	0%	9	100%	0	0.00%
Door-to-Door Sales - Photography	1,340	2,828	9	2,361	5	56%	4	44%	0	0.00%
Art Organizations & Information	1,275	2,872	9	2,361	3	33%	6	67%	0	0.00%
Shoring Contractors	1,275	2,872	9	2,361	8	89%	1	11%	0	0.00%
Motorcycle Riding Instruction	1,268	2,876	9	2,361	8	89%	1	11%	0	0.00%
Storage - Liquid & Bulk	1,240	2,899	9	2,361	4	44%	5	56%	0	0.00%
Insect Control Devices	1,161	2,954	9	2,361	6	67%	3	33%	0	0.00%
Copper Products	1,099	2,997	9	2,361	4	44%	4	44%	1	11.11%
Lasik Eye Surgery	1,084	3,007	9	2,361	8	89%	0	0%	1	11.11%
Motels - Reservation Service	1,010	3,055	9	2,361	2	22%	7	78%	0	0.00%
Kennels Equipment & Supplies	981	3,076	9	2,361	7	78%	2	22%	0	0.00%
Shoring	953	3,095	9	2,361	9	100%	0	0%	0	0.00%
Quickbooks Training & Support	897	3,139	9	2,361	7	78%	2	22%	0	0.00%
Systems & Software Testing	864	3,166	9	2,361	7	78%	0	0%	2	22.22%
Popcorn Machines	857	3,170	9	2,361	7	78%	2	22%	0	0.00%
Luggage - Wholesale & Manufacturers	835	3,200	9	2,361	8	89%	0	0%	1	11.11%
Fur Skin Dealers & Brokers	802	3,229	9	2,361	4	44%	3	33%	2	22.22%
Paint Manufacturing Equipment & Materials	795	3,236	9	2,361	6	67%	3	33%	0	0.00%
Laundry Supplies	641	3,393	9	2,361	6	67%	3	33%	0	0.00%
Washing Machines & Dryers - Dealers	584	3,452	9	2,361	5	56%	4	44%	0	0.00%
Gift Wrapping Materials	544	3,512	9	2,361	1	11%	8	89%	0	0.00%
Media Buying Service	471	3,612	9	2,361	0	0%	8	89%	1	11.11%
Microwave Ovens - Service & Repair	457	3,629	9	2,361	2	22%	7	78%	0	0.00%
Auto - Fleet Service	382	3,746	9	2,361	1	11%	6	67%	2	22.22%
Parking Meters	276	3,947	9	2,361	8	89%	1	11%	0	0.00%
Electrotype Equipment & Supplies	246	4,019	9	2,361	1	11%	8	89%	0	0.00%
Rubber Clothing & Footwear	220	4,092	9	2,361	6	67%	0	0%	0	0.00%
Sprinklers - Automatic - Fire	15,165	1,026	8	2,439	3	63%	6	37%	0	0.00%
Agricultural Services	14,142	1,072	8	2,439	5	63%	2	25%	1	12.50%
Skylights	10,449	1,250	8	2,439	5	63%	2	25%	1	12.50%
Lumber - Wholesale	8,673	1,368	8	2,439	4	50%	4	50%	0	0.00%
Plastics - Molders	7,396	1,474	8	2,439	4	50%	4	50%	0	0.00%
Engineers - Electrical	7,075	1,512	8	2,439	5	63%	3	38%	0	0.00%
Mold Consulting & Testing	6,542	1,571	8	2,439	7	88%	0	0%	1	12.50%
Antiques - Reproductions	6,469	1,581	8	2,439	5	63%	3	38%	0	0.00%
Speech & Language Pathologists	6,419	1,588	8	2,439	7	88%	1	13%	0	0.00%
Landscape Contractors - Commercial	4,973	1,780	8	2,439	6	75%	2	25%	0	0.00%
Glaziers	4,711	1,809	8	2,439	4	50%	3	38%	1	12.50%
Furnaces - Industrial	4,513	1,841	8	2,439	6	75%	0	0%	2	25.00%
Caulking Contractors	4,178	1,913	8	2,439	2	25%	6	75%	0	0.00%
Environmental, Conservationist & Ecol Org	4,103	1,926	8	2,439	1	13%	2	63%	2	25.00%
Human Factors - Research & Development	4,051	1,933	8	2,439	6	75%	2	25%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Decoration Contractors - Party, Convention	3,961	1,950	8	2,439	7	88%	1	13%	0	0.00%
Mason Contractors Equipment & Supplies	3,959	1,952	8	2,439	1	13%	6	75%	1	12.50%
Massage School	3,926	1,960	8	2,439	7	88%	1	13%	0	0.00%
Cremation Urns	3,770	1,995	8	2,439	8	100%	0	0%	0	0.00%
Theatrical Agencies	3,646	2,025	8	2,439	5	63%	3	38%	0	0.00%
Machinery - Specially Designed	3,623	2,032	8	2,439	4	50%	4	50%	0	0.00%
Labels - Paper	3,267	2,112	8	2,439	7	88%	1	13%	0	0.00%
Oxygen Therapy Equipment	3,158	2,149	8	2,439	6	75%	2	25%	0	0.00%
Behavioral Education Services	3,089	2,166	8	2,439	3	38%	5	63%	0	0.00%
Heating & Air Conditioning - Filters	2,958	2,205	8	2,439	5	63%	3	38%	0	0.00%
Hardware - Builders	2,506	2,314	8	2,439	3	38%	5	63%	0	0.00%
Carpet & Rug Pads, Linings & Accessories	2,496	2,320	8	2,439	7	88%	1	13%	0	0.00%
Greenhouse Equipment & Supplies	2,493	2,323	8	2,439	1	13%	6	75%	1	12.50%
Fire & Flood Emergency Service	2,373	2,365	8	2,439	8	100%	0	0%	0	0.00%
Abstracters	2,291	2,384	8	2,439	0	0%	4	50%	4	50.00%
Taxes - Enrolled Agent	2,253	2,399	8	2,439	7	88%	1	13%	0	0.00%
Attorneys & Lawyers - Mediation & Arbitration	2,124	2,445	8	2,439	5	63%	3	38%	0	0.00%
Machinery - Used	2,104	2,455	8	2,439	4	50%	4	50%	1	12.50%
Ammunition Reloading	2,020	2,480	8	2,439	4	50%	4	50%	0	0.00%
Glass Board - Up Service	1,967	2,502	8	2,439	3	38%	5	63%	0	0.00%
Music Instruction - Vocal	1,923	2,524	8	2,439	4	50%	4	50%	0	0.00%
Contest Arranging & Judging	1,920	2,525	8	2,439	4	50%	3	38%	1	12.50%
Speakers - Rebuild & Repair	1,897	2,538	8	2,439	4	50%	4	50%	0	0.00%
Engravers - Metal	1,896	2,539	8	2,439	4	50%	4	50%	0	0.00%
Truck Service & Repair - Mobile	1,828	2,573	8	2,439	8	100%	0	0%	0	0.00%
Sewing Instruction	1,827	2,574	8	2,439	3	38%	3	38%	2	25.00%
Contractor - Gas	1,826	2,575	8	2,439	5	63%	3	38%	0	0.00%
Air Courier Service	1,804	2,586	8	2,439	2	25%	4	50%	2	25.00%
Underground Sprinkler Lawn Sprinkler Parts	1,778	2,599	8	2,439	8	100%	0	0%	0	0.00%
Billiard Parlors	1,774	2,600	8	2,439	4	50%	4	50%	0	0.00%
Schools - Academic - College Preparatory	1,774	2,601	8	2,439	0	0%	0	0%	0	0.00%
Forklift Repair & Maintenance	1,669	2,651	8	2,439	5	63%	3	38%	0	0.00%
Humane Societies	1,622	2,674	8	2,439	7	88%	1	13%	0	0.00%
Bamboo & Bamboo Products	1,573	2,701	8	2,439	7	88%	1	13%	0	0.00%
Blacksmiths	1,513	2,729	8	2,439	3	38%	5	63%	0	0.00%
Hockey Clubs	1,508	2,732	8	2,439	5	63%	3	38%	0	0.00%
Dietitians	1,494	2,744	8	2,439	4	50%	3	38%	1	12.50%
Political Organizations	1,482	2,750	8	2,439	6	75%	2	25%	0	0.00%
Casinos - Online	1,480	2,752	8	2,439	2	25%	5	63%	1	12.50%
Nurserymen Equipment & Supplies	1,469	2,757	8	2,439	7	88%	1	13%	0	0.00%
Energy Conservation Products - Wholesale & Manufacturers	1,465	2,761	8	2,439	4	50%	4	50%	0	0.00%
Building Materials - Used	1,417	2,789	8	2,439	1	13%	4	50%	3	37.50%
Transit Lines	1,365	2,817	8	2,439	8	100%	0	0%	0	0.00%
Truck Permits	1,308	2,848	8	2,439	3	38%	1	13%	4	50.00%
Pet Kenneling Services	1,282	2,863	8	2,439	3	38%	5	63%	0	0.00%
Signs - Maintenance & Repair	1,251	2,891	8	2,439	2	25%	5	63%	1	12.50%
Pilates	1,248	2,895	8	2,439	4	50%	4	50%	0	0.00%
Physicians & Surgeons - Pulmonary Diseases	1,235	2,902	8	2,439	6	75%	2	25%	0	0.00%
Intercoms Systems & Services	1,187	2,936	8	2,439	8	100%	0	0%	0	0.00%
Lawn Installation Service	1,176	2,941	8	2,439	3	38%	2	25%	3	37.50%
Clinics - Dialysis	1,029	3,047	8	2,439	7	88%	0	0%	1	12.50%
Lotteries - State	1,017	3,053	8	2,439	5	63%	3	38%	0	0.00%
Instrument Cases	780	3,259	8	2,439	6	75%	2	25%	0	0.00%
Publishers - Internet Guides	779	3,260	8	2,439	6	75%	2	25%	0	0.00%
Display Installation Service	759	3,280	8	2,439	3	38%	3	38%	2	25.00%
Money Order Systems	681	3,351	8	2,439	1	13%	7	88%	0	0.00%
Voice Mail Services	617	3,416	8	2,439	0	0%	8	100%	0	0.00%
Animation Mechanics - Display, Sign	581	3,458	8	2,439	3	38%	4	50%	1	12.50%
Fashion Show Producers	449	3,638	8	2,439	1	13%	6	75%	1	12.50%
Eyelets	448	3,641	8	2,439	5	63%	3	38%	0	0.00%
Furniture Cleaning Equipment & Supplies	444	3,646	8	2,439	7	88%	1	13%	0	0.00%
Auto - Emissions Testing	441	3,649	8	2,439	6	75%	2	25%	0	0.00%
Encyclopedias	425	3,674	8	2,439	3	38%	3	38%	2	25.00%
Ranges & Ovens - Service & Repair	410	3,704	8	2,439	0	0%	4	50%	4	50.00%
Photographers - Pet	406	3,713	8	2,439	3	38%	5	63%	0	0.00%
Baby Foods	364	3,781	8	2,439	7	88%	1	13%	0	0.00%
Refrigerators & Freezers - Rent & Lease	348	3,803	8	2,439	1	13%	7	88%	0	0.00%
Refrigerators & Freezers - Rent & Lease	276	3,947	8	2,439	7	88%	1	13%	0	0.00%
Shoe Laces	148	4,261	8	2,439	4	50%	4	50%	0	0.00%
Fare Registers & Meters	127	4,328	8	2,439	6	75%	2	25%	0	0.00%
Bonds - Surety & Fidelity	9,299	1,321	7	2,524	7	100%	0	0%	0	0.00%
Crane Service	9,006	1,343	7	2,524	3	43%	4	57%	0	0.00%
Molds	8,827	1,358	7	2,524	1	14%	6	86%	0	0.00%
Warehousing Services	8,497	1,378	7	2,524	7	100%	0	0%	0	0.00%
Nurses	8,096	1,409	7	2,524	5	71%	2	29%	0	0.00%
Bar Coding Service	5,961	1,642	7	2,524	5	71%	2	29%	0	0.00%
Beer & Ale - Wholesale	5,718	1,675	7	2,524	3	43%	4	57%	0	0.00%
Bakers - Wholesale	5,708	1,677	7	2,524	4	57%	3	43%	0	0.00%
Trademark Agents & Consultants	5,705	1,679	7	2,524	4	57%	3	43%	0	0.00%
Jewelers - Supplies	5,604	1,694	7	2,524	6	86%	1	14%	0	0.00%
Grout Resurfacing & Repair	5,444	1,720	7	2,524	6	86%	1	14%	0	0.00%
Candles - Wholesale & Manufacturers	4,545	1,835	7	2,524	6	86%	1	14%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Swimming Pools- Above Ground	4,453	1,857	7	2,524	6	86%	1	14%	0	0.00%
Water Heaters - Repairing	4,362	1,874	7	2,524	6	86%	1	14%	0	0.00%
Store Fixtures	4,332	1,889	7	2,524	3	43%	4	57%	0	0.00%
Rubber Products	4,278	1,896	7	2,524	4	57%	2	29%	1	14.29%
Fuel Economizers	4,178	1,912	7	2,524	4	57%	1	14%	3	28.57%
Nurses Registries	3,905	1,966	7	2,524	4	57%	0	0%	0	0.00%
Abrasives	3,739	2,005	7	2,524	2	29%	5	71%	0	0.00%
Cabinet Hardware	3,542	2,050	7	2,524	6	86%	1	14%	0	0.00%
Beer & Ale - Retail	3,382	2,086	7	2,524	2	29%	5	71%	0	0.00%
Fence Staining	3,328	2,096	7	2,524	3	43%	4	57%	0	0.00%
Craft Instruction	3,305	2,107	7	2,524	5	71%	2	29%	0	0.00%
Airlines - Training Schools	3,260	2,114	7	2,524	6	86%	1	14%	0	0.00%
Radiotelephone Communication - Equipment & Systems	3,245	2,121	7	2,524	2	29%	5	71%	0	0.00%
Fuel - Diesel	3,097	2,164	7	2,524	3	43%	3	43%	1	14.29%
Tattoos - Removed	3,067	2,173	7	2,524	5	71%	2	29%	0	0.00%
Treatment Centers & Rest Homes - Information & Placement	2,957	2,206	7	2,524	4	57%	4	43%	0	0.00%
Sprinkler Supervisory Service	2,883	2,226	7	2,524	3	43%	4	57%	0	0.00%
Concrete Curing & Treating Materials	2,773	2,251	7	2,524	6	86%	1	14%	0	0.00%
Wood Preserving	2,725	2,264	7	2,524	1	14%	6	86%	0	0.00%
Dancing Supplies	2,593	2,295	7	2,524	4	57%	3	43%	0	0.00%
Stone Cutters	2,499	2,318	7	2,524	5	71%	2	29%	0	0.00%
Lamps - Supplies & Parts	2,347	2,369	7	2,524	1	14%	6	86%	0	0.00%
Poultry Equipment & Supplies	2,338	2,371	7	2,524	7	100%	0	0%	0	0.00%
Wire & Cable - Non-Electric	2,202	2,416	7	2,524	1	14%	6	86%	0	0.00%
Picture Framing	2,061	2,470	7	2,524	3	43%	4	57%	0	0.00%
Boat Lifts	1,909	2,532	7	2,524	5	71%	2	29%	0	0.00%
Metal Detecting Equipment	1,892	2,541	7	2,524	3	43%	4	57%	0	0.00%
Bingo & Gaming Halls	1,873	2,552	7	2,524	6	86%	1	14%	0	0.00%
Cheese	1,782	2,597	7	2,524	4	57%	3	43%	0	0.00%
Chimney Cleaning Equipment & Supplies	1,733	2,604	7	2,524	6	86%	1	14%	0	0.00%
Technology - Litigation Support	1,607	2,686	7	2,524	2	29%	5	71%	0	0.00%
Beverage Dispensers	1,595	2,694	7	2,524	2	29%	5	71%	0	0.00%
Charity - Religious	1,567	2,707	7	2,524	4	57%	3	43%	0	0.00%
Chimes & Bells	1,564	2,708	7	2,524	2	29%	5	71%	0	0.00%
Helicopters - Charter, Rent & Lease	1,563	2,709	7	2,524	5	71%	2	29%	0	0.00%
Corsets & Girdles	1,556	2,713	7	2,524	4	57%	3	43%	0	0.00%
Water/Pool Heating - Solar	1,535	2,721	7	2,524	2	29%	4	57%	1	14.29%
Ergonomic Products & Services	1,491	2,746	7	2,524	7	100%	0	0%	0	0.00%
Glass Blowers	1,457	2,765	7	2,524	2	29%	5	71%	0	0.00%
Music Arrangers & Composers	1,412	2,790	7	2,524	4	57%	3	43%	0	0.00%
Baseball Batting Ranges	1,393	2,798	7	2,524	2	29%	4	57%	1	14.29%
Embroidery Supplies	1,392	2,799	7	2,524	2	29%	5	71%	0	0.00%
Orchards	1,391	2,801	7	2,524	6	86%	1	14%	0	0.00%
Physical Therapy Equipment	1,330	2,832	7	2,524	7	100%	0	0%	0	0.00%
Scalp Care	1,283	2,862	7	2,524	7	100%	0	0%	0	0.00%
Laminations - Plastic, Paper	1,264	2,878	7	2,524	2	29%	5	71%	0	0.00%
Bar Supplies	1,174	2,944	7	2,524	5	71%	2	29%	0	0.00%
Brakes - Manufacturers & Distributors	1,165	2,951	7	2,524	4	57%	3	43%	0	0.00%
Email Service Provider	1,149	2,962	7	2,524	2	29%	5	71%	0	0.00%
Generators - Maintenance	1,129	2,980	7	2,524	2	29%	4	57%	1	14.29%
Laboratories - Veterinary	1,117	2,984	7	2,524	6	86%	1	14%	0	0.00%
Auto Hand & Foot Controls	1,101	2,995	7	2,524	5	71%	2	29%	0	0.00%
Inks - Manufacturers Materials	1,090	3,003	7	2,524	5	71%	2	29%	0	0.00%
Barrels & Drums	1,076	3,009	7	2,524	1	14%	5	71%	2	28.57%
Eyebrow Threading	1,067	3,019	7	2,524	5	71%	2	29%	0	0.00%
Check Protection & Signing Machines	1,066	3,020	7	2,524	6	86%	1	14%	0	0.00%
Campers - Rent & Lease	1,055	3,028	7	2,524	4	57%	3	43%	0	0.00%
Pins - Lapel	1,050	3,032	7	2,524	7	100%	0	0%	0	0.00%
Meditation Instruction	1,046	3,033	7	2,524	4	57%	3	43%	0	0.00%
Import Representatives	1,040	3,036	7	2,524	3	43%	4	57%	0	0.00%
Burial Advisory Service	1,019	3,051	7	2,524	5	71%	2	29%	0	0.00%
Misting Systems & Services	940	3,105	7	2,524	7	100%	0	0%	0	0.00%
Mountain Climbing Equipment	896	3,140	7	2,524	6	86%	1	14%	0	0.00%
Layouts - Office, Factory	894	3,147	7	2,524	5	71%	2	29%	0	0.00%
Gambling Machine Supplies and Services	859	3,168	7	2,524	2	29%	5	71%	0	0.00%
Television & Radio - Rent & Lease	803	3,228	7	2,524	4	57%	3	43%	0	0.00%
Vinyl Decking	756	3,281	7	2,524	6	86%	1	14%	0	0.00%
Aerial Applicators	663	3,271	7	2,524	3	43%	4	57%	0	0.00%
Dolls - Collectors	629	3,402	7	2,524	5	71%	2	29%	0	0.00%
Boilers - Sales & Service	577	3,465	7	2,524	5	71%	2	29%	0	0.00%
Dolls - Wholesale & Manufacturers	492	3,584	7	2,524	2	29%	5	71%	0	0.00%
Rubber Stamps - Manufacturers Equipment & Supplies	486	3,594	7	2,524	0	0%	7	100%	0	0.00%
Boating Instruction - Canoe & Kayak	469	3,616	7	2,524	6	86%	1	14%	0	0.00%
Umbrellas	431	3,663	7	2,524	4	57%	3	43%	0	0.00%
Beer, Ale, Wine & Spirits Service	418	3,684	7	2,524	2	29%	4	57%	1	14.29%
Pet Jewelry	404	3,718	7	2,524	1	14%	3	43%	3	42.86%
Computers - Cleaning Services	251	4,009	7	2,524	2	29%	5	71%	0	0.00%
