

Canada BBB  
2015 Statistics  
Sorted by Industry

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
<b>Total</b>	<b>11,260,706</b>		<b>27,427</b>		<b>19,659</b>	<b>72%</b>	<b>7,084</b>	<b>26%</b>	<b>684</b>	<b>2%</b>
Abrasives	207	1,996	0	1,629	0	0%	0	0%	0	0%
Access Control Systems	189	2,044	0	1,629	0	0%	0	0%	0	0%
Accident Reconstruction Service	56	2,788	0	1,629	0	0%	0	0%	0	0%
Accountants	20,370	102	17	268	12	71%	5	29%	0	0%
Accountants - Certified Public	9,246	218	3	747	2	67%	1	33%	0	0%
Accounting & Bookkeeping Machines	1,703	776	0	1,629	0	0%	0	0%	0	0%
Accounting Services	10,695	190	17	268	13	76%	4	24%	0	0%
Acid Proof Equipment & Materials	59	2,761	0	1,629	0	0%	0	0%	0	0%
Acoustical Consultants	126	2,297	0	1,629	0	0%	0	0%	0	0%
Acoustical Materials	135	2,256	0	1,629	0	0%	0	0%	0	0%
Acting & Voice Over Training	17	3,326	0	1,629	0	0%	0	0%	0	0%
Actuaries	168	2,120	0	1,629	0	0%	0	0%	0	0%
Acupressure	152	2,182	0	1,629	0	0%	0	0%	0	0%
Acupuncturists	2,398	633	0	1,629	0	0%	0	0%	0	0%
Adhesives & Glues	225	1,949	0	1,629	0	0%	0	0%	0	0%
Adhesives & Gluing Equipment	5	3,693	0	1,629	0	0%	0	0%	0	0%
Adjusters	3,820	445	6	502	6	100%	0	0%	0	0%
Administrative Services	406	1,552	0	1,629	0	0%	0	0%	0	0%
Adoption Services	243	1,897	0	1,629	0	0%	0	0%	0	0%
Adult & Continuing Education	1,551	823	7	451	6	86%	1	14%	0	0%
Adult Entertainment	1,612	804	3	747	2	67%	1	33%	0	0%
Adult Novelties	1,141	974	3	747	1	33%	2	67%	0	0%
Advance Fee Loan Brokers	20,953	98	88	62	0	0%	54	61%	34	39%
Advertising - Aerial	1	3,909	0	1,629	0	0%	0	0%	0	0%
Advertising - Checking Service	19	3,281	0	1,629	0	0%	0	0%	0	0%
Advertising - Direct Mail	2,174	668	2	889	1	50%	1	50%	0	0%
Advertising - Directory & Guide	6,631	285	83	63	66	80%	17	20%	0	0%
Advertising - Indoor	142	2,227	0	1,629	0	0%	0	0%	0	0%
Advertising - Internet	1,268	922	2	889	1	50%	1	50%	0	0%
Advertising - Mobile	3	3,790	0	1,629	0	0%	0	0%	0	0%
Advertising - Motion Picture	2	3,845	0	1,629	0	0%	0	0%	0	0%
Advertising - Newspaper	373	1,609	0	1,629	0	0%	0	0%	0	0%
Advertising - Outdoor	408	1,551	1	1,107	0	0%	1	100%	0	0%
Advertising - Periodical	1,711	771	2	889	2	100%	0	0%	0	0%
Advertising - Radio	100	2,434	0	1,629	0	0%	0	0%	0	0%
Advertising - Shoppers Guides	94	2,470	1	1,107	0	0%	1	100%	0	0%
Advertising - Telephone	200	2,013	0	1,629	0	0%	0	0%	0	0%
Advertising - Television	75	2,606	0	1,629	0	0%	0	0%	0	0%
Advertising - Transit & Transportation	2	3,845	0	1,629	0	0%	0	0%	0	0%
Advertising - Vinyl Phone Book Covers	1	3,909	0	1,629	0	0%	0	0%	0	0%
Advertising Agencies & Counselors	6,453	291	37	133	29	78%	8	22%	0	0%
Advertising Specialties	7,617	253	59	94	35	59%	10	17%	14	24%
Aerial Applicators	1	3,909	0	1,629	0	0%	0	0%	0	0%
Aerospace Industries	41	2,954	0	1,629	0	0%	0	0%	0	0%
Aerospace Research & Development	95	2,464	2	889	2	100%	0	0%	0	0%