Skating Instruction	219	4,097	7	2,524	2	29%	5	71%	0	0.00%
Washing Machines & Dryers - Rent & Lease	64	4,565	7	2,524	3	43%	4	57%	0	0.00%
Household Management	58	4,590	7	2,524	7	100%	0	0%	0	0.00%
Insurance - Senior Products	12,129	1,153	6	2,616	4	67%	9	33%	0	0.00%
Trucking - Dump	10,539	1,247	6	2,616	2	33%	4	67%	0	0.00%

US and Canada BBB
2013 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable to Pursue	%
Wheel Align, Frame & Axle Service Equipment & Supplies	1,133	2,977	6	2,616	4	67%	2	33%	0	0.00%
Oil Marketers	1,110	2,990	6	2,616	6	100%	0	0%	0	0.00%
Skateboard Parks & Rinks	1,097	2,999	6	2,616	5	83%	1	17%	0	0.00%
Candy & Confectionery Brokers	1,008	3,057	6	2,616	6	100%	0	0%	0	0.00%
Radiator Sales	959	3,093	6	2,616	6	100%	0	0%	0	0.00%
Ground Maintenance	913	3,125	6	2,616	5	33%	3	50%	1	16.67%
Public Speaking Instruction	912	3,126	6	2,616	2	83%	1	17%	0	0.00%
Dentist - Prosthodontist	895	3,143	6	2,616	6	100%	0	0%	0	0.00%
Etched Products - Metal, Glass	846	3,186	6	2,616	4	67%	2	33%	0	0.00%
X-Ray Labs - Industrial	831	3,202	6	2,616	4	67%	2	33%	0	0.00%
Bronzing	813	3,218	6	2,616	5	83%	1	17%	0	0.00%
Ice Cream Manufacturers Equipment	809	3,221	6	2,616	3	50%	3	50%	0	0.00%
Interior Designers - Commercial	804	3,226	6	2,616	2	33%	3	50%	1	16.67%
Ladders	790	3,244	6	2,616	5	83%	1	17%	0	0.00%
Online Drug & Prescription Services - Unapproved Foreign	784	3,254	6	2,616	1	17%	5	83%	0	0.00%
Orchestras & Bands	782	3,257	6	2,616	2	33%	4	67%	0	0.00%
Beltling & Supplies	770	3,266	6	2,616	2	33%	4	67%	0	0.00%
Patio Design	760	3,278	6	2,616	1	17%	5	83%	0	0.00%
Towel Supply Service	735	3,299	6	2,616	2	33%	4	67%	0	0.00%
Flags & Banners - Manufacturers Supplies	722	3,311	6	2,616	6	100%	0	0%	0	0.00%
Labels	709	3,322	6	2,616	3	50%	3	50%	0	0.00%
Metal Finishers Equipment & Supplies	709	3,322	6	2,616	3	50%	3	50%	0	0.00%
Executive Suites	707	3,326	6	2,616	4	67%	2	33%	0	0.00%
Scientists	696	3,333	6	2,616	4	67%	2	33%	0	0.00%
Professional Organizer	682	3,349	6	2,616	5	83%	0	0%	1	16.67%
Kickboxing	653	3,380	6	2,616	4	67%	2	33%	0	0.00%
Charity - Police & Firefighter Organizations	612	3,423	6	2,616	5	83%	1	17%	0	0.00%
Armories	563	3,486	6	2,616	4	67%	2	33%	0	0.00%
Radiotelephones Communications - Common Carrier	493	3,582	6	2,616	4	67%	2	33%	0	0.00%
Drapenies - Wholesale & Manufacturers	457	3,636	6	2,616	3	50%	3	50%	0	0.00%
Floor Removal, Resurfacing and Refinishing	440	3,651	6	2,616	3	50%	3	50%	1	16.67%
Propane Gas Plumbing	430	3,664	6	2,616	5	83%	1	17%	0	0.00%
Music Copyists	426	3,671	6	2,616	2	33%	4	67%	0	0.00%
Armatures - Service & Sales	415	3,693	6	2,616	3	50%	3	50%	0	0.00%
Variety Store Merchandise - Wholesale	401	3,723	6	2,616	4	67%	2	33%	0	0.00%
Sport Fishing	373	3,763	6	2,616	3	50%	3	50%	0	0.00%
Key Duplication and Cutting	348	3,803	6	2,616	5	83%	0	0%	1	16.67%
Hats - Clean & Renovate	338	3,827	6	2,616	2	33%	4	67%	0	0.00%
Pole Fitness	338	3,827	6	2,616	1	17%	4	67%	1	16.67%
Brew Pub	325	3,852	6	2,616	3	50%	2	33%	1	16.67%
Fingerprinting - Live Scan	315	3,876	6	2,616	2	33%	4	67%	0	0.00%
Magnifying Glasses	312	3,883	6	2,616	5	83%	1	17%	0	0.00%
Identification Bureaus	269	3,967	6	2,616	6	100%	0	0%	0	0.00%
Photo Electric Cells & Equipment	246	4,019	6	2,616	4	67%	2	33%	0	0.00%
Smoke Abatement Equipment	243	4,025	6	2,616	2	33%	2	33%	2	33.33%
Art - Painted Oil Portraits	231	4,063	6	2,616	4	67%	2	33%	0	0.00%
Managed Print Service	181	4,172	6	2,616	1	17%	5	83%	0	0.00%
Dress Forms - Wholesale & Manufacturers	102	4,412	6	2,616	1	17%	4	67%	1	16.67%
Virtual Currency	82	4,484	6	2,616	1	17%	5	83%	0	0.00%
Engineers - Structural	16,951	969	5	2,749	5	100%	0	0%	0	0.00%
Referral - Debt Relief Services	12,567	1,135	5	2,749	5	100%	0	0%	0	0.00%
Tile - Ceramic - Manufacturers & Distributors	7,276	1,490	5	2,749	3	60%	2	40%	0	0.00%
Oils - Essential	6,962	1,525	5	2,749	5	100%	0	0%	0	0.00%
Employment Counseling	6,437	1,586	5	2,749	5	100%	0	0%	0	0.00%
Patent Searchers	6,247	1,606	5	2,749	5	100%	0	0%	0	0.00%
Pet Exercising Service	6,086	1,630	5	2,749	4	80%	1	20%	0	0.00%
Sawmills	5,959	1,643	5	2,749	2	40%	3	60%	0	0.00%
Veterans & Military Organizations	5,474	1,713	5	2,749	4	80%	0	0%	1	20.00%
Mining Companies	4,665	1,817	5	2,749	0	0%	4	80%	1	20.00%
Detective Agencies	4,597	1,825	5	2,749	4	80%	1	20%	0	0.00%
Appraisers - Antiques	4,576	1,830	5	2,749	2	40%	3	60%	0	0.00%
Venetian Blinds - Repair & Cleaning	4,468	1,853	5	2,749	4	80%	1	20%	0	0.00%
Literary Agents	4,399	1,870	5	2,749	3	60%	2	40%	0	0.00%
Concrete Pumping Service	4,242	1,899	5	2,749	3	60%	2	40%	0	0.00%
Drilling - Oil Well	4,130	1,921	5	2,749	2	40%	3	60%	0	0.00%
Mining Equipment & Supplies	3,769	1,996	5	2,749	4	80%	1	20%	0	0.00%
Marble & Terrazzo Cleaning & Service	3,686	2,018	5	2,749	4	80%	1	20%	0	0.00%
Sheet Metal Equipment & Supplies	3,451	2,068	5	2,749	3	60%	2	40%	0	0.00%
Editorial Services	3,424	2,074	5	2,749	3	60%	2	40%	0	0.00%
Packaging Machinery	3,373	2,090	5	2,749	3	60%	2	40%	0	0.00%
Steel Detailers - Structural	3,259	2,116	5	2,749	3	60%	2	40%	0	0.00%
Not Elsewhere Classified After Investigation	3,171	2,145	5	2,749	4	80%	1	20%	0	0.00%
Identification Equipment & Supplies	2,932	2,214	5	2,749	4	80%	1	20%	0	0.00%
Leak Detecting Instruments	2,840	2,239	5	2,749	4	80%	1	20%	0	0.00%
Blueprinting	2,615	2,293	5	2,749	0	0%	5	100%	0	0.00%
Tank Testing & Inspection	2,507	2,313	5	2,749	2	40%	2	40%	1	20.00%
Engines - Fuel Conversion	2,441	2,342	5	2,749	3	60%	2	40%	0	0.00%
Upholstery and Rug Cleaning	2,437	2,345	5	2,749	2	40%	3	60%	0	0.00%
Adhesives & Glues	2,349	2,368	5	2,749	4	80%	1	20%	0	0.00%
Pharmaceutical Products - Research	2,236	2,403	5	2,749	0	0%	2	40%	3	60.00%
Electric Supplies - Manufacturers	2,202	2,415	5	2,749	4	80%	1	20%	0	0.00%
Buttons - Advertising	2,172	2,433	5	2,749	3	60%	2	40%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Naturopaths	7,301	1,486	2	3,271	2	100%	0	0%	0	0.00%
Fasteners - Industrial & Construction	6,193	1,615	2	3,271	1	50%	1	50%	0	0.00%
Fruits & Vegetables - Wholesale	6,130	1,626	2	3,271	1	50%	1	50%	0	0.00%
Oil Well Services	5,691	1,683	2	3,271	0	0%	2	100%	0	0.00%
Home Health Services - Skilled	5,545	1,705	2	3,271	2	100%	0	0%	0	0.00%
Pipe	4,860	1,789	2	3,271	1	50%	1	50%	0	0.00%
Erosion Control	4,681	1,815	2	3,271	1	50%	1	50%	0	0.00%
Boxes - Corrugated & Fiber	4,584	1,827	2	3,271	0	0%	2	100%	0	0.00%
Post-Construction Clean Up	4,453	1,857	2	3,271	1	50%	1	50%	0	0.00%
Asbestos Consulting & Testing	4,284	1,893	2	3,271	2	100%	0	0%	0	0.00%
Numismatics	3,720	2,014	2	3,271	1	50%	1	50%	0	0.00%
Moldings	3,465	2,066	2	3,271	2	100%	0	0%	0	0.00%
Home Sitting Services	3,318	2,103	2	3,271	2	100%	0	0%	0	0.00%
Acoustical Consultants	3,280	2,110	2	3,271	1	50%	1	50%	0	0.00%
Pharmaceutical Suppliers - Foreign	3,223	2,130	2	3,271	0	0%	2	100%	0	0.00%
Drywall Contractors Equipment & Supplies	3,123	2,156	2	3,271	1	50%	1	50%	0	0.00%
Plants - Interior Design & Maintenance	3,084	2,169	2	3,271	0	0%	2	100%	0	0.00%
Armored Car Service	2,913	2,216	2	3,271	2	100%	0	0%	0	0.00%
Shredding Services	2,819	2,241	2	3,271	2	100%	0	0%	0	0.00%
Agricultural Consultants	2,815	2,242	2	3,271	1	50%	1	50%	0	0.00%
Trading Stamps	2,736	2,261	2	3,271	2	100%	0	0%	0	0.00%
Ventilating Contractors	2,698	2,271	2	3,271	1	50%	0	0%	1	50.00%
Attorneys & Lawyers - Employment Litigation	2,503	2,315	2	3,271	2	100%	0	0%	0	0.00%
Minerals	2,496	2,320	2	3,271	1	50%	1	50%	0	0.00%
Livestock Equipment & Supplies	2,491	2,324	2	3,271	2	100%	0	0%	0	0.00%
Chauffeur Service	2,457	2,335	2	3,271	1	50%	0	0%	1	50.00%
Concrete Reinforcements	2,420	2,349	2	3,271	0	0%	1	50%	1	50.00%
Baby Sitters	2,322	2,377	2	3,271	1	50%	1	50%	0	0.00%
Baskets - Retail	2,314	2,379	2	3,271	0	0%	2	100%	0	0.00%
Aircraft Manufacturers	2,130	2,447	2	3,271	1	50%	1	50%	0	0.00%
Package Design & Development	2,093	2,462	2	3,271	2	100%	0	0%	0	0.00%
Welding Equipment - Repair	2,040	2,472	2	3,271	0	0%	2	100%	0	0.00%
Barn Equipment	1,990	2,492	2	3,271	0	0%	2	100%	0	0.00%
Truck Bodies	1,962	2,506	2	3,271	2	100%	0	0%	0	0.00%
Drive Shafts	1,906	2,534	2	3,271	1	50%	1	50%	0	0.00%
Seeds & Bulbs - Wholesale	1,887	2,543	2	3,271	2	100%	0	0%	0	0.00%
Ice Making Equipment & Machines	1,876	2,549	2	3,271	1	50%	1	50%	0	0.00%
Crematories	1,820	2,578	2	3,271	2	100%	0	0%	0	0.00%
Limestone	1,792	2,593	2	3,271	2	100%	0	0%	0	0.00%
Foundation Inspection	1,729	2,620	2	3,271	2	100%	0	0%	0	0.00%
Disabled Person Assistance	1,712	2,628	2	3,271	1	50%	1	50%	0	0.00%
Grease Traps	1,685	2,642	2	3,271	1	50%	1	50%	0	0.00%
Mold & Mildew Inspection	1,660	2,656	2	3,271	0	0%	2	100%	0	0.00%
Roof Decks	1,650	2,659	2	3,271	1	50%	1	50%	0	0.00%
Service Station Equipment	1,625	2,671	2	3,271	0	0%	2	100%	0	0.00%
Hair Removing Equipment & Supplies	1,622	2,674	2	3,271	1	50%	1	50%	0	0.00%
Fish Hatcheries	1,612	2,680	2	3,271	2	100%	0	0%	0	0.00%
Partitions	1,610	2,684	2	3,271	1	50%	1	50%	0	0.00%
Organs - Tune & Repair	1,600	2,690	2	3,271	1	50%	1	50%	0	0.00%
Schools - Holistic	1,596	2,692	2	3,271	2	100%	0	0%	0	0.00%
Geotechnical Engineering	1,560	2,711	2	3,271	0	0%	2	100%	0	0.00%
X-Ray Apparatus & Supplies	1,541	2,718	2	3,271	1	50%	1	50%	0	0.00%
Family Planning - Abortion Services	1,509	2,731	2	3,271	1	50%	1	50%	0	0.00%
Aquaculture	1,426	2,783	2	3,271	1	50%	1	50%	0	0.00%
Barricades	1,409	2,793	2	3,271	2	100%	0	0%	0	0.00%
Bottle Return Depot	1,401	2,796	2	3,271	2	100%	0	0%	0	0.00%
Wall Coatings	1,384	2,805	2	3,271	1	50%	1	50%	0	0.00%
Stone - Crushed	1,378	2,808	2	3,271	2	100%	0	0%	0	0.00%
Coal Miners & Shippers	1,323	2,838	2	3,271	2	100%	0	0%	0	0.00%
Marriage Brokers	1,313	2,844	2	3,271	1	50%	1	50%	0	0.00%
Laminating Equipment & Supplies	1,278	2,868	2	3,271	2	100%	0	0%	0	0.00%
Lamp Shade Frames & Supplies	1,262	2,882	2	3,271	2	100%	0	0%	0	0.00%
Livestock Feeding	1,253	2,888	2	3,271	2	100%	0	0%	0	0.00%
Pearls	1,232	2,904	2	3,271	1	50%	1	50%	0	0.00%
Bankruptcy Counseling - Federally Certified	1,230	2,908	2	3,271	2	100%	0	0%	0	0.00%
Leather Finishers	1,213	2,917	2	3,271	1	50%	0	0%	1	50.00%
Economic Development Organizations	1,206	2,921	2	3,271	2	100%	0	0%	0	0.00%
Towing - Marine	1,197	2,926	2	3,271	2	100%	0	0%	0	0.00%
Hawaiian Goods	1,194	2,930	2	3,271	2	100%	0	0%	0	0.00%
Insurance Rating Bureaus	1,169	2,949	2	3,271	0	0%	2	100%	0	0.00%
Heat Treating - Metal	1,168	2,950	2	3,271	2	100%	0	0%	0	0.00%
Exhibit Design & Construction	1,138	2,972	2	3,271	1	50%	1	50%	0	0.00%
Forgings	1,137	2,974	2	3,271	0	0%	2	100%	0	0.00%
Church Furnishings	1,117	2,984	2	3,271	2	100%	0	0%	0	0.00%
Springs - Coil, Flat - Distributors & Manufacturing	1,092	3,001	2	3,271	0	0%	2	100%	0	0.00%
Ship Builders & Repair	1,078	3,008	2	3,271	1	50%	1	50%	0	0.00%
Textile Fibers	1,073	3,011	2	3,271	0	0%	2	100%	0	0.00%
Luggage Repair	1,070	3,016	2	3,271	2	100%	0	0%	0	0.00%
Blowers & Blower Systems	1,063	3,023	2	3,271	2	100%	0	0%	0	0.00%
Reflexologists	1,054	3,030	2	3,271	1	50%	1	50%	0	0.00%
Child Parent Development Centers	1,053	3,031	2	3,271	2	100%	0	0%	0	0.00%
Rehabilitation Products - Pediatric	1,030	3,046	2	3,271	1	50%	1	50%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Juice Extractors	1,023	3,049	2	3,271	2	100%	0	0%	0	0.00%
Golf Practice Ranges	1,002	3,061	2	3,271	2	100%	0	0%	0	0.00%
Leather Cleaning	993	3,066	2	3,271	1	50%	1	50%	0	0.00%
Fireproofing	988	3,070	2	3,271	2	100%	0	0%	0	0.00%
Insurance - Crop	983	3,073	2	3,271	2	100%	0	0%	0	0.00%
Engraving Equipment & Supplies	982	3,075	2	3,271	2	100%	0	0%	0	0.00%
Woodworking Tools - Retail	977	3,083	2	3,271	1	50%	1	50%	0	0.00%
Salt	967	3,088	2	3,271	2	100%	0	0%	0	0.00%
Game Farms	952	3,097	2	3,271	2	100%	0	0%	0	0.00%
Programmed Instruction	945	3,101	2	3,271	1	50%	1	50%	0	0.00%
Saws - Sharpen & Repair	945	3,101	2	3,271	1	50%	1	50%	0	0.00%
Commercials - Radio & Television	941	3,103	2	3,271	1	50%	1	50%	0	0.00%
Filters - Liquid	937	3,108	2	3,271	1	50%	1	50%	0	0.00%
Veterinary Surgery	937	3,108	2	3,271	2	100%	0	0%	0	0.00%
Sewer Cleaning Equipment & Supplies	925	3,117	2	3,271	2	100%	0	0%	0	0.00%
Golf Course Construction	919	3,120	2	3,271	2	100%	0	0%	0	0.00%
Asset Evaluators	910	3,128	2	3,271	0	0%	2	100%	0	0.00%
Paving Equipment	909	3,131	2	3,271	0	0%	2	100%	0	0.00%
Aircraft Ferrying & Transporting Service	887	3,152	2	3,271	1	50%	1	50%	0	0.00%
Differentials - Automobile	885	3,154	2	3,271	2	100%	0	0%	0	0.00%
Lettering Machines	874	3,161	2	3,271	2	100%	0	0%	0	0.00%
Fasteners - Textile & Apparel	857	3,170	2	3,271	1	50%	1	50%	0	0.00%
Libraries - Public	857	3,170	2	3,271	2	100%	0	0%	0	0.00%
Door Frames	854	3,174	2	3,271	1	50%	1	50%	0	0.00%
Mobile Refrigeration	854	3,174	2	3,271	1	50%	1	50%	0	0.00%
Fumigation Services	849	3,182	2	3,271	1	50%	1	50%	0	0.00%
Gears & Gear Cutting	849	3,182	2	3,271	1	50%	1	50%	0	0.00%
Tractor Rent & Lease	847	3,184	2	3,271	1	50%	1	50%	0	0.00%
Advertising - Vinyl Phone Book Covers	842	3,190	2	3,271	2	100%	0	0%	0	0.00%
Real Estate - Industrial	840	3,192	2	3,271	2	100%	0	0%	0	0.00%
Gasoline Additives - Manufacturers & Distributors	837	3,196	2	3,271	1	50%	1	50%	0	0.00%
Juke Boxes	820	3,211	2	3,271	1	50%	1	50%	0	0.00%
Tree Service - Transplant	819	3,213	2	3,271	0	0%	2	100%	0	0.00%
Paper Hangers - Wall covering	812	3,219	2	3,271	2	100%	0	0%	0	0.00%
Paint Manufacturing Materials	804	3,226	2	3,271	1	50%	1	50%	0	0.00%
Salvage - Marine	802	3,229	2	3,271	1	50%	1	50%	0	0.00%
Marketing Consultants - Mobile	801	3,232	2	3,271	1	50%	1	50%	0	0.00%
Emblems	793	3,240	2	3,271	1	50%	0	0%	1	50.00%
Cylinders - Rebuild & Repair	789	3,246	2	3,271	1	50%	1	50%	0	0.00%
Fraternal Regalia & Supplies	785	3,253	2	3,271	0	0%	2	100%	0	0.00%
Silversmiths & Goldsmiths	782	3,256	2	3,271	1	50%	1	50%	0	0.00%
Physicians Assistants	781	3,258	2	3,271	1	50%	1	50%	0	0.00%
Water Mitigation	764	3,276	2	3,271	2	100%	0	0%	0	0.00%
Mailing Containers	756	3,284	2	3,271	2	100%	0	0%	0	0.00%
Chemical Production	729	3,302	2	3,271	2	100%	0	0%	0	0.00%
Mountain/Rock Climbing Instruction	729	3,302	2	3,271	1	50%	1	50%	0	0.00%
Word Processing Service	726	3,307	2	3,271	2	100%	0	0%	0	0.00%
Magicians Supplies	725	3,308	2	3,271	1	50%	1	50%	0	0.00%
Brewers Equipment & Supplies	710	3,319	2	3,271	2	100%	0	0%	0	0.00%
Pilot Car Service	710	3,319	2	3,271	0	0%	2	100%	0	0.00%
Swim Spas	705	3,327	2	3,271	2	100%	0	0%	0	0.00%
Vacuum Cleaners - Industrial & Commercial	705	3,327	2	3,271	2	100%	0	0%	0	0.00%
Electric Instruments	693	3,337	2	3,271	1	50%	1	50%	0	0.00%
Converters - Electric	688	3,341	2	3,271	1	50%	1	50%	0	0.00%
Earthworms	686	3,345	2	3,271	1	50%	1	50%	0	0.00%
Commodity Trading Advisory Service	679	3,355	2	3,271	0	0%	2	100%	0	0.00%
Street Cleaning	679	3,355	2	3,271	0	0%	0	0%	2	100.00%
Photography Sales by Mail	674	3,359	2	3,271	1	50%	1	50%	0	0.00%
Computers - Forensics	671	3,362	2	3,271	0	0%	1	50%	1	50.00%
Boxes - Specialty & Fancy	670	3,364	2	3,271	1	50%	1	50%	0	0.00%
Karts - Motorized	660	3,375	2	3,271	2	100%	0	0%	0	0.00%
Parenting Classes	651	3,382	2	3,271	2	100%	0	0%	0	0.00%
Industrial Painting	646	3,384	2	3,271	1	50%	1	50%	0	0.00%
Dry Ice	645	3,387	2	3,271	1	50%	1	50%	0	0.00%
Childrens & Infants Wear - Wholesale & Manufacturing	634	3,398	2	3,271	1	50%	1	50%	0	0.00%
Tanners Equipment & Supplies	621	3,410	2	3,271	1	50%	1	50%	0	0.00%
Resins	619	3,413	2	3,271	0	0%	0	0%	2	100.00%
Ambulances & Hearses	618	3,414	2	3,271	2	100%	0	0%	0	0.00%
Seniors Moving & Delivery Services	613	3,419	2	3,271	2	100%	0	0%	0	0.00%
Catalog Designers & Compilers	602	3,439	2	3,271	0	0%	0	0%	2	100.00%
Feather Goods	569	3,477	2	3,271	1	50%	1	50%	0	0.00%
Statuary	566	3,481	2	3,271	2	100%	0	0%	0	0.00%
Surfing Instruction	564	3,485	2	3,271	1	50%	0	0%	1	50.00%
Sound Control Structures & Equipment	563	3,486	2	3,271	2	100%	0	0%	0	0.00%
Door Manufacturer - High Performance	561	3,490	2	3,271	0	0%	2	100%	0	0.00%
Badges	555	3,497	2	3,271	2	100%	0	0%	0	0.00%
Clinics - Cervical Vein	553	3,499	2	3,271	0	0%	2	100%	0	0.00%
Bullet-Resistant Equipment	550	3,503	2	3,271	1	50%	1	50%	0	0.00%
Trike Conversions, Sales & Service	549	3,504	2	3,271	1	50%	1	50%	0	0.00%
Mediation Services - Divorce	548	3,505	2	3,271	1	50%	1	50%	0	0.00%
Airport Equipment & Supplies	547	3,507	2	3,271	1	50%	1	50%	0	0.00%
Jumping Balloon Rental	547	3,507	2	3,271	1	50%	0	0%	1	50.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Safe & Vault Movers	545	3,510	2	3,271	1	50%	1	50%	0	0.00%
Aircraft Rebuilding	536	3,521	2	3,271	2	100%	0	0%	0	0.00%
Tractor Mowing	528	3,528	2	3,271	1	50%	1	50%	0	0.00%
Steamship Companies	525	3,533	2	3,271	2	100%	0	0%	0	0.00%
Venetian Blinds - Supplies & Parts	518	3,541	2	3,271	1	50%	1	50%	0	0.00%
Drapery & Curtain Fixtures	508	3,557	2	3,271	2	100%	0	0%	0	0.00%
Measuring Machines	506	3,562	2	3,271	0	0%	2	100%	0	0.00%
Sewage Treatment Equipment	502	3,571	2	3,271	1	50%	1	50%	0	0.00%
Electrical Discharge Machines & Supplies	494	3,580	2	3,271	0	0%	2	100%	0	0.00%
Home Electronics - Designers	494	3,580	2	3,271	1	50%	1	50%	0	0.00%
Tools - Hydraulic	479	3,598	2	3,271	1	50%	1	50%	0	0.00%
Fairgrounds	477	3,603	2	3,271	1	50%	1	50%	0	0.00%
Hardware - Marine	477	3,603	2	3,271	2	100%	0	0%	0	0.00%
Lathing Contractors	477	3,603	2	3,271	2	100%	0	0%	0	0.00%
Tennis Courts - Public	473	3,609	2	3,271	1	50%	1	50%	0	0.00%
Clay Products	463	3,621	2	3,271	2	100%	0	0%	0	0.00%
Spraying Equipment - Renting	458	3,628	2	3,271	0	0%	2	100%	0	0.00%
Clocks - Wholesale & Manufacturers	447	3,643	2	3,271	0	0%	2	100%	0	0.00%
Cabinet Doors	446	3,645	2	3,271	0	0%	2	100%	0	0.00%
Gas Detectors	444	3,646	2	3,271	2	100%	0	0%	0	0.00%
Senior Move Manager	440	3,651	2	3,271	2	100%	0	0%	0	0.00%
Wood Technologists	439	3,654	2	3,271	0	0%	2	100%	0	0.00%
Fiberglass - Bathtubs & Showers	432	3,659	2	3,271	2	100%	0	0%	0	0.00%
Music Boxes	432	3,659	2	3,271	0	0%	2	100%	0	0.00%
Steering Systems & Equipment	432	3,659	2	3,271	2	100%	0	0%	0	0.00%
Orchid Growers	422	3,682	2	3,271	2	100%	0	0%	0	0.00%
Bowling Lane Equipment & Supplies	418	3,684	2	3,271	0	0%	2	100%	0	0.00%
Roof Cooling Systems	417	3,687	2	3,271	0	0%	2	100%	0	0.00%
Woolen Goods - Wholesale & Manufacturers	415	3,693	2	3,271	1	50%	1	50%	0	0.00%
Window Cleaning Equipment & Supplies	414	3,696	2	3,271	1	50%	1	50%	1	50.00%
Equine Therapy	411	3,705	2	3,271	1	50%	1	50%	0	0.00%
Contractor - Ornamental Iron	409	3,707	2	3,271	1	50%	1	50%	0	0.00%
Data Processing Supplies	409	3,707	2	3,271	1	50%	1	50%	0	0.00%
Rope	408	3,710	2	3,271	1	50%	1	50%	0	0.00%
Fur Designers	406	3,713	2	3,271	2	100%	0	0%	0	0.00%
Motel & Hotel Equipment & Supplies	404	3,718	2	3,271	0	0%	2	100%	0	0.00%
Acupressure	401	3,723	2	3,271	0	0%	0	0%	2	100.00%
Wallpapers & Wall coverings - Wholesale & Manufacturing	397	3,732	2	3,271	0	0%	2	100%	0	0.00%
Windows - Egress	396	3,733	2	3,271	2	100%	0	0%	0	0.00%
Truck Washing & Cleaning - Equipment & Supplies	386	3,743	2	3,271	0	0%	2	100%	0	0.00%
Model Car Race Centers	377	3,761	2	3,271	1	50%	1	50%	0	0.00%
Cotton Goods - Wholesale & Manufacturers	371	3,768	2	3,271	2	100%	0	0%	0	0.00%
Carbonic Gas	364	3,781	2	3,271	1	100%	2	0%	0	0.00%
Duty Free Shops	364	3,781	2	3,271	0	0%	1	50%	1	50.00%
Gloves & Mittens - Dress	364	3,781	2	3,271	1	50%	1	50%	0	0.00%
Ship Brokers	364	3,781	2	3,271	2	100%	0	0%	0	0.00%
Tractor Distributors & Manufacturers	348	3,803	2	3,271	0	0%	2	100%	0	0.00%
Switches - Electric	346	3,810	2	3,271	2	100%	0	0%	0	0.00%
Bags - Paper	343	3,817	2	3,271	1	50%	0	0%	1	50.00%
Starters - Engine	342	3,820	2	3,271	2	100%	0	0%	0	0.00%
Historical Places	341	3,823	2	3,271	1	50%	0	0%	1	50.00%
Embroidering Machines	335	3,832	2	3,271	1	50%	1	50%	0	0.00%
Fur Cleaning & Dyeing - Retail	334	3,834	2	3,271	0	0%	2	100%	0	0.00%
Snow Melting Systems	333	3,839	2	3,271	1	50%	1	50%	0	0.00%
Modeling & Simulation	331	3,842	2	3,271	0	0%	2	100%	0	0.00%
Terminals - River & Marine	329	3,846	2	3,271	1	50%	1	50%	0	0.00%
Four Wheel Drive Vehicles - Repair & Service	328	3,847	2	3,271	2	100%	0	0%	0	0.00%
Building & Development Permits	324	3,856	2	3,271	2	100%	0	0%	0	0.00%
Menu Service	324	3,856	2	3,271	2	100%	0	0%	0	0.00%
Floor Resurfacing	317	3,870	2	3,271	2	100%	0	0%	0	0.00%
Tire Changing Equipment	314	3,878	2	3,271	1	50%	1	50%	0	0.00%
Soda Fountain Shops	313	3,882	2	3,271	1	50%	1	50%	0	0.00%
Fences - Rental	309	3,895	2	3,271	0	0%	2	100%	0	0.00%
Jewelry Advisory Service	307	3,900	2	3,271	2	100%	0	0%	0	0.00%
Key Holders	300	3,908	2	3,271	1	50%	1	50%	0	0.00%
Surveyors - Aerial	298	3,910	2	3,271	2	100%	0	0%	0	0.00%
Dolls - Repairing	294	3,916	2	3,271	1	50%	0	0%	1	50.00%
Apprenticeship Programs	293	3,918	2	3,271	1	50%	1	50%	0	0.00%
Benefit Insurance Software	292	3,920	2	3,271	0	0%	2	100%	0	0.00%
Data Processing Equipment - Maintenance	284	3,933	2	3,271	1	50%	1	50%	0	0.00%
Shopping Carts & Baskets	284	3,933	2	3,271	0	0%	2	100%	0	0.00%
Telephone 900 Number Resellers	283	3,935	2	3,271	0	0%	2	100%	0	0.00%
Toilets - Composting	273	3,958	2	3,271	0	0%	2	100%	0	0.00%
Textile Mill Supplies	272	3,960	2	3,271	1	50%	1	50%	0	0.00%
Singing Telegrams	270	3,965	2	3,271	1	50%	1	50%	0	0.00%
Fuel - Biofuels	267	3,971	2	3,271	1	50%	1	50%	0	0.00%
Locomotives	266	3,976	2	3,271	1	50%	1	50%	0	0.00%
Chiropractor Information Bureaus	265	3,981	2	3,271	0	0%	2	100%	0	0.00%
Dyes & Dyestuff	263	3,984	2	3,271	2	100%	0	0%	0	0.00%
Carpet & Rug Binding	261	3,990	2	3,271	1	50%	1	50%	1	50.00%
Barbers Equipment & Supplies	257	3,994	2	3,271	1	50%	1	50%	0	0.00%
Fingerprinting Equipment	254	4,004	2	3,271	2	100%	0	0%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%	
Nautical Instruments	253	4,006	2	3,271	1	50%	1	50%	0	0.00%	
Zoological Gardens	249	4,011	2	3,271	1	50%	1	50%	0	0.00%	
Silverware Clean, Repair & Replate	248	4,013	2	3,271	1	50%	1	50%	0	0.00%	
Microphones	243	4,025	2	3,271	2	100%	0	0%	0	0.00%	
Auto Manufacturers & Distributors - Specialty Body	242	4,028	2	3,271	0	0%	0	0%	2100.00%	0	0.00%
Air Pollution Measuring Equipment & Service	240	4,035	2	3,271	1	50%	1	50%	0	0.00%	
Carpet & Rug Weavers	239	4,041	2	3,271	1	50%	1	50%	0	0.00%	
Attorneys & Lawyers - Legal Malpractice	229	4,067	2	3,271	1	50%	0	0%	1	50.00%	
Quartz	229	4,067	2	3,271	0	0%	2	100%	0	0.00%	
Baby Formula Service	223	4,086	2	3,271	0	0%	2	100%	0	0.00%	
Ticket Issuing Machines	221	4,090	2	3,271	0	0%	2	100%	0	0.00%	
Custom Tile Painting	220	4,092	2	3,271	1	50%	1	50%	0	0.00%	
Paper Boxboard	219	4,097	2	3,271	1	50%	1	50%	0	0.00%	
Tapes - Adhesive-Dispensers	219	4,097	2	3,271	2	100%	0	0%	0	0.00%	
Transfers - Dry	211	4,111	2	3,271	0	0%	2	100%	0	0.00%	
Advertising - Motion Picture	208	4,119	2	3,271	2	100%	0	0%	0	0.00%	
Charity - Civil Rights	204	4,130	2	3,271	2	100%	0	0%	0	0.00%	
Stencils & Stencil Supplies	202	4,133	2	3,271	0	0%	2	100%	0	0.00%	
Packing - Mechanical	200	4,139	2	3,271	0	0%	2	100%	0	0.00%	
Furniture Frames	197	4,148	2	3,271	1	50%	1	50%	0	0.00%	
Water Skiing Instruction	195	4,151	2	3,271	1	50%	1	50%	0	0.00%	
Fences - Wood	194	4,153	2	3,271	0	0%	2	100%	0	0.00%	
Air Duct Systems	193	4,154	2	3,271	0	0%	2	100%	0	0.00%	
Color Separations - Offset , Photo Engraving	179	4,174	2	3,271	1	50%	0	0%	1	50.00%	
Bridge Clubs	178	4,177	2	3,271	0	0%	2	100%	0	0.00%	
Steam Specialties	174	4,186	2	3,271	1	50%	1	50%	0	0.00%	
Alfalfa & Alfalfa Products	166	4,205	2	3,271	1	50%	1	50%	0	0.00%	
Coin & Bill Count,Sort,Wrap Services	148	4,261	2	3,271	1	50%	1	50%	0	0.00%	
Touch Screen Equipment	143	4,273	2	3,271	2	100%	0	0%	0	0.00%	
Shells - Marine	141	4,280	2	3,271	1	50%	1	50%	1	50.00%	
Feeders - Industrial	136	4,291	2	3,271	0	0%	0	0%	0	0.00%	
Commercial Blueprint Design	135	4,297	2	3,271	0	0%	2	100%	0	0.00%	
Spill Control Equipment & Materials	133	4,304	2	3,271	1	50%	1	50%	0	0.00%	
Kerosene	129	4,318	2	3,271	2	100%	0	0%	0	0.00%	
Voting Equipment	128	4,324	2	3,271	0	0%	2	100%	0	0.00%	
Thermometers	127	4,328	2	3,271	2	100%	0	0%	0	0.00%	
Pipe Thawing	124	4,335	2	3,271	2	100%	0	0%	0	0.00%	
Shower Pan Replacement	121	4,342	2	3,271	2	100%	0	0%	0	0.00%	
Metaphysical Supplies & Service	120	4,348	2	3,271	1	50%	1	50%	0	0.00%	
Routing Service - Air, Highway & Marine	116	4,357	2	3,271	2	100%	0	0%	0	0.00%	
Evaporating Apparatus	115	4,361	2	3,271	1	50%	1	50%	0	0.00%	
Cardio-plebotomy Training & Certification	111	4,373	2	3,271	0	0%	1	50%	1	50.00%	
Bar - Fixtures	110	4,377	2	3,271	0	0%	0	0%	2100.00%	0	0.00%
Typewriters - Supplies & Attachments	109	4,383	2	3,271	2	100%	0	0%	0	0.00%	
Concrete Removal	107	4,387	2	3,271	1	50%	1	50%	0	0.00%	
Arboretums	106	4,390	2	3,271	1	50%	1	50%	0	0.00%	
Choreographers	106	4,390	2	3,271	0	0%	0	0%	2100.00%	0	0.00%
Government Offices - Foreign-Reps	106	4,390	2	3,271	0	0%	2	100%	0	0.00%	
Veterinary Internal Medicine	104	4,401	2	3,271	2	100%	0	0%	0	0.00%	
Car Pool Information	95	4,433	2	3,271	2	100%	0	0%	0	0.00%	
Legal Printing	95	4,433	2	3,271	0	0%	2	100%	0	0.00%	
Tax Return Preparation - OTR Truck Drivers	90	4,455	2	3,271	1	50%	1	50%	0	0.00%	
Cargo Stabilizing Devices	88	4,467	2	3,271	1	50%	1	50%	0	0.00%	
Irrigation Equipment	84	4,479	2	3,271	1	50%	1	50%	0	0.00%	
Artificial Rock Scapes	76	4,509	2	3,271	2	100%	0	0%	0	0.00%	
Motion Picture Projection Service	76	4,509	2	3,271	2	100%	0	0%	0	0.00%	
Heavy Equipment Rubber Tracks	72	4,531	2	3,271	1	50%	1	50%	0	0.00%	
Medicines - Preventative Dogs & Cats	72	4,531	2	3,271	2	100%	0	0%	0	0.00%	
Milling Cutters	68	4,548	2	3,271	0	0%	1	50%	1	50.00%	
Square Dance Apparel	61	4,580	2	3,271	0	0%	2	100%	0	0.00%	
Tobacco Growers	59	4,592	2	3,271	0	0%	2	100%	0	0.00%	
Mops - Wholesale & Manufacturers	55	4,614	2	3,271	2	100%	0	0%	0	0.00%	
Mathematicians	42	4,683	2	3,271	2	100%	0	0%	0	0.00%	
Cleaners & Dyers Supplies	34	4,727	2	3,271	1	50%	1	50%	0	0.00%	
Bag Making Machinery	30	4,761	2	3,271	1	50%	1	50%	0	0.00%	
Boxes - Used	27	4,779	2	3,271	2	100%	0	0%	0	0.00%	
Lawn Tractor Dealers	26	4,783	2	3,271	2	100%	0	0%	0	0.00%	
Concert Performers	17	4,838	2	3,271	0	0%	0	0%	0	0.00%	
Rings - Retaining	13	4,902	2	3,271	1	50%	1	50%	0	0.00%	
Tilling	7	4,966	2	3,271	1	50%	1	50%	0	0.00%	
Pallets & Skids	7,569	1,459	1	3,590	0	0%	0	0%	1100.00%	0	0.00%
Annuities	6,404	1,591	1	3,590	1	100%	0	0%	0	0.00%	
Oilfield Hauling	5,951	1,645	1	3,590	0	0%	1	100%	0	0.00%	
Contractor - Industrial	5,720	1,673	1	3,590	1	100%	0	0%	0	0.00%	
Escort Service - Personal	4,977	1,779	1	3,590	1	100%	0	0%	0	0.00%	
Trusses - Construction	4,348	1,882	1	3,590	1	100%	0	0%	0	0.00%	