Agricultural Consultants	126	2,297	0	1,629	0	0%	0	0%	0	0%
Agricultural Services	1,745	761	1	1,107	0	0%	1	100%	0	0%
Agricultural Waste Management	93	2,480	0	1,629	0	0%	0	0%	0	0%
Aids Research & Clinics	1	3,909	0	1,629	0	0%	0	0%	0	0%
Air Ambulance Service	118	2,336	0	1,629	0	0%	0	0%	0	0%
Air Balancing	90	2,502	0	1,629	0	0%	0	0%	0	0%
Air Brushes	31	3,083	0	1,629	0	0%	0	0%	0	0%
Air Cargo & Package Express Service	542	1,383	2	889	2	100%	0	0%	0	0%

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Air Compressors	254	1,867	2	889	1	50%	1	50%	0	0%
Air conditioning & Heating Contractors - Commercial	16,702	127	21	218	14	67%	7	33%	0	0%
Air conditioning & Heating Contractors - Residential	30,020	64	53	98	33	62%	20	38%	0	0%
Air Conditioning Contractors & Systems	12,354	161	10	371	5	50%	4	40%	1	10%
Air Conditioning Equipment - Room Units	174	2,091	0	1,629	0	0%	0	0%	0	0%
Air Conditioning Repair	1,710	772	0	1,629	0	0%	0	0%	0	0%
Air Conditioning Supplies & Parts	600	1,320	1	1,107	0	0%	0	0%	1	##
Air Conditioning Systems - Cleaning	94	2,470	0	1,629	0	0%	0	0%	0	0%
Air Courier Service	390	1,588	1	1,107	1	100%	0	0%	0	0%
Air Curtains & Screens	6	3,658	0	1,629	0	0%	0	0%	0	0%
Air Duct Cleaning	10,541	192	30	163	17	57%	9	30%	4	13%
Air Duct Repair	54	2,807	0	1,629	0	0%	0	0%	0	0%
Air Duct Systems	52	2,826	0	1,629	0	0%	0	0%	0	0%
Air Fragrances	26	3,157	0	1,629	0	0%	0	0%	0	0%
Air Motors	74	2,613	1	1,107	0	0%	1	100%	0	0%
Air Pollution Control	524	1,406	0	1,629	0	0%	0	0%	0	0%
Air Pollution Measuring Service	115	2,357	0	1,629	0	0%	0	0%	0	0%
Air Purifying & Cleaning Systems & Equipment	11,502	173	19	241	10	53%	6	32%	3	16%
Air Quality Service	3,928	437	2	889	2	100%	0	0%	0	0%
Air Sealing	7	3,621	0	1,629	0	0%	0	0%	0	0%
Aircraft & Aircraft Equipment - Testing	6	3,658	0	1,629	0	0%	0	0%	0	0%
Aircraft Brokers	35	3,025	0	1,629	0	0%	0	0%	0	0%
Aircraft Charter, Rental & Lease	631	1,290	2	889	1	50%	1	50%	0	0%
Aircraft Cleaning	11	3,475	0	1,629	0	0%	0	0%	0	0%
Aircraft Dealers	91	2,494	0	1,629	0	0%	0	0%	0	0%
Aircraft Engines	31	3,083	0	1,629	0	0%	0	0%	0	0%
Aircraft Ferrying & Transporting Service	63	2,713	0	1,629	0	0%	0	0%	0	0%
Aircraft Ground Support & Service Equipment	16	3,350	0	1,629	0	0%	0	0%	0	0%
Aircraft Manufacturers	37	2,996	0	1,629	0	0%	0	0%	0	0%
Aircraft Parts & Supplies	562	1,357	0	1,629	0	0%	0	0%	0	0%
Aircraft Rebuilding	11	3,475	0	1,629	0	0%	0	0%	0	0%
Aircraft Schools	347	1,659	0	1,629	0	0%	0	0%	0	0%
Aircraft Servicing & Maintenance	552	1,370	0	1,629	0	0%	0	0%	0	0%
Aircraft Storage	7	3,621	0	1,629	0	0%	0	0%	0	0%
Airlines	4,299	409	131	42	31	24%	98	75%	2	2%
Airlines - Ticket Agencies	298	1,758	2	889	0	0%	2	100%	0	0%
Airlines - Training Schools	362	1,638	0	1,629	0	0%	0	0%	0	0%
Airport Equipment & Supplies	19	3,281	0	1,629	0	0%	0	0%	0	0%
Airport Parking Reservations	762	1,185	6	502	4	67%	2	33%	0	0%