Aerospace Industries	4,108	1,924	1	3,590	0	0%	1	100%	0	0.00%	
Livestock Breeders	4,105	1,925	1	3,590	1	100%	0	0%	0	0.00%	
Insurance - Bonding	2,994	2,193	1	3,590	1	100%	0	0%	0	0.00%	
Conveyors & Conveying Equipment	2,859	2,234	1	3,590	0	0%	1	100%	0	0.00%	
Tanks - Metal	2,738	2,371	1	3,590	0	0%	1	100%	0	0.00%	
Silverware	2,283	2,386	1	3,590	1	100%	0	0%	0	0.00%	

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable to Pursue	%
Medical Tourism	2,264	2,396	1	3,590	0	0%	1	100%	0	0.00%
Attorneys & Lawyers - Workers Compensation	2,199	2,419	1	3,590	1	100%	0	0%	0	0.00%
Crisis Intervention Service	2,194	2,425	1	3,590	0	0%	1	100%	0	0.00%
Organs	2,183	2,431	1	3,590	1	100%	0	0%	0	0.00%
Bio - Chemicals	2,174	2,435	1	3,590	1	100%	0	0%	0	0.00%
Automation Consultants	2,174	2,445	1	3,590	0	0%	1	100%	0	0.00%
Bridge Builders	2,048	2,471	1	3,590	0	0%	1	100%	0	0.00%
Lake & Pond Management	2,006	2,483	1	3,590	0	0%	1	100%	0	0.00%
Drilling & Boring Equipment & Supplies	1,986	2,495	1	3,590	0	0%	1	100%	0	0.00%
Boarding Houses	1,980	2,496	1	3,590	1	100%	0	0%	0	0.00%
Motion Picture Film Editing	1,953	2,510	1	3,590	1	100%	0	0%	0	0.00%
Rest Homes	1,942	2,517	1	3,590	1	100%	0	0%	0	0.00%
Pipe & Valve Fitters	1,928	2,521	1	3,590	0	0%	0	0%	1	100.00%
Welcome ServiceFor Newcomers	1,880	2,545	1	3,590	1	100%	0	0%	0	0.00%
Artificial Flowers & Plants - Manufacturer Supplies	1,869	2,554	1	3,590	1	100%	0	0%	0	0.00%
Contractor - Roofing Spray Foam Insulation	1,857	2,558	1	3,590	1	100%	0	0%	0	0.00%
Pipe Line Companies	1,854	2,559	1	3,590	1	100%	0	0%	0	0.00%
Power Transmission Equipment	1,845	2,562	1	3,590	0	0%	1	100%	0	0.00%
Shingles	1,825	2,576	1	3,590	1	100%	0	0%	0	0.00%
Cylinders - Air & Hydraulic	1,815	2,580	1	3,590	0	0%	1	100%	0	0.00%
Contractors - Acoustical Ceiling	1,739	2,614	1	3,590	0	0%	1	100%	0	0.00%
Coaching - Leadership	1,731	2,619	1	3,590	0	0%	1	100%	0	0.00%
Murals	1,721	2,624	1	3,590	0	0%	1	100%	0	0.00%
Structural Integration	1,696	2,636	1	3,590	0	0%	1	100%	0	0.00%
Sandblasting Equipment & Supplies	1,683	2,645	1	3,590	1	100%	0	0%	0	0.00%
Screen Printing - Equipment & Supplies	1,661	2,655	1	3,590	0	0%	1	100%	0	0.00%
Blasting Contractors	1,634	2,668	1	3,590	0	0%	1	100%	0	0.00%
Steel Mills	1,629	2,669	1	3,590	0	0%	1	100%	0	0.00%
Psychologist Information & Referral Services	1,611	2,682	1	3,590	0	0%	1	100%	0	0.00%
Oil Additives - Manufacturers & Distributors	1,478	2,754	1	3,590	0	0%	1	100%	0	0.00%
Fiber Glass Fabricators	1,450	2,768	1	3,590	0	0%	1	100%	0	0.00%
Remodeling Services - Foreclosed Property	1,386	2,804	1	3,590	1	100%	0	0%	0	0.00%
Railroad Equipment & Supplies	1,364	2,819	1	3,590	0	0%	1	100%	0	0.00%
Garment Racks	1,363	2,820	1	3,590	1	100%	0	0%	0	0.00%
Plastics - Foam	1,347	2,825	1	3,590	1	100%	0	0%	0	0.00%
Tank Cleaning	1,344	2,827	1	3,590	0	0%	1	100%	0	0.00%
Industrial Developments	1,316	2,843	1	3,590	0	0%	1	100%	0	0.00%
Truck Driver Leasing	1,305	2,851	1	3,590	0	0%	1	100%	0	0.00%
Dryers - Hand	1,300	2,852	1	3,590	1	100%	0	0%	0	0.00%
Bagels	1,299	2,853	1	3,590	0	0%	1	100%	0	0.00%
Contractor - Disabled Access	1,264	2,878	1	3,590	1	100%	0	0%	0	0.00%
Advertising - Transit &Transportation	1,262	2,882	1	3,590	1	100%	0	0%	0	0.00%
Bins	1,252	2,888	1	3,590	0	0%	1	100%	0	0.00%
Cable Splicing	1,240	2,899	1	3,590	1	100%	0	0%	0	0.00%
Consultants - Pharmaceutical	1,228	2,910	1	3,590	0	0%	1	100%	0	0.00%
Metal Shapes - Extruded	1,217	2,914	1	3,590	1	100%	0	0%	0	0.00%
Wallpaper Hangers	1,208	2,921	1	3,590	1	100%	0	0%	0	0.00%
Elevator Consultants	1,202	2,925	1	3,590	1	100%	0	0%	0	0.00%
Water Conservation	1,179	2,938	1	3,590	1	100%	0	0%	0	0.00%
Bulldozers	1,178	2,939	1	3,590	1	100%	0	0%	0	0.00%
Organic Soil Fertilizer	1,176	2,941	1	3,590	0	0%	1	100%	0	0.00%
Cement - Wholesale & Manufacturers	1,172	2,945	1	3,590	1	100%	0	0%	0	0.00%
Gaskets	1,150	2,961	1	3,590	0	0%	1	100%	0	0.00%
Mattresses - Renovating	1,143	2,967	1	3,590	0	0%	1	100%	0	0.00%
Customs Consultant	1,139	2,971	1	3,590	1	100%	0	0%	0	0.00%
Stenographers - Public	1,138	2,972	1	3,590	1	100%	0	0%	0	0.00%
Soil Conditioners	1,132	2,979	1	3,590	0	0%	1	100%	0	0.00%
Litigation Support	1,108	2,991	1	3,590	0	0%	1	100%	0	0.00%
Hose Couplings & Fittings	1,106	2,992	1	3,590	0	0%	1	100%	0	0.00%
Personal Chef	1,098	2,998	1	3,590	1	100%	0	0%	0	0.00%
Labor Relations Consultants	1,068	3,017	1	3,590	0	0%	1	100%	0	0.00%
Plastics - Raw Materials, Powder, Liquid	1,059	3,027	1	3,590	1	100%	0	0%	0	0.00%
Steel Processing & Fabricating Equipment	1,044	3,034	1	3,590	1	100%	0	0%	0	0.00%
Archery Ranges	1,043	3,035	1	3,590	0	0%	1	100%	0	0.00%
Impregnating	1,032	3,041	1	3,590	1	100%	0	0%	0	0.00%
Employee Assistance Programs	990	3,069	1	3,590	0	0%	1	100%	0	0.00%
Polyurethane Products	979	3,081	1	3,590	1	100%	0	0%	0	0.00%
Pipe Line Equipment	974	3,086	1	3,590	1	100%	0	0%	0	0.00%
Engineering Reports	961	3,091	1	3,590	1	100%	0	0%	0	0.00%
Dune Buggies	954	3,094	1	3,590	1	100%	0	0%	0	0.00%
Metal Rolling & Forming	951	3,098	1	3,590	0	0%	1	100%	0	0.00%
Medical Coding	937	3,108	1	3,590	1	100%	0	0%	0	0.00%
Dairy Equipment & Supplies	935	3,111	1	3,590	1	100%	0	0%	0	0.00%
Beekeepers Supplies	929	3,115	1	3,590	0	0%	1	100%	0	0.00%
Wallpaper Removing	901	3,137	1	3,590	0	0%	1	100%	0	0.00%
Geophysicists	895	3,143	1	3,590	0	0%	0	0%	1	100.00%
Physicians & Surgeons - Industrial Medicine	892	3,148	1	3,590	1	100%	0	0%	0	0.00%
Aircraft Ground Support & Service Equipment	878	3,157	1	3,590	0	0%	1	100%	0	0.00%
Attorneys & Lawyers - Product Liability	850	3,177	1	3,590	1	100%	0	0%	0	0.00%
Welding Equipment - Rent	850	3,177	1	3,590	0	0%	1	100%	0	0.00%
Signs - Erectors & Hangers	847	3,184	1	3,590	0	0%	0	0%	1	100.00%
Resident Buyers	839	3,193	1	3,590	0	0%	1	100%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Drafting Equipment & Supplies	836	3,199	1	3,590	1	100%	0	0%	0	0.00%
Jacks	827	3,204	1	3,590	1	100%	0	0%	0	0.00%
Wood Preservatives	825	3,207	1	3,590	1	100%	0	0%	0	0.00%
Charity - Cancer	819	3,213	1	3,590	0	0%	1	100%	0	0.00%
Railroads - Freight	807	3,224	1	3,590	1	100%	0	0%	0	0.00%
Jewelry Polishing & Plating	806	3,225	1	3,590	1	100%	0	0%	0	0.00%
Countertops - Concrete	802	3,229	1	3,590	1	100%	0	0%	0	0.00%
Carbon Products	800	3,233	1	3,590	0	0%	1	100%	0	0.00%
Architects Supplies	794	3,237	1	3,590	0	0%	1	100%	0	0.00%
Textile Brokers	794	3,237	1	3,590	1	100%	0	0%	0	0.00%
Riggers	793	3,240	1	3,590	1	100%	0	0%	0	0.00%
Inks - Writing & Marking	770	3,266	1	3,590	1	100%	0	0%	0	0.00%
Hydronic Heating	769	3,269	1	3,590	1	100%	0	0%	0	0.00%
Data Processing Equipment	756	3,284	1	3,590	1	100%	0	0%	0	0.00%
Electric Switchboards	754	3,287	1	3,590	1	100%	0	0%	0	0.00%
Screw Machine Products	750	3,293	1	3,590	1	100%	0	0%	0	0.00%
Photo Retouching	737	3,297	1	3,590	1	100%	0	0%	0	0.00%
Sports Hospitality	735	3,299	1	3,590	1	100%	0	0%	0	0.00%
Fur Storage	717	3,314	1	3,590	0	0%	1	100%	0	0.00%
Physician - Nephrology	709	3,322	1	3,590	1	100%	0	0%	0	0.00%
Luggage Carriers	680	3,353	1	3,590	1	100%	0	0%	0	0.00%
Rubber - Synthetic	680	3,353	1	3,590	1	100%	0	0%	0	0.00%
Leather Goods Manufacturers Supplies	671	3,362	1	3,590	1	100%	0	0%	0	0.00%
Acting & Voice Over Training	664	3,370	1	3,590	1	100%	0	0%	0	0.00%
Attorneys & Lawyers - Lemon law	661	3,374	1	3,590	1	100%	0	0%	0	0.00%
Grilles, Registers & Diffusers	658	3,376	1	3,590	0	0%	1	100%	0	0.00%
Water Pollution Control	649	3,383	1	3,590	0	0%	1	100%	0	0.00%
Pins - Common, Safety	644	3,390	1	3,590	0	0%	1	100%	0	0.00%
Poultry - Retail	644	3,390	1	3,590	1	100%	0	0%	0	0.00%
Contractor - Sheetrock	641	3,393	1	3,590	0	0%	1	100%	0	0.00%
Foundry Equipment & Supplies	634	3,398	1	3,590	1	100%	0	0%	0	0.00%
Propellers	633	3,400	1	3,590	1	100%	0	0%	0	0.00%
Sewing Machines - Industrial & Commercial	630	3,401	1	3,590	0	0%	1	100%	0	0.00%
Miniatures - Collectors	621	3,410	1	3,590	1	100%	0	0%	0	0.00%
Feed Mill Equipment & Supplies	617	3,416	1	3,590	1	100%	0	0%	0	0.00%
Sweepers - Power	616	3,418	1	3,590	1	100%	0	0%	0	0.00%
Slate	610	3,428	1	3,590	1	100%	0	0%	0	0.00%
Noise Control Consultants	607	3,431	1	3,590	1	100%	0	0%	0	0.00%
Grinding - Precision & Production	603	3,437	1	3,590	1	100%	0	0%	0	0.00%
Rust Preventatives & Removers	597	3,441	1	3,590	1	100%	0	0%	0	0.00%
Professional Employer Organization	591	3,446	1	3,590	1	100%	0	0%	0	0.00%
Insecticides	587	3,449	1	3,590	1	100%	0	0%	0	0.00%
Electric Equipment - Used	584	3,452	1	3,590	0	0%	1	100%	0	0.00%
Oil Properties	581	3,458	1	3,590	0	0%	1	100%	0	0.00%
Loans - Farm & Ranch	580	3,461	1	3,590	1	100%	0	0%	0	0.00%
Swap Shops	578	3,463	1	3,590	1	100%	0	0%	0	0.00%
Clean Room Facilities	575	3,469	1	3,590	1	100%	0	0%	0	0.00%
Candy & Confectionery Manufacturer Equip & Supplies	574	3,471	1	3,590	1	100%	0	0%	0	0.00%
Candy & Confectionery Manufacturers Supplies	573	3,473	1	3,590	0	0%	1	100%	0	0.00%
Attorneys & Lawyers - Appellate	568	3,479	1	3,590	0	0%	1	100%	0	0.00%
Boxes - Plastic & Transparent	568	3,479	1	3,590	0	0%	0	0%	1	100.00%
Tube Bending & Fabricating	566	3,481	1	3,590	1	100%	0	0%	0	0.00%
Bronze	565	3,483	1	3,590	1	100%	0	0%	0	0.00%
Insurance - Medicare Supplement	561	3,490	1	3,590	1	100%	0	0%	0	0.00%
Skylights - Distributors	561	3,490	1	3,590	0	0%	1	100%	0	0.00%
Alzheimer Care, Information & Treatment	558	3,493	1	3,590	1	100%	0	0%	0	0.00%
Family Planning - Abortion Alternatives	557	3,494	1	3,590	0	0%	1	100%	0	0.00%
Perlite & Perlite Products	551	3,501	1	3,590	0	0%	1	100%	0	0.00%
Paneling	542	3,515	1	3,590	0	0%	1	100%	0	0.00%
Buses - Used	541	3,517	1	3,590	1	100%	0	0%	0	0.00%
Baskets - Wholesale & Manufacturers	538	3,519	1	3,590	1	100%	0	0%	0	0.00%
Knitting Instruction	536	3,521	1	3,590	0	0%	1	100%	0	0.00%
Gas Burners	535	3,523	1	3,590	0	0%	0	0%	1	100.00%
Fishing Tackle - Repair & Parts	528	3,528	1	3,590	0	0%	1	100%	0	0.00%
Wall Bed Sales	525	3,533	1	3,590	1	100%	0	0%	0	0.00%
Soil Conservation Service	521	3,537	1	3,590	1	100%	0	0%	0	0.00%
Animal Foods - Zoo, Circus	518	3,541	1	3,590	0	0%	1	100%	0	0.00%
Refrigerators & Freezers - Wholesale & Manufacturers	516	3,547	1	3,590	0	0%	1	100%	0	0.00%
Export Management	515	3,549	1	3,590	0	0%	1	100%	0	0.00%
Mirrors - Manufacturers Supplies	512	3,552	1	3,590	0	0%	1	100%	0	0.00%
In-Home Autism Therapy	504	3,567	1	3,590	1	100%	0	0%	0	0.00%
Butchers Equipment & Supplies	503	3,569	1	3,590	0	0%	1	100%	0	0.00%
Oil Refiners Equipment & Supplies	502	3,571	1	3,590	1	100%	0	0%	0	0.00%
Slides & Film Strips	497	3,577	1	3,590	1	100%	0	0%	0	0.00%
Shavers - Electric Repair	488	3,588	1	3,590	0	0%	1	100%	0	0.00%
Coppersmiths	478	3,601	1	3,590	1	100%	0	0%	0	0.00%
Doors - Patio	478	3,601	1	3,590	0	0%	1	100%	0	0.00%
Water Works Equipment & Supplies	473	3,609	1	3,590	0	0%	1	100%	0	0.00%
Coal & Coke - Retail	465	3,619	1	3,590	1	100%	0	0%	0	0.00%
Interior Finishing	460	3,627	1	3,590	1	100%	0	0%	0	0.00%
Sand & Gravel Handling Equipment	457	3,629	1	3,590	1	100%	0	0%	0	0.00%
Pipe & Boiler Covering Contractors	452	3,635	1	3,590	1	100%	0	0%	0	0.00%

US and Canada BBB
2013 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Wall Cleaning	447	3,643	1	3,590	1	100%	0	0%	0	0.00%
Door Closers & Checks - Repairing	432	3,659	1	3,590	1	100%	0	0%	0	0.00%
Brick - Fire	427	3,668	1	3,590	0	0%	1	100%	0	0.00%
Fishing Piers	425	3,674	1	3,590	1	100%	0	0%	0	0.00%
Window Security Laminates	425	3,674	1	3,590	0	0%	1	100%	0	0.00%
Newspaper Feature Syndicates	424	3,677	1	3,590	0	0%	0	0%	1	100.00%
Shielding - Magnetic, Electrostatic	424	3,677	1	3,590	0	0%	0	0%	1	100.00%
Boutique - Battling Cancer Related Products	417	3,687	1	3,590	0	0%	1	100%	0	0.00%
Radiant Heating	416	3,690	1	3,590	0	0%	1	100%	0	0.00%
Gaming Tables	414	3,696	1	3,590	0	0%	1	100%	0	0.00%
Wiping Cloths	414	3,696	1	3,590	0	0%	1	100%	0	0.00%
Thermographers	412	3,701	1	3,590	1	100%	0	0%	0	0.00%
Tapes - Industrial	409	3,707	1	3,590	1	100%	0	0%	0	0.00%
Rack Merchandise Service	403	3,720	1	3,590	1	100%	0	0%	0	0.00%
Bar Manufacturer	401	3,723	1	3,590	0	0%	1	100%	0	0.00%
Poultry Services	399	3,727	1	3,590	1	100%	0	0%	0	0.00%
Buses - Distributors & Manufacturers	398	3,730	1	3,590	0	0%	1	100%	0	0.00%
Glass Coating & Tinting Materials	394	3,734	1	3,590	0	0%	1	100%	0	0.00%
Blinds - Cleaning	391	3,737	1	3,590	1	100%	0	0%	0	0.00%
Skip Tracing	390	3,740	1	3,590	1	100%	0	0%	0	0.00%
Typewriters	384	3,744	1	3,590	1	100%	0	0%	0	0.00%
Buses - Parts & Supplies	382	3,746	1	3,590	1	100%	0	0%	0	0.00%
Adult Foster Care	379	3,755	1	3,590	1	100%	0	0%	0	0.00%
Refreshment Stands	379	3,755	1	3,590	1	100%	0	0%	0	0.00%
Glass Circles & Specialty Shapes	375	3,762	1	3,590	1	100%	0	0%	0	0.00%
Gasoline Plant Equipment	373	3,763	1	3,590	1	100%	0	0%	0	0.00%
Fiber & Fiber Products	372	3,767	1	3,590	1	100%	0	0%	0	0.00%
Ceramic Products - Industrial	371	3,768	1	3,590	1	100%	0	0%	0	0.00%
Feed Concentrates & Supplements	366	3,778	1	3,590	0	0%	1	100%	0	0.00%
Scoreboards	363	3,787	1	3,590	1	100%	0	0%	0	0.00%
Pipe Cutting & Threading	358	3,793	1	3,590	1	100%	0	0%	0	0.00%
Dairy Consultants	357	3,796	1	3,590	0	0%	1	100%	0	0.00%
Dehumidifying Equipment	348	3,803	1	3,590	0	0%	1	100%	0	0.00%
Lamps - Wholesale & Manufacturers	348	3,803	1	3,590	1	100%	0	0%	0	0.00%
Ribbon Printing	344	3,813	1	3,590	0	0%	1	100%	0	0.00%
Rails & Accessories	337	3,830	1	3,590	0	0%	1	100%	0	0.00%
Calligraphers	334	3,834	1	3,590	1	100%	0	0%	0	0.00%
Fans - Repair	334	3,834	1	3,590	0	0%	1	100%	0	0.00%
Scales - Repair	334	3,834	1	3,590	1	100%	0	0%	0	0.00%
Animal Supplies - Zoo, Circus	333	3,839	1	3,590	1	100%	0	0%	0	0.00%
Bed Bug Inspection Service	328	3,847	1	3,590	0	0%	1	100%	0	0.00%
Souvenirs - Wholesale & Manufacturers	327	3,849	1	3,590	0	0%	1	100%	0	0.00%
Sorting Equipment	323	3,858	1	3,590	0	0%	1	100%	0	0.00%
Trusses - Medical & Surgical	318	3,868	1	3,590	1	100%	0	0%	0	0.00%
Brushes	316	3,874	1	3,590	0	0%	1	100%	0	0.00%
Anchors - Marine	314	3,878	1	3,590	1	100%	0	0%	0	0.00%
Swimming Pool Kits	312	3,883	1	3,590	1	100%	0	0%	0	0.00%
Seals - O-Ring	311	3,885	1	3,590	0	0%	1	100%	0	0.00%
Accordions	310	3,891	1	3,590	1	100%	0	0%	0	0.00%
Aircraft Storage	310	3,891	1	3,590	1	100%	0	0%	0	0.00%
Lead Products	308	3,898	1	3,590	0	0%	1	100%	0	0.00%
Acoustical Ceiling Removal	307	3,900	1	3,590	0	0%	1	100%	0	0.00%
Antique Oriental Rugs	306	3,903	1	3,590	0	0%	1	100%	0	0.00%
Dyers	290	3,921	1	3,590	1	100%	0	0%	0	0.00%
Hubcaps - Sales	290	3,921	1	3,590	0	0%	1	100%	0	0.00%
Acids	290	3,939	1	3,590	1	100%	0	0%	0	0.00%
Speech Aid Devices	279	3,939	1	3,590	0	0%	1	100%	0	0.00%
Buffing & Polishing Equipment & Supplies	278	3,942	1	3,590	1	100%	0	0%	0	0.00%
Diecast Cars - Dealers	272	3,960	1	3,590	1	100%	0	0%	0	0.00%
Metal Fabricating Machinery	271	3,964	1	3,590	1	100%	0	0%	0	0.00%
Street Lighting Standards & Equipment	270	3,965	1	3,590	0	0%	1	100%	0	0.00%
Aerial Patrol & Inspection Service	268	3,969	1	3,590	1	100%	0	0%	0	0.00%
Ice Machine Repair	267	3,971	1	3,590	1	100%	0	0%	0	0.00%
Theatrical Make-Up	267	3,971	1	3,590	0	0%	1	100%	0	0.00%
Fallout Shelters - Consultants	266	3,976	1	3,590	0	0%	1	100%	0	0.00%
Ovens - Bakers	266	3,976	1	3,590	0	0%	1	100%	0	0.00%
Nut Cracking & Shelling Machines	257	3,994	1	3,590	0	0%	1	100%	0	0.00%
Fireproofing Materials	257	4,001	1	3,590	1	100%	0	0%	0	0.00%
Templates	249	4,011	1	3,590	0	0%	1	100%	0	0.00%
Ovens - Industrial	248	4,013	1	3,590	1	100%	0	0%	0	0.00%
Shoe Shining	248	4,013	1	3,590	0	0%	1	100%	0	0.00%
Millinery - Retail	247	4,018	1	3,590	0	0%	1	100%	0	0.00%
Stock Certificates	244	4,023	1	3,590	1	100%	0	0%	0	0.00%
Addressing Plate Service	242	4,029	1	3,590	0	0%	1	100%	0	0.00%
Auto Repair - Suspension	240	4,035	1	3,590	0	0%	1	100%	0	0.00%
Hides	240	4,035	1	3,590	0	0%	1	100%	0	0.00%
Louvers	236	4,049	1	3,590	1	100%	0	0%	0	0.00%
Plumbing Fixtures, Parts, Supplies - Used	235	4,052	1	3,590	1	100%	0	0%	0	0.00%
Electrolysis Equipment & Supplies	233	4,058	1	3,590	0	0%	1	100%	0	0.00%
Safes & Vaults - Opening & Repairing	232	4,058	1	3,590	0	0%	1	100%	0	0.00%
Picture Hanging Service	229	4,067	1	3,590	1	100%	0	0%	0	0.00%
Garment Restoration	228	4,071	1	3,590	1	100%	0	0%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Tournaments - Golf	228	4,071	1	3,590	0	0%	1	100%	0	0.00%
Archery Instruction	223	4,086	1	3,590	1	100%	0	0%	0	0.00%
Signs - Exit Signs	223	4,086	1	3,590	0	0%	1	100%	0	0.00%
Charity - Relief & Development	219	4,097	1	3,590	1	100%	0	0%	0	0.00%
Caulking Materials & Equipment	218	4,101	1	3,590	1	100%	0	0%	0	0.00%
Brooms	217	4,104	1	3,590	1	100%	0	0%	0	0.00%
Elastic Stockings	215	4,107	1	3,590	0	0%	1	100%	0	0.00%
Zippers	214	4,108	1	3,590	0	0%	1	100%	0	0.00%
Easels - Wholesale & Manufacturers	213	4,109	1	3,590	1	100%	0	0%	0	0.00%
Nursuries - Bonsai	208	4,119	1	3,590	1	100%	0	0%	0	0.00%
Gas Plant Equipment	207	4,122	1	3,590	1	100%	0	0%	0	0.00%
Birth Control Information Centers	202	4,133	1	3,590	0	0%	1	100%	0	0.00%
Log Splitting Equipment	202	4,133	1	3,590	1	100%	0	0%	0	0.00%
Snow Removal Service - Roof	200	4,139	1	3,590	1	100%	0	0%	0	0.00%
Typographers	200	4,139	1	3,590	1	100%	0	0%	0	0.00%
Pressing Machines - Clothes	198	4,145	1	3,590	0	0%	1	100%	0	0.00%
Lime	196	4,149	1	3,590	0	0%	1	100%	0	0.00%
Handwriting Experts	195	4,151	1	3,590	0	100%	0	0%	0	0.00%
Chemicals - Reclaiming	193	4,154	1	3,590	1	100%	0	0%	0	0.00%
Nails & Tacks	192	4,157	1	3,590	0	0%	1	100%	0	0.00%
Temperature Measuring Materials	189	4,161	1	3,590	0	0%	1	100%	0	0.00%
Pianos - Parts	187	4,164	1	3,590	0	0%	1	100%	0	0.00%
Lighting Plants	184	4,167	1	3,590	0	0%	1	100%	0	0.00%
Consultants - Auto Repair	183	4,169	1	3,590	0	100%	0	0%	0	0.00%
Lead Testing	181	4,172	1	3,590	1	100%	0	0%	0	0.00%
Metaphysicians	179	4,174	1	3,590	1	100%	0	0%	0	0.00%
Shoplifting Prevention Devices	178	4,177	1	3,590	0	0%	1	100%	0	0.00%
Historical Structure Preservation	177	4,180	1	3,590	1	100%	0	0%	0	0.00%
Printers - Glass, Metal, Plastic	176	4,183	1	3,590	0	0%	1	100%	0	0.00%
Sample Cases	174	4,186	1	3,590	1	100%	0	0%	0	0.00%
Billiard Table Repair	168	4,191	1	3,590	1	100%	0	0%	0	0.00%
Employment Service - Administrative Assistant	167	4,200	1	3,590	1	100%	0	0%	0	0.00%
Parapsychologists	166	4,205	1	3,590	1	100%	0	0%	0	0.00%
Weaving & Mending	164	4,212	1	3,590	1	100%	0	0%	0	0.00%
Marking & Coding Equipment	163	4,215	1	3,590	0	0%	1	100%	0	0.00%
Dress Trimmings	160	4,222	1	3,590	1	100%	0	0%	0	0.00%
Drying Service	160	4,222	1	3,590	1	100%	0	0%	0	0.00%
Taxidermists Equipment & Supplies	160	4,222	1	3,590	0	0%	1	100%	0	0.00%
Personal ServiceBureaus	157	4,233	1	3,590	1	100%	0	0%	0	0.00%
Heaters - Automotive	156	4,238	1	3,590	1	100%	0	0%	0	0.00%
Toilet Seats	155	4,240	1	3,590	1	100%	0	0%	0	0.00%
Cheese - Artisanal	153	4,245	1	3,590	1	100%	0	0%	0	0.00%
Stools	153	4,245	1	3,590	0	0%	1	100%	0	0.00%
Chess Instruction	152	4,247	1	3,590	0	0%	1	100%	0	0.00%
Ski Equipment - Wholesale & Manufacturers	150	4,254	1	3,590	1	100%	0	0%	0	0.00%
Latex Products	149	4,257	1	3,590	1	100%	0	0%	0	0.00%
Motion Picture Special Effects	147	4,264	1	3,590	0	0%	1	100%	0	0.00%
Wall & Ceiling Texturing	147	4,264	1	3,590	0	0%	0	100.00%	1	100.00%
Tanks - Used	145	4,267	1	3,590	0	0%	1	100%	0	0.00%
Attorneys & Lawyers - Environmental	143	4,273	1	3,590	0	0%	1	100%	0	0.00%
Photographic Darkroom Rental	136	4,291	1	3,590	0	0%	1	100%	0	0.00%
Heat Sealing	134	4,300	1	3,590	1	100%	0	0%	0	0.00%
Stenographic Machines & Supplies	134	4,300	1	3,590	1	100%	0	0%	0	0.00%
Tube Fittings	134	4,300	1	3,590	0	0%	1	100%	0	0.00%
Machinery Cleaning	133	4,304	1	3,590	1	100%	0	0%	0	0.00%
Auto Repair - Steering & Suspension	130	4,312	1	3,590	1	100%	0	0%	0	0.00%
Relays	130	4,312	1	3,590	1	100%	0	0%	0	0.00%
Air Curtains & Screens	129	4,318	1	3,590	1	100%	0	0%	0	0.00%
Hair Dryers	129	4,318	1	3,590	0	0%	1	100%	0	0.00%
Kite Boarding	129	4,318	1	3,590	1	100%	0	0%	0	0.00%
Butter	121	4,342	1	3,590	1	100%	0	0%	0	0.00%
Diamond Setters	121	4,342	1	3,590	1	100%	0	0%	0	0.00%
Road Building Equipment	121	4,342	1	3,590	1	100%	0	0%	0	0.00%
Obituary Notification Service	117	4,355	1	3,590	1	100%	0	0%	0	0.00%
Metallizing	116	4,357	1	3,590	0	0%	1	100%	0	0.00%
Pinata Sales	110	4,377	1	3,590	1	100%	0	0%	0	0.00%
Crankshaft Grinding	106	4,390	1	3,590	1	100%	0	0%	0	0.00%
Law Books	106	4,390	1	3,590	0	0%	1	100%	0	0.00%
Dust Control Materials	105	4,399	1	3,590	1	100%	0	0%	0	0.00%
Auto - Fleet Maintenance	99	4,419	1	3,590	1	100%	0	0%	0	0.00%
Chillers - Liquid	99	4,419	1	3,590	1	100%	0	0%	0	0.00%
Dome Structures	97	4,425	1	3,590	1	100%	0	0%	0	0.00%
School Lunch Ordering & Management	96	4,428	1	3,590	0	0%	1	100%	0	0.00%
Parachutes	95	4,433	1	3,590	0	0%	1	100%	0	0.00%
Electric Motors - Used	91	4,451	1	3,590	0	0%	1	100%	0	0.00%
Thread Rolling, Cutting & Grinding	89	4,462	1	3,590	0	0%	1	100%	0	0.00%
Law & Financial Printers	88	4,467	1	3,590	0	0%	1	100%	0	0.00%
Rustproofing - Industrial	85	4,475	1	3,590	0	0%	1	100%	0	0.00%
Weighters	82	4,484	1	3,590	1	100%	0	0%	0	0.00%
Color Cards	78	4,503	1	3,590	0	0%	1	100%	0	0.00%
Candles - Wickless	78	4,512	1	3,590	0	0%	1	100%	0	0.00%
Copper	75	4,512	1	3,590	0	0%	1	100%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Tanks - Concrete	75	4,512	1	3,590	0	0%	1	100%	0	0.00%
Millinery - Wholesale & Manufacturers	74	4,519	1	3,590	1	100%	0	0%	0	0.00%
Store Fixtures - Used	74	4,519	1	3,590	0	0%	1	100%	0	0.00%
Thread	74	4,519	1	3,590	1	100%	0	0%	0	0.00%
Attorneys & Lawyers - Child Advocacy	73	4,526	1	3,590	0	0%	1	100%	0	0.00%
Charity - American Indian	73	4,526	1	3,590	1	100%	0	0%	0	0.00%
Caps - Wholesale & Manufacturers	72	4,531	1	3,590	1	100%	0	0%	0	0.00%
Carbon Monoxide Detecting	72	4,531	1	3,590	0	0%	1	100%	0	0.00%
Baby Shoe Preservation	71	4,537	1	3,590	1	100%	0	0%	0	0.00%
Wire Stitching Machines & Supplies	70	4,541	1	3,590	0	0%	0	0%	1	100.00%
Discotheques	68	4,548	1	3,590	0	0%	1	100%	0	0.00%
Lamp Shade Covers	68	4,548	1	3,590	1	100%	0	0%	0	0.00%
Music Shells	68	4,548	1	3,590	1	100%	0	0%	0	0.00%
Auto Repair - Shocks	64	4,565	1	3,590	1	100%	0	0%	0	0.00%
Tape Recorders	63	4,569	1	3,590	0	0%	1	100%	0	0.00%
Cosmetic Sales by Mail	62	4,573	1	3,590	1	100%	0	0%	0	0.00%
Egg Processing & Shipping Equipment & Supplies	62	4,573	1	3,590	1	100%	0	0%	0	0.00%
Motion Picture Representatives	59	4,592	1	3,590	0	0%	1	100%	0	0.00%
Rockfall Mitigation	59	4,592	1	3,590	1	100%	0	0%	0	0.00%
Gift Wrapping Service	58	4,599	1	3,590	0	0%	1	100%	0	0.00%
Thermal Remediation	58	4,599	1	3,590	0	0%	1	100%	0	0.00%
Ranges & Ovens - Wholesale & Manufacturers	54	4,618	1	3,590	1	100%	0	0%	0	0.00%
Missile & Rocket Components - Manufacturers	52	4,626	1	3,590	1	100%	0	0%	0	0.00%
Textile Engravers	52	4,626	1	3,590	1	100%	0	0%	0	0.00%
Boxes - Metal	51	4,636	1	3,590	0	0%	1	100%	0	0.00%
Shower Curtains - Wholesale & Manufacturers	51	4,636	1	3,590	1	100%	0	0%	0	0.00%
Racquetball Equipment & Supplies	49	4,648	1	3,590	1	100%	0	0%	0	0.00%
Titanium	48	4,651	1	3,590	1	100%	0	0%	0	0.00%
Sewer Cleaner Vacuum Service	47	4,657	1	3,590	1	100%	0	0%	0	0.00%
Table Tennis Facilities	46	4,663	1	3,590	0	0%	1	100%	0	0.00%
Printing Technician	43	4,677	1	3,590	0	0%	1	100%	0	0.00%
Pivots - Precision Instrument	42	4,683	1	3,590	1	100%	0	0%	0	0.00%
Barrels & Drums - Used	40	4,694	1	3,590	1	100%	0	0%	0	0.00%
Restaurant Work Wear & Supplies	38	4,707	1	3,590	0	0%	1	100%	0	0.00%
Airport Designers	35	4,721	1	3,590	0	0%	1	100%	0	0.00%
Gas Recycling Plants	35	4,721	1	3,590	0	0%	1	100%	0	0.00%
Ship Wreckers	34	4,727	1	3,590	0	0%	1	100%	0	0.00%
Spark Plugs	33	4,737	1	3,590	0	0%	1	100%	0	0.00%
Tailors Supplies	33	4,737	1	3,590	0	0%	1	100%	0	0.00%
Offset Printing Repair	31	4,754	1	3,590	0	0%	1	100%	0	0.00%
Wire Strippers	27	4,779	1	3,590	0	0%	1	100%	0	0.00%
Marketing - Dental	26	4,783	1	3,590	1	100%	0	0%	0	0.00%
Washing Machines & Dryers - Supplies & Parts	26	4,783	1	3,590	1	100%	0	0%	0	0.00%
Badminton Courts - Public	25	4,794	1	3,590	1	100%	0	0%	0	0.00%
Needles	24	4,804	1	3,590	1	100%	0	0%	0	0.00%
Motion Picture Film Libraries	23	4,813	1	3,590	1	100%	0	0%	0	0.00%
Magazines - Back Number	22	4,823	1	3,590	0	0%	1	100%	0	0.00%
Tailoring Instruction	22	4,823	1	3,590	0	0%	1	100%	0	0.00%
Brake Fluids	21	4,830	1	3,590	1	100%	0	0%	0	0.00%
Portable Buildings - Moving	21	4,830	1	3,590	1	100%	0	0%	0	0.00%
Heat Sealing Equipment & Supplies	19	4,841	1	3,590	1	100%	0	0%	0	0.00%
Ice Substitutes	18	4,850	1	3,590	1	100%	0	0%	0	0.00%
Florists - Brokers	17	4,858	1	3,590	0	0%	0	0%	1	100.00%
Inserts - Screw Thread	17	4,858	1	3,590	0	0%	1	100%	0	0.00%
Missile & Rocket Manufacturers	17	4,858	1	3,590	1	100%	0	0%	0	0.00%
Motion Picture Research Service	17	4,858	1	3,590	1	100%	0	0%	0	0.00%
Water Craft Repair	17	4,858	1	3,590	1	100%	0	0%	0	0.00%
Monogram & Initial Machines	15	4,884	1	3,590	0	0%	1	100%	0	0.00%
Beds - Renting	13	4,902	1	3,590	1	100%	0	0%	0	0.00%
Print Cutters	13	4,902	1	3,590	0	0%	1	100%	0	0.00%
Venetian Blinds - Repair	13	4,902	1	3,590	1	100%	0	0%	0	0.00%
Orchard Equipment & Supplies	11	4,918	1	3,590	1	100%	0	0%	0	0.00%
Tobacco Machinery	8	4,951	1	3,590	0	0%	1	100%	0	0.00%
Fish Processors Equipment	4	4,996	1	3,590	1	100%	0	0%	0	0.00%
Stencil Cutting Machines	4	4,996	1	3,590	1	100%	0	0%	0	0.00%
Sugar Brokers & Wholesalers	3	5,012	1	3,590	0	0%	1	100%	0	0.00%
Driveway Preparation	2	5,028	1	3,590	1	100%	0	0%	0	0.00%
Incinerators - Supplies & Parts	2	5,028	1	3,590	0	0%	1	100%	0	0.00%
Moorage	2	5,028	1	3,590	1	100%	0	0%	0	0.00%
Name Plates - Holders	2	5,028	1	3,590	0	0%	0	0%	0	0.00%
Oilfield Equipment	7,521	1,462	0	4,000	0	0%	0	0%	0	0.00%
Cranes	3,574	2,041	0	4,000	0	0%	0	0%	0	0.00%
Steel Processing	3,449	2,069	0	4,000	0	0%	0	0%	0	0.00%
Oilfield Supplies	3,327	2,098	0	4,000	0	0%	0	0%	0	0.00%
Piping Contractors	3,128	2,154	0	4,000	0	0%	0	0%	0	0.00%
Mineral Exploration	3,037	2,181	0	4,000	0	0%	0	0%	0	0.00%
Tennis Court Construction	2,706	2,269	0	4,000	0	0%	0	0%	0	0.00%
Paint Removing	2,623	2,288	0	4,000	0	0%	0	0%	0	0.00%
Trucking - Liquid Or Dry Bulk	2,617	2,292	0	4,000	0	0%	0	0%	0	0.00%
Lubricants	2,551	2,305	0	4,000	0	0%	0	0%	0	0.00%
Railroad Contractors	2,543	2,307	0	4,000	0	0%	0	0%	0	0.00%
Machinery Movers & Erectors	2,517	2,311	0	4,000	0	0%	0	0%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Surrogacy	2,416	2,351	0	4,000	0	0%	0	0%	0	0.00%
Freight Consolidating	2,256	2,398	0	4,000	0	0%	0	0%	0	0.00%
Metal Powder Fabricators	2,150	2,440	0	4,000	0	0%	0	0%	0	0.00%