Airport Transportation	700	1,235	9	402	5	56%	4	44%	0	0%
Airports	184	2,059	1	1,107	1	100%	0	0%	0	0%
Albums	4	3,743	0	1,629	0	0%	0	0%	0	0%
Alcoholism Info & Treatment Centers	425	1,524	0	1,629	0	0%	0	0%	0	0%
Alfalfa & Alfalfa Products	1	3,909	0	1,629	0	0%	0	0%	0	0%
All-Terrain Vehicles - ATVs	4,949	363	22	209	12	55%	10	45%	0	0%
Alloys	19	3,281	0	1,629	0	0%	0	0%	0	0%
Alterations - Clothing	2,838	567	6	502	2	33%	4	67%	0	0%
Alternative Medicine	783	1,178	0	1,629	0	0%	0	0%	0	0%
Alternators & Generators - Auto Repair	1,072	1,000	4	641	3	75%	1	25%	0	0%
Alternators & Generators - Retail	615	1,305	1	1,107	1	100%	0	0%	0	0%
Aluminum	559	1,363	1	1,107	0	0%	1	100%	0	0%
Aluminum Fabricators	339	1,678	0	1,629	0	0%	0	0%	0	0%
Aluminum Products	2,293	651	1	1,107	0	0%	1	100%	0	0%
Alzheimer Care, Information & Treatment	4	3,743	0	1,629	0	0%	0	0%	0	0%
Ambulance Service	210	1,987	1	1,107	1	100%	0	0%	0	0%
Ambulances & Hearses	136	2,249	0	1,629	0	0%	0	0%	0	0%
Ammunition & Reload Equipment & Supplies	177	2,081	0	1,629	0	0%	0	0%	0	0%
Amusement Devices	51	2,841	0	1,629	0	0%	0	0%	0	0%

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Amusement Park Equipment	277	1,803	0	1,629	0	0%	0	0%	0	0%
Amusement Parks & Places	1,162	963	7	451	5	71%	2	29%	0	0%
Anchors - Marine	118	2,336	0	1,629	0	0%	0	0%	0	0%
Animal Breeders	1,147	970	1	1,107	1	100%	0	0%	0	0%
Animal Brokers & Dealers - Zoo, Circus	103	2,415	0	1,629	0	0%	0	0%	0	0%
Animal Foods - Zoo, Circus	23	3,226	0	1,629	0	0%	0	0%	0	0%
Animal Health Products	121	2,323	1	1,107	0	0%	1	100%	0	0%
Animal Hospitals	3,352	490	4	641	3	75%	1	25%	0	0%
Animal Insemination - Artificial	675	1,256	0	1,629	0	0%	0	0%	0	0%
Animal Online Drug & Prescription Services	3,003	539	3	747	0	0%	3	100%	0	0%
Animal Registration & Identification	16	3,350	0	1,629	0	0%	0	0%	0	0%
Animal Rescue Relocation	522	1,409	0	1,629	0	0%	0	0%	0	0%
Animal Shelters	1,024	1,030	2	889	1	50%	1	50%	0	0%
Animal Supplies - Zoo, Circus	5	3,693	0	1,629	0	0%	0	0%	0	0%
Animals - Nuisance Control - Trapping	1,354	890	0	1,629	0	0%	0	0%	0	0%
Animation Mechanics - Display, Sign	18	3,309	0	1,629	0	0%	0	0%	0	0%
Annuities	85	2,532	0	1,629	0	0%	0	0%	0	0%
Anodizing	12	3,448	0	1,629	0	0%	0	0%	0	0%
Answering Services	622	1,299	0	1,629	0	0%	0	0%	0	0%
Antennas	660	1,263	1	1,107	1	100%	0	0%	0	0%
Antiques - Dealers	2,452	622	1	1,107	1	100%	0	0%	0	0%
Antiques - Repair & Restore	860	1,126	1	1,107	1	100%	0	0%	0	0%
Antiques - Reproductions	26	3,157	0	1,629	0	0%	0	0%	0	0%
Antlers, Hides & Mounts	16	3,350	1	1,107	0	0%	1	100%	0	0%
Apartment Finding & Rental Service	1,218	937	1	1,107	1	100%	0	0%	0	0%
Apartments	6,417	292	6	502	3	50%	2	33%	1	17%
Appliances - Installation	1,938	713	5	562	2	40%	3	60%	0	0%
Appliances - Major - Dealers	43,187	42	184	32	155	84%	23	13%	6	3%
Appliances - Major - Parts & Supplies	24,375	86	30	163	21	70%	9	30%	0	0%
Appliances - Major - Rent & Lease	3,303	501	9	402	6	67%	3	33%	0	0%
Appliances - Major - Service & Repair	34,539	52	158	37	45	28%	109	69%	4	3%
Appliances - Major - Wholesale & Manufacturers	1,469	848	1	1,107	1	100%	0	0%	0	0%
Appliances - Small - Dealers	2,974	548	9	402	6	67%	3	33%	0	0%
Appliances - Small - Service & Repair	13,075	158	30	163	18	60%	11	37%	1	3%
Appliances - Small - Supplies & Parts	15,214	140	13	314	12	92%	0	0%	1	8%
Appliances - Small - Wholesale & Manufacturers	1,914	723	45	115	43	96%	2	4%	0	0%
Appliances - Used	2,417	628	10	371	6	60%	4	40%	0	0%
Appraisal - Jewelry	345	1,661	0	1,629	0	0%	0	0%	0	0%
Appraisal - Management	428	1,520	2	889	2	100%	0	0%	0	0%
Appraisers	2,780	572	2	889	2	100%	0	0%	0	0%
Appraisers - Antiques	114	2,360	0	1,629	0	0%	0	0%	0	0%
Aquaculture	201	2,008	0	1,629	0	0%	0	0%	0	0%
Aquariums - Dealers	484	1,454	1	1,107	1	100%	0	0%	0	0%
Aquariums - Lease & Maintenance	51	2,841	0	1,629	0	0%	0	0%	0	0%
Aquariums - Public	26	3,157	2	889	2	100%	0	0%	0	0%
Aquariums - Wholesale & Manufacturers	11	3,475	0	1,629	0	0%	0	0%	0	0%
Arbitration Services	235	1,922	0	1,629	0	0%	0	0%	0	0%
Arborist	878	1,118	0	1,629	0	0%	0	0%	0	0%
Archaeologists	2	3,845	0	1,629	0	0%	0	0%	0	0%
Archery Equipment & Supplies	265	1,839	0	1,629	0	0%	0	0%	0	0%
Archery Instruction	69	2,651	0	1,629	0	0%	0	0%	0	0%
Archery Ranges	147	2,201	0	1,629	0	0%	0	0%	0	0%
Architects	3,065	533	3	747	1	33%	2	67%	0	0%
Architects Supplies	14	3,401	0	1,629	0	0%	0	0%	0	0%
Architectural & Construction Specs	473	1,469	0	1,629	0	0%	0	0%	0	0%
Armatures - Service & Sales	27	3,143	0	1,629	0	0%	0	0%	0	0%
Armored Car Manufacturing	50	2,853	0	1,629	0	0%	0	0%	0	0%
Armored Car Service	88	2,513	0	1,629	0	0%	0	0%	0	0%

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Army & Navy Goods	182	2,062	0	1,629	0	0%	0	0%	0	0%
Aromatherapy & Essential Oils	1,326	898	1	1,107	1	100%	0	0%	0	0%
Art - Painted Oil Portraits	32	3,069	1	1,107	1	100%	0	0%	0	0%
Art Galleries, Dealers & Consultants	2,312	646	7	451	2	29%	5	71%	0	0%
Art Goods	759	1,188	10	371	1	10%	9	90%	0	0%
Art Instruction & Schools	493	1,442	1	1,107	1	100%	0	0%	0	0%
Art Metal Work	557	1,366	1	1,107	0	0%	1	100%	0	0%
Art Organizations & Information	57	2,779	0	1,629	0	0%	0	0%	0	0%
Art Restoration & Conservation	103	2,415	0	1,629	0	0%	0	0%	0	0%
Art Supplies	1,055	1,009	2	889	2	100%	0	0%	0	0%
Artificial Breasts	26	3,157	0	1,629	0	0%	0	0%	0	0%
Artificial Flowers & Plants - Manufacturer Supplies	94	2,470	0	1,629	0	0%	0	0%	0	0%
Artificial Flowers, Plants & Trees	172	2,101	0	1,629	0	0%	0	0%	0	0%
Artificial Limbs	8	3,589	0	1,629	0	0%	0	0%	0	0%
Artificial Turf	1,421	863	1	1,107	1	100%	0	0%	0	0%
Artist - Makeup	256	1,863	1	1,107	0	0%	1	100%	0	0%
Artist - Touch Up	2	3,845	0	1,629	0	0%	0	0%	0	0%