Organ & Tissue Banks	2,143	2,442	0	4,000	0	0%	0	0%	0	0.00%
Door-to-Door Sales - Cosmetics	2,037	2,474	0	4,000	0	0%	0	0%	0	0.00%
Sweeping Service - Power	1,973	2,499	0	4,000	0	0%	0	0%	0	0.00%
Millwrights	1,948	2,512	0	4,000	0	0%	0	0%	0	0.00%
Theatrical & Stage Lighting Equipment	1,925	2,523	0	4,000	0	0%	0	0%	0	0.00%
Metal Cleaning	1,901	2,536	0	4,000	0	0%	0	0%	0	0.00%
Pipe Inspection	1,900	2,537	0	4,000	0	0%	0	0%	0	0.00%
Grain Elevators	1,774	2,601	0	4,000	0	0%	0	0%	0	0.00%
Hazardous Material Control & Removal	1,727	2,621	0	4,000	0	0%	0	0%	0	0.00%
Engravers - Plastic, Wood	1,709	2,630	0	4,000	0	0%	0	0%	0	0.00%
Meat Packers Equipment & Supplies	1,683	2,645	0	4,000	0	0%	0	0%	0	0.00%
Quarries	1,637	2,667	0	4,000	0	0%	0	0%	0	0.00%
Doors - Commercial	1,619	2,677	0	4,000	0	0%	0	0%	0	0.00%
Acoustical Materials	1,617	2,678	0	4,000	0	0%	0	0%	0	0.00%
Die Castings	1,593	2,695	0	4,000	0	0%	0	0%	0	0.00%
Defense Contractors	1,573	2,701	0	4,000	0	0%	0	0%	0	0.00%
Farm Management	1,573	2,701	0	4,000	0	0%	0	0%	0	0.00%
Lead Abatement	1,498	2,741	0	4,000	0	0%	0	0%	0	0.00%
Grain Dealers	1,477	2,753	0	4,000	0	0%	0	0%	0	0.00%
Advertising - Checking Service	1,448	2,770	0	4,000	0	0%	0	0%	0	0.00%
Backflow Prevention Devices & Services	1,434	2,779	0	4,000	0	0%	0	0%	0	0.00%
Wines - Wholesale	1,432	2,781	0	4,000	0	0%	0	0%	0	0.00%
Semiconductor Devices	1,419	2,788	0	4,000	0	0%	0	0%	0	0.00%
Oil Well Equipment & Supplies	1,411	2,791	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Trademark	1,408	2,794	0	4,000	0	0%	0	0%	0	0.00%
Nurses-Practitioners	1,406	2,794	0	4,000	0	0%	0	0%	0	0.00%
Outplacement Consultants	1,388	2,803	0	4,000	0	0%	0	0%	0	0.00%
Employment Service - Government, Co, Fraternal	1,353	2,822	0	4,000	0	0%	0	0%	0	0.00%
Pipe Fittings	1,326	2,834	0	4,000	0	0%	0	0%	0	0.00%
Pile Driving	1,321	2,839	0	4,000	0	0%	0	0%	0	0.00%
Concrete Aggregates	1,309	2,847	0	4,000	0	0%	0	0%	0	0.00%
Drug Manufacturers	1,280	2,865	0	4,000	0	0%	0	0%	0	0.00%
Lumber Carriers	1,261	2,884	0	4,000	0	0%	0	0%	0	0.00%
Paper Shredding Machines	1,242	2,898	0	4,000	0	0%	0	0%	0	0.00%
Loading Dock Equipment	1,212	2,918	0	4,000	0	0%	0	0%	0	0.00%
Lockers	1,196	2,928	0	4,000	0	0%	0	0%	0	0.00%
Office Records - Destruction	1,193	2,931	0	4,000	0	0%	0	0%	0	0.00%
Sump Pump Contractors	1,192	2,933	0	4,000	0	0%	0	0%	0	0.00%
Fans - Attic	1,182	2,937	0	4,000	0	0%	0	0%	0	0.00%
Geologists	1,175	2,943	0	4,000	0	0%	0	0%	0	0.00%
Boxes - Paper	1,171	2,947	0	4,000	0	0%	0	0%	0	0.00%
Brick Preservatives	1,165	2,951	0	4,000	0	0%	0	0%	0	0.00%
Aerospace Research & Development	1,141	2,968	0	4,000	0	0%	0	0%	0	0.00%
Spraying Equipment	1,135	2,976	0	4,000	0	0%	0	0%	0	0.00%
Heat Exchangers	1,122	2,981	0	4,000	0	0%	0	0%	0	0.00%
Traffic Control & Flagging Service	1,114	2,988	0	4,000	0	0%	0	0%	0	0.00%
Home Economics Consultants	1,088	3,005	0	4,000	0	0%	0	0%	0	0.00%
Soil Testing	1,076	3,009	0	4,000	0	0%	0	0%	0	0.00%
Funeral Directors Equipment & Supplies	1,068	3,017	0	4,000	0	0%	0	0%	0	0.00%
Plywood & Veneers	1,065	3,022	0	4,000	0	0%	0	0%	0	0.00%
Industrial Hygiene Consultants	1,062	3,025	0	4,000	0	0%	0	0%	0	0.00%
Burial Vaults	1,061	3,026	0	4,000	0	0%	0	0%	0	0.00%
Pipe Bending & Fabricating	1,039	3,037	0	4,000	0	0%	0	0%	0	0.00%
Artificial Limbs	1,038	3,038	0	4,000	0	0%	0	0%	0	0.00%
Rendering Companies	1,018	3,052	0	4,000	0	0%	0	0%	0	0.00%
Wicker Products	1,005	3,058	0	4,000	0	0%	0	0%	0	0.00%
Robots	993	3,066	0	4,000	0	0%	0	0%	0	0.00%
Time Recorders	993	3,066	0	4,000	0	0%	0	0%	0	0.00%
Labor Contractors	988	3,070	0	4,000	0	0%	0	0%	0	0.00%
Dredging	986	3,072	0	4,000	0	0%	0	0%	0	0.00%
Aircraft Instruments	981	3,076	0	4,000	0	0%	0	0%	0	0.00%
Bath Liners	977	3,083	0	4,000	0	0%	0	0%	0	0.00%
Piling	953	3,095	0	4,000	0	0%	0	0%	0	0.00%
Polyethylene Materials & Products	926	3,116	0	4,000	0	0%	0	0%	0	0.00%
Upholsterers Supplies	919	3,120	0	4,000	0	0%	0	0%	0	0.00%
Tanks - Repair	909	3,131	0	4,000	0	0%	0	0%	0	0.00%
Coal Brokers	906	3,133	0	4,000	0	0%	0	0%	0	0.00%
Stucco Manufacturers & Distributors	904	3,135	0	4,000	0	0%	0	0%	0	0.00%
Grain Elevator Builders	889	3,150	0	4,000	0	0%	0	0%	0	0.00%
Police Departments	876	3,159	0	4,000	0	0%	0	0%	0	0.00%
Deodorizing & Disinfecting	875	3,160	0	4,000	0	0%	0	0%	0	0.00%
Casters & Glides	850	3,177	0	4,000	0	0%	0	0%	0	0.00%
Traffic Engineers & Planning Service	850	3,177	0	4,000	0	0%	0	0%	0	0.00%
Tank Lining & Coating	845	3,188	0	4,000	0	0%	0	0%	0	0.00%
Leadership Development	838	3,195	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Construction Defect	837	3,196	0	4,000	0	0%	0	0%	0	0.00%
Tools - Pneumatic	837	3,196	0	4,000	0	0%	0	0%	0	0.00%
Tubing - Metal	827	3,204	0	4,000	0	0%	0	0%	0	0.00%
Bacteria Control Equipment	824	3,208	0	4,000	0	0%	0	0%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Transformers	823	3,209	0	4,000	0	0%	0	0%	0	0.00%
Window Shades - Cleaning & Repair	817	3,216	0	4,000	0	0%	0	0%	0	0.00%
Timber Framing	815	3,217	0	4,000	0	0%	0	0%	0	0.00%
Chimney Lining Materials	812	3,219	0	4,000	0	0%	0	0%	0	0.00%
Trenching Contractors	795	3,234	0	4,000	0	0%	0	0%	0	0.00%
Sash Operating Devices	788	3,247	0	4,000	0	0%	0	0%	0	0.00%
Infrared Equipment	787	3,249	0	4,000	0	0%	0	0%	0	0.00%
Radio Program Producers	787	3,249	0	4,000	0	0%	0	0%	0	0.00%
Etiquette School	786	3,252	0	4,000	0	0%	0	0%	0	0.00%
Rainwater Harvesting Systems	775	3,262	0	4,000	0	0%	0	0%	0	0.00%
Inspection Devices - Industrial	774	3,264	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Intellectual Property	773	3,265	0	4,000	0	0%	0	0%	0	0.00%
Soundproofing	768	3,270	0	4,000	0	0%	0	0%	0	0.00%
Vacuum Cleaning - Industrial	761	3,277	0	4,000	0	0%	0	0%	0	0.00%
Tank Heads	760	3,278	0	4,000	0	0%	0	0%	0	0.00%
Eggs	753	3,290	0	4,000	0	0%	0	0%	0	0.00%
Hose & Tubing - Rubber & Plastic	753	3,290	0	4,000	0	0%	0	0%	0	0.00%
Demonstration Services	752	3,292	0	4,000	0	0%	0	0%	0	0.00%
Frozen Food Locker Plants	749	3,294	0	4,000	0	0%	0	0%	0	0.00%
Asphalt Mixing Equipment	720	3,312	0	4,000	0	0%	0	0%	0	0.00%
Aircraft Brokers	719	3,313	0	4,000	0	0%	0	0%	0	0.00%
Riggers Equipment & Supplies	716	3,315	0	4,000	0	0%	0	0%	0	0.00%
Actuaries	710	3,319	0	4,000	0	0%	0	0%	0	0.00%
Dust Collecting Systems	709	3,322	0	4,000	0	0%	0	0%	0	0.00%
Asbestos & Asbestos Products	701	3,331	0	4,000	0	0%	0	0%	0	0.00%
Corrosion Control	688	3,341	0	4,000	0	0%	0	0%	0	0.00%
Fish Processors	681	3,351	0	4,000	0	0%	0	0%	0	0.00%
Power Plant Consultants	672	3,361	0	4,000	0	0%	0	0%	0	0.00%
Chemists - Analytical & Consulting	670	3,364	0	4,000	0	0%	0	0%	0	0.00%
Printed & Etched Circuits	652	3,373	0	4,000	0	0%	0	0%	0	0.00%
Safe Deposit Box Rental	646	3,384	0	4,000	0	0%	0	0%	0	0.00%
Oil Handling Equipment	645	3,387	0	4,000	0	0%	0	0%	0	0.00%
Ceiling Cleaning	642	3,392	0	4,000	0	0%	0	0%	0	0.00%
Die Cutting	639	3,396	0	4,000	0	0%	0	0%	0	0.00%
Plastics - Rods, Sheets - Sup Center	628	3,404	0	4,000	0	0%	0	0%	0	0.00%
Concrete Mixers	624	3,407	0	4,000	0	0%	0	0%	0	0.00%
Refractories	622	3,409	0	4,000	0	0%	0	0%	0	0.00%
Screen Manufacturers Equipment & Supplies	618	3,414	0	4,000	0	0%	0	0%	0	0.00%
Gambling Abuse & Addiction Info & Treatment	613	3,419	0	4,000	0	0%	0	0%	0	0.00%
Meat Choppers & Grinders	613	3,419	0	4,000	0	0%	0	0%	0	0.00%
Buses - Repair & Service	612	3,423	0	4,000	0	0%	0	0%	0	0.00%
Carpet & Rug Binding Machines	612	3,423	0	4,000	0	0%	0	0%	0	0.00%
Engineers - Environmental	608	3,429	0	4,000	0	0%	0	0%	0	0.00%
Livestock Hauling	608	3,429	0	4,000	0	0%	0	0%	0	0.00%
Doll Houses & Accessories	607	3,431	0	4,000	0	0%	0	0%	0	0.00%
Clean Rooms - Installation & Equipment	604	3,434	0	4,000	0	0%	0	0%	0	0.00%
Pneumatic Equipment Components	600	3,440	0	4,000	0	0%	0	0%	0	0.00%
Consulates & Other Federal Government Representatives	595	3,443	0	4,000	0	0%	0	0%	0	0.00%
Tapestries	593	3,445	0	4,000	0	0%	0	0%	0	0.00%
Work Clothes - Wholesale & Manufacturers	585	3,451	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Adoption	577	3,465	0	4,000	0	0%	0	0%	0	0.00%
Wire Rope	576	3,467	0	4,000	0	0%	0	0%	0	0.00%
Meeting Management	575	3,469	0	4,000	0	0%	0	0%	0	0.00%
Electric Motor Controls - Wholesale & Manufacturers	569	3,477	0	4,000	0	0%	0	0%	0	0.00%
Charcoal	563	3,486	0	4,000	0	0%	0	0%	0	0.00%
Grinding Machines	556	3,495	0	4,000	0	0%	0	0%	0	0.00%
Pharmacies - Infusion Services	552	3,500	0	4,000	0	0%	0	0%	0	0.00%
Nuclear Energy Consultants	548	3,505	0	4,000	0	0%	0	0%	0	0.00%
Stair Treads	546	3,509	0	4,000	0	0%	0	0%	0	0.00%
Metal Spinning	542	3,515	0	4,000	0	0%	0	0%	0	0.00%
Terrazzo	541	3,517	0	4,000	0	0%	0	0%	0	0.00%
Concrete Patching Compounds	535	3,523	0	4,000	0	0%	0	0%	0	0.00%
Buttons - Manufacturers Equipment & Supplies	530	3,527	0	4,000	0	0%	0	0%	0	0.00%
Oil Well Equipment & Supplies - Rental	522	3,536	0	4,000	0	0%	0	0%	0	0.00%
Fire Hydrants	519	3,538	0	4,000	0	0%	0	0%	0	0.00%
Weed Control Equipment & Supplies	517	3,545	0	4,000	0	0%	0	0%	0	0.00%
Sawdust & Shavings	516	3,547	0	4,000	0	0%	0	0%	0	0.00%
Nets & Netting	515	3,549	0	4,000	0	0%	0	0%	0	0.00%
Smelters & Refiners - Base Metals	514	3,551	0	4,000	0	0%	0	0%	0	0.00%
Cooling Towers	512	3,552	0	4,000	0	0%	0	0%	0	0.00%
Cotton	512	3,552	0	4,000	0	0%	0	0%	0	0.00%
Table Tops	512	3,552	0	4,000	0	0%	0	0%	0	0.00%
Coils - Electric	508	3,557	0	4,000	0	0%	0	0%	0	0.00%
Dictating Machines & Supplies	508	3,557	0	4,000	0	0%	0	0%	0	0.00%
Mining Development	508	3,557	0	4,000	0	0%	0	0%	0	0.00%
Aircraft Upholsterers	506	3,562	0	4,000	0	0%	0	0%	0	0.00%
Convention Information	506	3,562	0	4,000	0	0%	0	0%	0	0.00%
Radiator Covers & Enclosures	506	3,562	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Mesothelioma	502	3,571	0	4,000	0	0%	0	0%	0	0.00%
Building Envelope Restoration	496	3,578	0	4,000	0	0%	0	0%	0	0.00%
Lamps - Health	482	3,584	0	4,000	0	0%	0	0%	0	0.00%
Grain Elevators - Equipment & Supplies	491	3,586	0	4,000	0	0%	0	0%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Manufactured Offices & Commercial Units	489	3,587	0	4,000	0	0%	0	0%	0	0.00%
Benches & Work Tables	488	3,588	0	4,000	0	0%	0	0%	0	0.00%
Potato Chips	488	3,588	0	4,000	0	0%	0	0%	0	0.00%
X-Ray Protection	486	3,588	0	4,000	0	0%	0	0%	0	0.00%
Ozone Machines	487	3,593	0	4,000	0	0%	0	0%	0	0.00%
Poultry Brokers	485	3,596	0	4,000	0	0%	0	0%	0	0.00%
Paper Converters	482	3,597	0	4,000	0	0%	0	0%	0	0.00%
Sawmill Equipment & Supplies	479	3,598	0	4,000	0	0%	0	0%	0	0.00%
Navigation Consultants	476	3,606	0	4,000	0	0%	0	0%	0	0.00%
Missile & Rocket Research & Development	474	3,608	0	4,000	0	0%	0	0%	0	0.00%
Marine Electric Service	473	3,609	0	4,000	0	0%	0	0%	0	0.00%
Air Brushes	470	3,613	0	4,000	0	0%	0	0%	0	0.00%
Moving Sales	470	3,613	0	4,000	0	0%	0	0%	0	0.00%
Telegraph Service	470	3,613	0	4,000	0	0%	0	0%	0	0.00%
Hose & Tubing - Flexible Metal	464	3,620	0	4,000	0	0%	0	0%	0	0.00%
Milling Machines	461	3,624	0	4,000	0	0%	0	0%	0	0.00%
Hog Farms	456	3,632	0	4,000	0	0%	0	0%	0	0.00%
Motion Picture Equipment & Supplies	450	3,637	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Mass Torts	449	3,638	0	4,000	0	0%	0	0%	0	0.00%
Right of Way Acquisition Service	441	3,649	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Medical Malpractice	440	3,651	0	4,000	0	0%	0	0%	0	0.00%
Soil Solidification	438	3,656	0	4,000	0	0%	0	0%	0	0.00%
Vibration Control	429	3,665	0	4,000	0	0%	0	0%	0	0.00%
Composting Systems	427	3,668	0	4,000	0	0%	0	0%	0	0.00%
Plastics - Machinery & Equipment	426	3,671	0	4,000	0	0%	0	0%	0	0.00%
Oil Well Drilling Mud & Additives	423	3,680	0	4,000	0	0%	0	0%	0	0.00%
Tool Grinding - Industrial	423	3,680	0	4,000	0	0%	0	0%	0	0.00%
Typesetting	418	3,684	0	4,000	0	0%	0	0%	0	0.00%
Valves - Repairing	417	3,687	0	4,000	0	0%	0	0%	0	0.00%
Armored Car Manufacturing	416	3,690	0	4,000	0	0%	0	0%	0	0.00%
Poultry - Wholesale	416	3,690	0	4,000	0	0%	0	0%	0	0.00%
Commercial Kitchen Rental	413	3,699	0	4,000	0	0%	0	0%	0	0.00%
Notions - Wholesale & Manufacturers	412	3,701	0	4,000	0	0%	0	0%	0	0.00%
Electric Power Line Construction	410	3,704	0	4,000	0	0%	0	0%	0	0.00%
Oil Well Cementing	410	3,704	0	4,000	0	0%	0	0%	0	0.00%
Axles	408	3,710	0	4,000	0	0%	0	0%	0	0.00%
Fiber Glass Materials	408	3,710	0	4,000	0	0%	0	0%	0	0.00%
Kilns	405	3,715	0	4,000	0	0%	0	0%	0	0.00%
Weather Vanes	405	3,715	0	4,000	0	0%	0	0%	0	0.00%
Charity - Environment	403	3,720	0	4,000	0	0%	0	0%	0	0.00%
Domestic Abuse Services	403	3,720	0	4,000	0	0%	0	0%	0	0.00%
Archaeologists	399	3,727	0	4,000	0	0%	0	0%	0	0.00%
Rest Homes - Info & Placement Bureaus	393	3,736	0	4,000	0	0%	0	0%	0	0.00%
Air Pollution Measuring Service	391	3,737	0	4,000	0	0%	0	0%	0	0.00%
Television Station Equipment	391	3,737	0	4,000	0	0%	0	0%	0	0.00%
Hoists	384	3,744	0	4,000	0	0%	0	0%	0	0.00%
Deodorants	380	3,753	0	4,000	0	0%	0	0%	0	0.00%
Microwave Communications	379	3,755	0	4,000	0	0%	0	0%	0	0.00%
Flour	378	3,760	0	4,000	0	0%	0	0%	0	0.00%
Lithographers	373	3,763	0	4,000	0	0%	0	0%	0	0.00%
Railroad Cars - Manufacturers	373	3,763	0	4,000	0	0%	0	0%	0	0.00%
Grain Drying	371	3,768	0	4,000	0	0%	0	0%	0	0.00%
Alloys	370	3,771	0	4,000	0	0%	0	0%	0	0.00%
Price Marking Equipment & Supplies	370	3,771	0	4,000	0	0%	0	0%	0	0.00%
Color Consultants	368	3,776	0	4,000	0	0%	0	0%	0	0.00%
Insurance - Aviation	361	3,788	0	4,000	0	0%	0	0%	0	0.00%
Desk Pads & Accessories	359	3,790	0	4,000	0	0%	0	0%	0	0.00%
Culverts	358	3,793	0	4,000	0	0%	0	0%	0	0.00%
Pipe & Valve Fitters - Gas	355	3,797	0	4,000	0	0%	0	0%	0	0.00%
Infrared Inspection	353	3,798	0	4,000	0	0%	0	0%	0	0.00%
Swimming Pools - Removal	353	3,798	0	4,000	0	0%	0	0%	0	0.00%
Peanut Products	352	3,800	0	4,000	0	0%	0	0%	0	0.00%
Stevedoring Contractors	351	3,801	0	4,000	0	0%	0	0%	0	0.00%
Flavoring Extracts - Raw Materials	349	3,802	0	4,000	0	0%	0	0%	0	0.00%
Auto Service - Steam Cleaning	347	3,808	0	4,000	0	0%	0	0%	0	0.00%
Bleachers & Grandstands	345	3,812	0	4,000	0	0%	0	0%	0	0.00%
Windows - Wood	344	3,813	0	4,000	0	0%	0	0%	0	0.00%
Duplicating Machines & Supplies	343	3,817	0	4,000	0	0%	0	0%	0	0.00%
Crawfish Farms	340	3,824	0	4,000	0	0%	0	0%	0	0.00%
Plastics - Scrap	339	3,825	0	4,000	0	0%	0	0%	0	0.00%
Knitted Fabrics	338	3,827	0	4,000	0	0%	0	0%	0	0.00%
Livestock Buyers	335	3,832	0	4,000	0	0%	0	0%	0	0.00%
Car Loading & Unloading	333	3,839	0	4,000	0	0%	0	0%	0	0.00%
Metals - Precoated	331	3,842	0	4,000	0	0%	0	0%	0	0.00%
Shot Peening	326	3,851	0	4,000	0	0%	0	0%	0	0.00%
Plating Equipment & Supplies	325	3,852	0	4,000	0	0%	0	0%	0	0.00%
Road Oiling & Dust Control	325	3,852	0	4,000	0	0%	0	0%	0	0.00%
Paint Removers - Manufacturers	324	3,856	0	4,000	0	0%	0	0%	0	0.00%
Sanctuaries - Wild Life	322	3,860	0	4,000	0	0%	0	0%	0	0.00%
Wool	321	3,860	0	4,000	0	0%	0	0%	0	0.00%
Golf Caddies	321	3,862	0	4,000	0	0%	0	0%	0	0.00%
Leather Clothing - Wholesale & Manufacturers	321	3,862	0	4,000	0	0%	0	0%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Mexican Imports	321	3,862	0	4,000	0	0%	0	0%	0	0.00%
Corn Products	320	3,866	0	4,000	0	0%	0	0%	0	0.00%
Scrap Rubber	320	3,866	0	4,000	0	0%	0	0%	0	0.00%
Cotton Gins	317	3,870	0	4,000	0	0%	0	0%	0	0.00%
Handwriting Analysts	316	3,874	0	4,000	0	0%	0	0%	0	0.00%
Crushing & Pulverizing Equipment	315	3,876	0	4,000	0	0%	0	0%	0	0.00%
Explosives	314	3,878	0	4,000	0	0%	0	0%	0	0.00%
Radio Station Reps	314	3,878	0	4,000	0	0%	0	0%	0	0.00%
Medical House Calls	311	3,885	0	4,000	0	0%	0	0%	0	0.00%
Oils - Vegetables	311	3,885	0	4,000	0	0%	0	0%	0	0.00%
Power Plant Equipment - Repairing	311	3,885	0	4,000	0	0%	0	0%	0	0.00%
Graffiti Removal	310	3,891	0	4,000	0	0%	0	0%	0	0.00%
Name Plates	310	3,891	0	4,000	0	0%	0	0%	0	0.00%
Seed Cleaning Equipment	309	3,895	0	4,000	0	0%	0	0%	0	0.00%
Circuit Breakers	307	3,900	0	4,000	0	0%	0	0%	0	0.00%
Smoke Odor Counteracting Service	303	3,905	0	4,000	0	0%	0	0%	0	0.00%
Bottles - Used	301	3,907	0	4,000	0	0%	0	0%	0	0.00%
Aircraft Cleaning	298	3,910	0	4,000	0	0%	0	0%	0	0.00%
Tractor Work	298	3,910	0	4,000	0	0%	0	0%	0	0.00%
Generators - Steam	297	3,914	0	4,000	0	0%	0	0%	0	0.00%
Soy Bean Products	296	3,915	0	4,000	0	0%	0	0%	0	0.00%
Boys Clothing & Furnishings - Wholesale & Manufacturers	293	3,918	0	4,000	0	0%	0	0%	0	0.00%
Frozen Custard Machines	289	3,924	0	4,000	0	0%	0	0%	0	0.00%
Wood Turning	288	3,925	0	4,000	0	0%	0	0%	0	0.00%
Fertilizer Plant Equipment	286	3,928	0	4,000	0	0%	0	0%	0	0.00%
Reels	286	3,928	0	4,000	0	0%	0	0%	0	0.00%
Fallout Shelter Equipment & Supplies	285	3,930	0	4,000	0	0%	0	0%	0	0.00%
Physicians & Surgeons Equipment - Repair & Refinish	282	3,936	0	4,000	0	0%	0	0%	0	0.00%
Benches - Seating	280	3,938	0	4,000	0	0%	0	0%	0	0.00%
Manhole Covers	277	3,943	0	4,000	0	0%	0	0%	0	0.00%
Sewer Pipe	277	3,943	0	4,000	0	0%	0	0%	0	0.00%
Crushing & Pulverizing Service	276	3,947	0	4,000	0	0%	0	0%	0	0.00%
Insulation Materials - Electric	276	3,947	0	4,000	0	0%	0	0%	0	0.00%
Fishery Consultants	275	3,952	0	4,000	0	0%	0	0%	0	0.00%
Metals - Base	275	3,952	0	4,000	0	0%	0	0%	0	0.00%
Boat Launching Sites	274	3,954	0	4,000	0	0%	0	0%	0	0.00%
Carbide Metals & Products	274	3,954	0	4,000	0	0%	0	0%	0	0.00%
Railroad Ties - Dealers	274	3,954	0	4,000	0	0%	0	0%	0	0.00%
Wellpoint & Dewatering Systems	274	3,954	0	4,000	0	0%	0	0%	0	0.00%
Absorbents	273	3,958	0	4,000	0	0%	0	0%	0	0.00%
Lumber - Drying	272	3,960	0	4,000	0	0%	0	0%	0	0.00%
Steam Cleaning - Automotive	272	3,960	0	4,000	0	0%	0	0%	0	0.00%
Drilling - Geothermal	269	3,967	0	4,000	0	0%	0	0%	0	0.00%
Grain Brokers	267	3,971	0	4,000	0	0%	0	0%	0	0.00%
Pine Straw	267	3,971	0	4,000	0	0%	0	0%	0	0.00%
Cranes - Accessories & Parts	266	3,976	0	4,000	0	0%	0	0%	0	0.00%
Elevators - Parts	265	3,981	0	4,000	0	0%	0	0%	0	0.00%
Linings - Clothing	264	3,983	0	4,000	0	0%	0	0%	0	0.00%
Lubricating Devices & Systems	263	3,984	0	4,000	0	0%	0	0%	0	0.00%
Paper - Corrugated	262	3,986	0	4,000	0	0%	0	0%	0	0.00%
Screws	262	3,986	0	4,000	0	0%	0	0%	0	0.00%
Tobacco Warehouses	262	3,986	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Entertainment & Sports Law	259	3,991	0	4,000	0	0%	0	0%	0	0.00%
Artificial Eyes - Human	258	3,993	0	4,000	0	0%	0	0%	0	0.00%
Floor Removal	257	3,994	0	4,000	0	0%	0	0%	0	0.00%
Blueprinting Equipment & Supplies	256	3,998	0	4,000	0	0%	0	0%	0	0.00%
Brick - Used	256	3,998	0	4,000	0	0%	0	0%	0	0.00%
Fire Mitigation	256	3,998	0	4,000	0	0%	0	0%	0	0.00%
Adhesives & Gluing Equipment	255	4,001	0	4,000	0	0%	0	0%	0	0.00%
Farm Management Systems	255	4,001	0	4,000	0	0%	0	0%	0	0.00%
Corporation Supplies	253	4,006	0	4,000	0	0%	0	0%	0	0.00%
Drying Equipment - Industrial	252	4,008	0	4,000	0	0%	0	0%	0	0.00%
Colors & Pigment	248	4,013	0	4,000	0	0%	0	0%	0	0.00%
Printers - Letterpress	248	4,013	0	4,000	0	0%	0	0%	0	0.00%
Broom Manufacturers Equipment & Supplies	246	4,019	0	4,000	0	0%	0	0%	0	0.00%
Heat Recovery Equipment & Systems	244	4,023	0	4,000	0	0%	0	0%	0	0.00%
Fruits - Dried	242	4,029	0	4,000	0	0%	0	0%	0	0.00%
Library Equipment & Supplies	242	4,029	0	4,000	0	0%	0	0%	0	0.00%
Galvanizing	241	4,034	0	4,000	0	0%	0	0%	0	0.00%
Paper - Adhesive - Pressure Sensitive	240	4,035	0	4,000	0	0%	0	0%	0	0.00%
Soffit & Fascia	239	4,041	0	4,000	0	0%	0	0%	0	0.00%
Weather Stripping	239	4,041	0	4,000	0	0%	0	0%	0	0.00%
Disinfectants & Germicides	238	4,046	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Collaborative Divorce	237	4,047	0	4,000	0	0%	0	0%	0	0.00%
Solvents	236	4,049	0	4,000	0	0%	0	0%	0	0.00%
Gratings	235	4,052	0	4,000	0	0%	0	0%	0	0.00%
Investment Castings	235	4,052	0	4,000	0	0%	0	0%	0	0.00%
Concrete Breaking Equipment	234	4,055	0	4,000	0	0%	0	0%	0	0.00%
Doors - Cellar/Basement/Bilco	234	4,055	0	4,000	0	0%	0	0%	0	0.00%
Lumber - Used	234	4,055	0	4,000	0	0%	0	0%	0	0.00%
Closures - Industrial - Protective	233	4,058	0	4,000	0	0%	0	0%	0	0.00%
Paternity Tests & Services	233	4,058	0	4,000	0	0%	0	0%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Chemical Milling	232	4,062	0	4,000	0	0%	0	0%	0	0.00%
Lumber Treating	231	4,063	0	4,000	0	0%	0	0%	0	0.00%
Kites	230	4,065	0	4,000	0	0%	0	0%	0	0.00%
Pneumatic Tube Equipment & Systems	228	4,071	0	4,000	0	0%	0	0%	0	0.00%
Railroad Car Leasing	228	4,071	0	4,000	0	0%	0	0%	0	0.00%
Boat Launching	227	4,076	0	4,000	0	0%	0	0%	0	0.00%
Drills	227	4,076	0	4,000	0	0%	0	0%	0	0.00%
Picnic Equipment & Supplies	227	4,076	0	4,000	0	0%	0	0%	0	0.00%
Screens - Security Door	227	4,076	0	4,000	0	0%	0	0%	0	0.00%
Centrifugal Machinery	225	4,080	0	4,000	0	0%	0	0%	0	0.00%
Clamps	225	4,080	0	4,000	0	0%	0	0%	0	0.00%
Reiki Therapy	225	4,080	0	4,000	0	0%	0	0%	0	0.00%
Shoe Trees	224	4,084	0	4,000	0	0%	0	0%	0	0.00%
Vessels - Pressure	224	4,084	0	4,000	0	0%	0	0%	0	0.00%
Window Shades - Repair	222	4,089	0	4,000	0	0%	0	0%	0	0.00%
Laminated Structural Products	221	4,090	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Landlord/Tenant	220	4,092	0	4,000	0	0%	0	0%	0	0.00%
Baton Twirling Instruction	218	4,101	0	4,000	0	0%	0	0%	0	0.00%
Fishermen - Commercial	218	4,101	0	4,000	0	0%	0	0%	0	0.00%
Concrete - Prestressed	217	4,104	0	4,000	0	0%	0	0%	0	0.00%
Lumber Mill Representatives	213	4,109	0	4,000	0	0%	0	0%	0	0.00%
Beer Dispensing & Cleaning Equipment - Repair	211	4,111	0	4,000	0	0%	0	0%	0	0.00%
Metals - Corrugated	211	4,111	0	4,000	0	0%	0	0%	0	0.00%
Vibration Measurement	211	4,111	0	4,000	0	0%	0	0%	0	0.00%
Signals	210	4,115	0	4,000	0	0%	0	0%	0	0.00%
China - Wholesale & Manufacturers	209	4,116	0	4,000	0	0%	0	0%	0	0.00%
Siding Cleaning	209	4,116	0	4,000	0	0%	0	0%	0	0.00%
Hinges	208	4,119	0	4,000	0	0%	0	0%	0	0.00%
Carpet & Rug Measuring	207	4,122	0	4,000	0	0%	0	0%	0	0.00%
Entomologists	207	4,122	0	4,000	0	0%	0	0%	0	0.00%
Hand Gliding & Instruction	207	4,122	0	4,000	0	0%	0	0%	0	0.00%
Steeple Jacks	206	4,127	0	4,000	0	0%	0	0%	0	0.00%
Tunneling Contractors	205	4,128	0	4,000	0	0%	0	0%	0	0.00%
Mixing & Agitation Machinery	203	4,132	0	4,000	0	0%	0	0%	0	0.00%
Bedsprads - Wholesale & Manufacturers	202	4,133	0	4,000	0	0%	0	0%	0	0.00%
Textile Converting	202	4,133	0	4,000	0	0%	0	0%	0	0.00%
Insulation Removal	200	4,139	0	4,000	0	0%	0	0%	0	0.00%
Paper Tubes & Cores	199	4,144	0	4,000	0	0%	0	0%	0	0.00%
Chains	198	4,145	0	4,000	0	0%	0	0%	0	0.00%
Charity - Blind & Visually Impaired	196	4,149	0	4,000	0	0%	0	0%	0	0.00%
Aprons - Domestic & Fancy	193	4,154	0	4,000	0	0%	0	0%	0	0.00%
Concrete Additives	192	4,157	0	4,000	0	0%	0	0%	0	0.00%
Printing Plates	191	4,158	0	4,000	0	0%	0	0%	0	0.00%
Sanitary Napkins	191	4,159	0	4,000	0	0%	0	0%	0	0.00%
Landfills - Construction Materials	189	4,161	0	4,000	0	0%	0	0%	0	0.00%
Walkway Design	188	4,163	0	4,000	0	0%	0	0%	0	0.00%
Brush Manufacturers Equipment & Supplies	186	4,165	0	4,000	0	0%	0	0%	0	0.00%
Carbon - Activated	184	4,167	0	4,000	0	0%	0	0%	0	0.00%
Oil Well Logging & Perforating	183	4,169	0	4,000	0	0%	0	0%	0	0.00%
Wallboard & Plasterboard	182	4,171	0	4,000	0	0%	0	0%	0	0.00%
Perfumes - Raw Materials & Supplies	179	4,174	0	4,000	0	0%	0	0%	0	0.00%
Nozzles	177	4,180	0	4,000	0	0%	0	0%	0	0.00%
Clocks - Components	176	4,183	0	4,000	0	0%	0	0%	0	0.00%
Stabilizers	175	4,185	0	4,000	0	0%	0	0%	0	0.00%
Barrels & Drums - Equipment & Supplies	173	4,188	0	4,000	0	0%	0	0%	0	0.00%
Shade Sails	173	4,188	0	4,000	0	0%	0	0%	0	0.00%
Reflectors	172	4,190	0	4,000	0	0%	0	0%	0	0.00%
Concrete Mixing Plant Equipment	171	4,191	0	4,000	0	0%	0	0%	0	0.00%
Lumber Inspectors	171	4,191	0	4,000	0	0%	0	0%	0	0.00%
Solar Panel Cleaning	171	4,191	0	4,000	0	0%	0	0%	0	0.00%
Refrigerators & Freezers - Supplies & Parts	170	4,194	0	4,000	0	0%	0	0%	0	0.00%
Diamonds - Industrial	169	4,195	0	4,000	0	0%	0	0%	0	0.00%
Door Closers & Checks	168	4,196	0	4,000	0	0%	0	0%	0	0.00%
Ranges & Ovens - Dealers	168	4,196	0	4,000	0	0%	0	0%	0	0.00%
Grease Pumping	167	4,200	0	4,000	0	0%	0	0%	0	0.00%
Lapidaries	167	4,200	0	4,000	0	0%	0	0%	0	0.00%
Machinery & Equipment - Appraisal	166	4,205	0	4,000	0	0%	0	0%	0	0.00%
Poles	166	4,205	0	4,000	0	0%	0	0%	0	0.00%
Plastics - High Pressure Laminates	165	4,209	0	4,000	0	0%	0	0%	0	0.00%
Shoe Dyers	165	4,209	0	4,000	0	0%	0	0%	0	0.00%
U-Catch Fishing	165	4,209	0	4,000	0	0%	0	0%	0	0.00%
Binders - Loose Leaf	164	4,212	0	4,000	0	0%	0	0%	0	0.00%
Missing Person Services	164	4,212	0	4,000	0	0%	0	0%	0	0.00%
Ice Melting Equipment & Supplies	162	4,216	0	4,000	0	0%	0	0%	0	0.00%
Metallurgists	162	4,216	0	4,000	0	0%	0	0%	0	0.00%
Photographic Research Service	162	4,216	0	4,000	0	0%	0	0%	0	0.00%
Financial Planning Kit	161	4,220	0	4,000	0	0%	0	0%	0	0.00%
Ice Cream Freezers	161	4,220	0	4,000	0	0%	0	0%	0	0.00%
Timing Devices	160	4,222	0	4,000	0	0%	0	0%	0	0.00%
Buttons - Clothing	159	4,226	0	4,000	0	0%	0	0%	0	0.00%
Drywall - Inspectors	159	4,226	0	4,000	0	0%	0	0%	0	0.00%
Oil Reports	159	4,226	0	4,000	0	0%	0	0%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Feathers	158	4,229	0	4,000	0	0%	0	0%	0	0.00%
Notions - Retail	158	4,229	0	4,000	0	0%	0	0%	0	0.00%
Pickles & Pickle Products	158	4,229	0	4,000	0	0%	0	0%	0	0.00%
Tool Holders	158	4,229	0	4,000	0	0%	0	0%	0	0.00%
Feedlot	157	4,233	0	4,000	0	0%	0	0%	0	0.00%
Funeral Escorts	157	4,233	0	4,000	0	0%	0	0%	0	0.00%
Recording Instruments - Industrial & Scientific	157	4,233	0	4,000	0	0%	0	0%	0	0.00%
Cutting & Slitting Service	156	4,238	0	4,000	0	0%	0	0%	0	0.00%
Mosaics	155	4,240	0	4,000	0	0%	0	0%	0	0.00%
Cans	154	4,242	0	4,000	0	0%	0	0%	0	0.00%
Pilots - Marine	154	4,242	0	4,000	0	0%	0	0%	0	0.00%
Waste Paper	154	4,242	0	4,000	0	0%	0	0%	0	0.00%
Destination Management	152	4,247	0	4,000	0	0%	0	0%	0	0.00%
Greeting Card Manufacturers Supplies	151	4,250	0	4,000	0	0%	0	0%	0	0.00%
Lamp Shades - Wholesale & Manufacturers	151	4,250	0	4,000	0	0%	0	0%	0	0.00%
Music Writers Supplies	151	4,250	0	4,000	0	0%	0	0%	0	0.00%
Street Cleaning Equipment	151	4,250	0	4,000	0	0%	0	0%	0	0.00%
Knit Goods - Wholesale & Manufacturers	150	4,254	0	4,000	0	0%	0	0%	0	0.00%
Computers - Bulletin Boards	149	4,257	0	4,000	0	0%	0	0%	0	0.00%
Radioactivity Instruments, Supplies, Services	149	4,257	0	4,000	0	0%	0	0%	0	0.00%
Skate Sharpening	148	4,261	0	4,000	0	0%	0	0%	0	0.00%
Pipe Reconditioning	146	4,266	0	4,000	0	0%	0	0%	0	0.00%
Charity - Law & Public Interest	145	4,267	0	4,000	0	0%	0	0%	0	0.00%
Photogrammetric Equipment & Supplies	145	4,267	0	4,000	0	0%	0	0%	0	0.00%
Stock Yards	145	4,267	0	4,000	0	0%	0	0%	0	0.00%
Oil Well Surveyors	144	4,271	0	4,000	0	0%	0	0%	0	0.00%
Plaster Products - Ornamental	144	4,271	0	4,000	0	0%	0	0%	0	0.00%
Canners	143	4,273	0	4,000	0	0%	0	0%	0	0.00%
Cotton Ginning Equipment & Supplies	143	4,273	0	4,000	0	0%	0	0%	0	0.00%