Artists - Commercial	152	2,182	1	1,107	1	100%	0	0%	0	0%
Artists - Fine Art	226	1,943	0	1,629	0	0%	0	0%	0	0%
Artists Agents	159	2,155	0	1,629	0	0%	0	0%	0	0%
Asbestos & Asbestos Products	8	3,589	0	1,629	0	0%	0	0%	0	0%
Asbestos Consulting & Testing	158	2,160	0	1,629	0	0%	0	0%	0	0%
Asbestos Removal Service	7,291	258	1	1,107	1	100%	0	0%	0	0%
Asphalt	11,504	172	17	268	6	35%	9	53%	2	12%
Assembly & Fabricating Service	333	1,692	1	1,107	0	0%	1	100%	0	0%
Assisted Living & Adult Family Homes	237	1,918	0	1,629	0	0%	0	0%	0	0%
Assisted Living Centers & Adult Family Homes	701	1,233	0	1,629	0	0%	0	0%	0	0%
Association Management	24	3,205	0	1,629	0	0%	0	0%	0	0%
Associations	7,249	260	12	330	7	58%	4	33%	1	8%
Astrologers	160	2,148	0	1,629	0	0%	0	0%	0	0%
Astronomical Instruments	2	3,845	0	1,629	0	0%	0	0%	0	0%
Athletic Organizations	336	1,687	1	1,107	0	0%	1	100%	0	0%
Attorneys & Lawyers	44,313	39	16	280	12	75%	4	25%	0	0%
Attorneys & Lawyers - Family	663	1,262	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Business Law/Corporation/Partnership	336	1,687	1	1,107	0	0%	1	100%	0	0%
Attorneys & Lawyers - Immigration & Naturalization	2,412	629	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Traffic Law	1,205	946	5	562	4	80%	1	20%	0	0%
Attorneys & Lawyers - Bankruptcy	63	2,713	1	1,107	0	0%	1	100%	0	0%
Attorneys & Lawyers - Bankruptcy & Taxes	995	1,050	2	889	2	100%	0	0%	0	0%
Attorneys & Lawyers - Civil	28	3,133	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Collaborative Divorce	23	3,226	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Collections Law	287	1,782	2	889	1	50%	1	50%	0	0%
Attorneys & Lawyers - Consumer Fraud	4	3,743	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Criminal	580	1,337	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Divorce	1,947	712	2	889	2	100%	0	0%	0	0%
Attorneys & Lawyers - DUI	3	3,790	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Employment & Workers Compensation	85	2,532	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Employment Litigation	158	2,160	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Estate Planning	83	2,552	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Insurance Law	145	2,216	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Intellectual Property	10	3,514	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Landlord/Tenant	12	3,448	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Legal Malpractice	1	3,909	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Litigation	13	3,419	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Mediation & Arbitration	64	2,703	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Patent	26	3,157	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Attorneys & Lawyers - Personal Injury & Property Damage	779	1,181	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Real Estate	1,041	1,020	2	889	2	100%	0	0%	0	0%