Time Cards & Racks	143	4,273	0	4,000	0	0%	0	0%	0	0.00%
Astronomical Instruments	142	4,278	0	4,000	0	0%	0	0%	0	0.00%
Mirrors - Resilver	142	4,278	0	4,000	0	0%	0	0%	0	0.00%
Camping Equipment - Renting	141	4,280	0	4,000	0	0%	0	0%	0	0.00%
Gypsum & Gypsum Products	141	4,280	0	4,000	0	0%	0	0%	0	0.00%
Dehydrating Service	140	4,283	0	4,000	0	0%	0	0%	0	0.00%
Service Station Supplies	139	4,285	0	4,000	0	0%	0	0%	0	0.00%
Water Coolers - Bottle less	138	4,289	0	4,000	0	0%	0	0%	0	0.00%
Clipping Service	137	4,290	0	4,000	0	0%	0	0%	0	0.00%
Aircraft Salvage	136	4,291	0	4,000	0	0%	0	0%	0	0.00%
Printing Rollers	136	4,291	0	4,000	0	0%	0	0%	0	0.00%
Slippers - Wholesale & Manufacturers	136	4,291	0	4,000	0	0%	0	0%	0	0.00%
Weaving Supplies & Equipment	136	4,291	0	4,000	0	0%	0	0%	0	0.00%
Fish By-Products	135	4,297	0	4,000	0	0%	0	0%	0	0.00%
Steel - Used	135	4,297	0	4,000	0	0%	0	0%	0	0.00%
Translators Equipment	134	4,300	0	4,000	0	0%	0	0%	0	0.00%
Sterilizing Service	133	4,304	0	4,000	0	0%	0	0%	0	0.00%
Tapes - Sound - Dealers	133	4,304	0	4,000	0	0%	0	0%	0	0.00%
Caverns	131	4,308	0	4,000	0	0%	0	0%	0	0.00%
Dishwashing Machines - Dealers	131	4,308	0	4,000	0	0%	0	0%	0	0.00%
Truck Terminals	131	4,308	0	4,000	0	0%	0	0%	0	0.00%
Acid Proof Equipment & Materials	130	4,312	0	4,000	0	0%	0	0%	0	0.00%
Anodizing	130	4,312	0	4,000	0	0%	0	0%	0	0.00%
Carnival Supplies	130	4,312	0	4,000	0	0%	0	0%	0	0.00%
Screening & Sifting Equipment	130	4,312	0	4,000	0	0%	0	0%	0	0.00%
Indoor Sky Diving	129	4,318	0	4,000	0	0%	0	0%	0	0.00%
Teletypewriters Message Service	129	4,318	0	4,000	0	0%	0	0%	0	0.00%
Facility Planning	127	4,328	0	4,000	0	0%	0	0%	0	0.00%
Fountains - Drinking	127	4,328	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Securities	126	4,333	0	4,000	0	0%	0	0%	0	0.00%
Glass Coating & Tinting Machinery	125	4,334	0	4,000	0	0%	0	0%	0	0.00%
Balls Steel, Bronze, Ceramic	124	4,335	0	4,000	0	0%	0	0%	0	0.00%
Embalmers	124	4,335	0	4,000	0	0%	0	0%	0	0.00%
Gold Leaf	123	4,338	0	4,000	0	0%	0	0%	0	0.00%
Drapery Trimmings	122	4,339	0	4,000	0	0%	0	0%	0	0.00%
Oil Well Fishing Tools	122	4,339	0	4,000	0	0%	0	0%	0	0.00%
Pipe Sealing - Industrial	122	4,339	0	4,000	0	0%	0	0%	0	0.00%
Heat Treating - Metal - Equipment & Supplies	121	4,342	0	4,000	0	0%	0	0%	0	0.00%
Rods - Threaded	121	4,342	0	4,000	0	0%	0	0%	0	0.00%
Doors - French	120	4,348	0	4,000	0	0%	0	0%	0	0.00%
Shuffleboards	120	4,348	0	4,000	0	0%	0	0%	0	0.00%
Trap & Skeet Ranges	119	4,351	0	4,000	0	0%	0	0%	0	0.00%
Meteorological Consultants	118	4,352	0	4,000	0	0%	0	0%	0	0.00%
Naval Architects	118	4,352	0	4,000	0	0%	0	0%	0	0.00%
Pewter	118	4,352	0	4,000	0	0%	0	0%	0	0.00%
Scenery Studio	117	4,355	0	4,000	0	0%	0	0%	0	0.00%
Pavement & Floor Marking Supplies & Equipment	116	4,357	0	4,000	0	0%	0	0%	0	0.00%
Salads	116	4,357	0	4,000	0	0%	0	0%	0	0.00%
Brakes - Lining - Manufacturers & Distributors	115	4,361	0	4,000	0	0%	0	0%	0	0.00%
Cleaning Supplies by Mail	115	4,361	0	4,000	0	0%	0	0%	0	0.00%
Fabric Laminating & Bonding	114	4,364	0	4,000	0	0%	0	0%	0	0.00%
Slings	114	4,364	0	4,000	0	0%	0	0%	0	0.00%
Watchmakers Equipment & Supplies	114	4,364	0	4,000	0	0%	0	0%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable to Pursue	%
Cans Manufacturers Machinery	113	4,368	0	4,000	0	0%	0	0%	0	0.00%
Coal & Coke - Wholesale	113	4,368	0	4,000	0	0%	0	0%	0	0.00%
Health Care Linen Service	112	4,370	0	4,000	0	0%	0	0%	0	0.00%
Pole Line Contractors	112	4,370	0	4,000	0	0%	0	0%	0	0.00%
Pressurization Equipment	112	4,370	0	4,000	0	0%	0	0%	0	0.00%
Hammocks/Hammock Stands & Chairs	112	4,373	0	4,000	0	0%	0	0%	0	0.00%
Speed Reducers	111	4,373	0	4,000	0	0%	0	0%	0	0.00%
Brush Control	110	4,377	0	4,000	0	0%	0	0%	0	0.00%
Dry Erase Boards	110	4,377	0	4,000	0	0%	0	0%	0	0.00%
Drywall Toxic - Inspection	110	4,377	0	4,000	0	0%	0	0%	0	0.00%
Protein Purification	110	4,377	0	4,000	0	0%	0	0%	0	0.00%
Calculating Service	109	4,383	0	4,000	0	0%	0	0%	0	0.00%
Records - Phono - Manufacturers Equipment & Supplies	108	4,385	0	4,000	0	0%	0	0%	0	0.00%
Visual Control Systems	108	4,385	0	4,000	0	0%	0	0%	0	0.00%
Porcelain Products	107	4,387	0	4,000	0	0%	0	0%	0	0.00%
Electrostatic Painting	106	4,390	0	4,000	0	0%	0	0%	0	0.00%
Silicones	106	4,390	0	4,000	0	0%	0	0%	0	0.00%
Sirens & Horns	106	4,390	0	4,000	0	0%	0	0%	0	0.00%
Strapping & Strapping Equipment	106	4,390	0	4,000	0	0%	0	0%	0	0.00%
Aircraft Hangar Construction	105	4,399	0	4,000	0	0%	0	0%	0	0.00%
Pipe Hangers	104	4,401	0	4,000	0	0%	0	0%	0	0.00%
Skating Rinks - Installation, Equipment & Supplies	104	4,401	0	4,000	0	0%	0	0%	0	0.00%
Spoils	104	4,401	0	4,000	0	0%	0	0%	0	0.00%
Tapes - Sound - Wholesale & Manufacturers	104	4,401	0	4,000	0	0%	0	0%	0	0.00%
Balancing Service - Industrial	103	4,407	0	4,000	0	0%	0	0%	0	0.00%
Contractors - Plant Maintenance Shutdown	103	4,407	0	4,000	0	0%	0	0%	0	0.00%
Picture Hangers - Wholesale & Manufacturers	103	4,407	0	4,000	0	0%	0	0%	0	0.00%
Stress Relief Equipment & Supplies - Industrial	103	4,407	0	4,000	0	0%	0	0%	0	0.00%
Tobacco Leaf - Wholesale	103	4,407	0	4,000	0	0%	0	0%	0	0.00%
Online Dance Tutorials	102	4,412	0	4,000	0	0%	0	0%	0	0.00%
Clergy	101	4,414	0	4,000	0	0%	0	0%	0	0.00%
Geophysical Apparatus	101	4,414	0	4,000	0	0%	0	0%	0	0.00%
Hay Rides	101	4,414	0	4,000	0	0%	0	0%	0	0.00%
Pulp & Pulp Products	100	4,417	0	4,000	0	0%	0	0%	0	0.00%
Rivets	100	4,417	0	4,000	0	0%	0	0%	0	0.00%
Seismic Retrofit	99	4,419	0	4,000	0	0%	0	0%	0	0.00%
Fish Nets	98	4,422	0	4,000	0	0%	0	0%	0	0.00%
Handball Courts	98	4,422	0	4,000	0	0%	0	0%	0	0.00%
Winches	98	4,422	0	4,000	0	0%	0	0%	0	0.00%
Conduit & Fittings	97	4,425	0	4,000	0	0%	0	0%	0	0.00%
Night Vision Equipment	97	4,425	0	4,000	0	0%	0	0%	0	0.00%
Aerial Lift - Repair & Maintenance	96	4,428	0	4,000	0	0%	0	0%	0	0.00%
Demographic Research	96	4,428	0	4,000	0	0%	0	0%	0	0.00%
Welding Inspectors	96	4,428	0	4,000	0	0%	0	0%	0	0.00%
Automobile Pre-Paid Maintenance Plans	95	4,433	0	4,000	0	0%	0	0%	0	0.00%
Baling Equipment & Supplies	95	4,433	0	4,000	0	0%	0	0%	0	0.00%
Baseball Pitching Machines	95	4,433	0	4,000	0	0%	0	0%	0	0.00%
Capacitors	95	4,433	0	4,000	0	0%	0	0%	0	0.00%
Floor Machines - Rent	95	4,433	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Construction Accidents	94	4,441	0	4,000	0	0%	0	0%	0	0.00%
Knitting Machines	94	4,441	0	4,000	0	0%	0	0%	0	0.00%
Paper Brokers & Mill Reps	94	4,441	0	4,000	0	0%	0	0%	0	0.00%
Twines & Cordage	94	4,441	0	4,000	0	0%	0	0%	0	0.00%
Hydrologists	93	4,445	0	4,000	0	0%	0	0%	0	0.00%
Meters - Repair	93	4,445	0	4,000	0	0%	0	0%	0	0.00%
Printing Repair	93	4,445	0	4,000	0	0%	0	0%	0	0.00%
Telemeter Equipment	93	4,445	0	4,000	0	0%	0	0%	0	0.00%
Carbide	92	4,449	0	4,000	0	0%	0	0%	0	0.00%
Funnels	92	4,449	0	4,000	0	0%	0	0%	0	0.00%
Anchors - Expansion	91	4,451	0	4,000	0	0%	0	0%	0	0.00%
Oils - ReRefined	91	4,451	0	4,000	0	0%	0	0%	0	0.00%
Tobacco Buyers	91	4,451	0	4,000	0	0%	0	0%	0	0.00%
Beetle Repellent	90	4,455	0	4,000	0	0%	0	0%	0	0.00%
Bookcases	90	4,455	0	4,000	0	0%	0	0%	0	0.00%
Combustion Controls	90	4,455	0	4,000	0	0%	0	0%	0	0.00%
Dumbwaiters	90	4,455	0	4,000	0	0%	0	0%	0	0.00%
Elastic Goods	90	4,455	0	4,000	0	0%	0	0%	0	0.00%
Wait Staff	90	4,455	0	4,000	0	0%	0	0%	0	0.00%
Cork & Cork Products	89	4,462	0	4,000	0	0%	0	0%	0	0.00%
Crankshaft Manufacturers	89	4,462	0	4,000	0	0%	0	0%	0	0.00%
Orchestras & Bands - Competitions	89	4,462	0	4,000	0	0%	0	0%	0	0.00%
Recruiting - Armed Forces	89	4,462	0	4,000	0	0%	0	0%	0	0.00%
Engravers - Photo	88	4,467	0	4,000	0	0%	0	0%	0	0.00%
Dishwashing Compounds	86	4,470	0	4,000	0	0%	0	0%	0	0.00%
Eye Banks	86	4,470	0	4,000	0	0%	0	0%	0	0.00%
Observatories	86	4,470	0	4,000	0	0%	0	0%	0	0.00%
Telegrams - Novelty	86	4,470	0	4,000	0	0%	0	0%	0	0.00%
Washing Machines - Industrial	86	4,470	0	4,000	0	0%	0	0%	0	0.00%
Cocktail Mixes	85	4,475	0	4,000	0	0%	0	0%	0	0.00%
Expanded Metals	85	4,475	0	4,000	0	0%	0	0%	0	0.00%
Folding Machines	85	4,475	0	4,000	0	0%	0	0%	0	0.00%
Felt & Felt Products	84	4,479	0	4,000	0	0%	0	0%	0	0.00%

**US and Canada BBB
2013 Statistics
Sorted by Complaints**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Dredging Machinery	5	4,988	0	4,000	0	0%	0	0%	0	0.00%
Lift Kits	5	4,988	0	4,000	0	0%	0	0%	0	0.00%
Monorail Systems	5	4,988	0	4,000	0	0%	0	0%	0	0.00%
Pet Training - Electronic/ecollar	5	4,988	0	4,000	0	0%	0	0%	0	0.00%
Sound Effect Records	5	4,988	0	4,000	0	0%	0	0%	0	0.00%
Tree Climbing Instruction	5	4,988	0	4,000	0	0%	0	0%	0	0.00%
Wire Straighten & Cut	5	4,988	0	4,000	0	0%	0	0%	0	0.00%
Aprons - Industrial	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Babbitt Metals	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Colors - Food	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Compasses	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Doughnut Machines & Supplies	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Drop Cloths	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Fire Lookout Stations	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Gumming Service	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Ice Cream Cone Manufacturers Equipment	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Livestock Spraying	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Oil Hole Covers	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Rubber - Crude	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Ship Registers	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Strainers - Wholesale & Manufacturers	4	4,996	0	4,000	0	0%	0	0%	0	0.00%
Bull Riding	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Collapsible Tubes	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Demagnetizers	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Deposit Protection	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Dyers - Industrial	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Fungicides	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Ladders - Renting	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Lanyards	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Pipe Joint Compounds	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Print Blocks	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Sanitariums	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Tennis Racket Stringing Machines	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Tin ware	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Towels - Industrial	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Veterinary Physical Therapy & Rehabilitation	3	5,012	0	4,000	0	0%	0	0%	0	0.00%
Anodes	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Antique Asian Rugs	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Coin Wrappers	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Custom Synthesis	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Dressmakers Supplies	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Experimental Work	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Flock Manufacturers & Processors	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Gold Stamping	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Governors	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Guards - Machine	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Lath	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Numbering Machines	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Podiatrists Reference Service	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Shafting	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Ship Cleaning	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Teletypewriters Supplies	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Universal Joints	2	5,028	0	4,000	0	0%	0	0%	0	0.00%
Attorneys & Lawyers à€ Short Sale	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Bed Wetting Aids	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Bridge Instruction	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Coat Fronts	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Coats Of Arms	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Coils - Plate	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Couplings	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Fuel - Marine	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Fur Matching	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Hematology	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Mattresses - Cleaning	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Metallizing Equipment	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Motor Home - Carpet & Upholstery Cleaning	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Pins Cotter, Taper	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Snowmobile Tours	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Stone Slinger	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Suicide Prevention Service	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Therapy Dogs	1	5,049	0	4,000	0	0%	0	0%	0	0.00%
Waterbeds - Service & Repair	1	5,049	0	4,000	0	0%	0	0%	0	0.00%