Attorneys & Lawyers - Social Security & Disability	45	2,901	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Tax	66	2,688	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Trademark	109	2,384	0	1,629	0	0%	0	0%	0	0%
Attorneys & Lawyers - Wills, Trust & Probate	107	2,394	0	1,629	0	0%	0	0%	0	0%
Attorneys Referral Service	381	1,601	7	451	0	0%	7	100%	0	0%
Attorneys Service Bureaus	2,205	661	4	641	3	75%	1	25%	0	0%
Auctioneers	11,464	174	25	186	16	64%	9	36%	0	0%
Audio-Visual Consultants	1,476	847	3	747	3	100%	0	0%	0	0%
Audio-Visual Equipment - Dealers	1,659	787	0	1,629	0	0%	0	0%	0	0%
Audio-Visual Equipment - Rent & Lease	257	1,859	0	1,629	0	0%	0	0%	0	0%
Audio-Visual Equipment - Service & Repair	998	1,047	2	889	2	100%	0	0%	0	0%
Audio-Visual Equipment - Supplies & Parts	322	1,708	0	1,629	0	0%	0	0%	0	0%
Audio-Visual Equipment - Wholesale & Manufacturers	25	3,184	0	1,629	0	0%	0	0%	0	0%
Audio-Visual Production Services	689	1,244	2	889	0	0%	2	100%	0	0%
Audiologists	761	1,186	1	1,107	1	100%	0	0%	0	0%
Auditory Training Equipment	1	3,909	0	1,629	0	0%	0	0%	0	0%
Auto & Truck Brokers	4,352	405	7	451	5	71%	2	29%	0	0%
Auto - Emissions Testing	159	2,155	0	1,629	0	0%	0	0%	0	0%
Auto - Fleet Service	10	3,514	0	1,629	0	0%	0	0%	0	0%
Auto Accessories	3,521	467	13	314	9	69%	3	23%	1	8%
Auto Air Conditioning	855	1,128	0	1,629	0	0%	0	0%	0	0%
Auto Air Conditioning Equipment	9	3,549	0	1,629	0	0%	0	0%	0	0%
Auto Alarms & Security Systems	1,641	798	2	889	1	50%	1	50%	0	0%
Auto Appraisers	524	1,406	0	1,629	0	0%	0	0%	0	0%
Auto Auctions	3,159	520	9	402	8	89%	1	11%	0	0%
Auto Body Repair & Painting	100,271	16	66	81	47	71%	19	29%	0	0%
Auto Body Shop Equipment & Sup	1,485	844	1	1,107	1	100%	0	0%	0	0%
Auto Bumpers, Guards & Grilles	167	2,123	0	1,629	0	0%	0	0%	0	0%
Auto Customizing	2,403	630	7	451	2	29%	4	57%	1	14%
Auto Dealers - Buying Co-Op	80	2,575	0	1,629	0	0%	0	0%	0	0%
Auto Dealers - Antique & Classic	702	1,232	1	1,107	0	0%	1	100%	0	0%
Auto Dealers - Custom Design & Replica	68	2,666	1	1,107	0	0%	1	100%	0	0%
Auto Dealers - Hybrid Vehicles	34	3,039	0	1,629	0	0%	0	0%	0	0%
Auto Dealers - New Cars	143,449	12	842	1	695	83%	143	17%	4	0%
Auto Dealers - Online	6,782	280	18	251	6	33%	12	67%	0	0%
Auto Dealers - Used Cars	269,167	3	524	5	400	76%	117	22%	7	1%
Auto Detailing	15,390	135	19	241	12	63%	7	37%	0	0%
Auto Diagnostic Service	837	1,141	0	1,629	0	0%	0	0%	0	0%
Auto Driving School	3,565	464	10	371	3	30%	7	70%	0	0%
Auto Electric Equipment	754	1,192	0	1,629	0	0%	0	0%	0	0%
Auto Electric Service	2,843	566	1	1,107	1	100%	0	0%	0	0%
Auto Floor Coverings	1	3,909	0	1,629	0	0%	0	0%	0	0%
Auto Hand & Foot Controls	7	3,621	0	1,629	0	0%	0	0%	0	0%
Auto Inspection Stations	2,553	613	5	562	5	100%	0	0%	0	0%
Auto Listing Service	1,320	900	3	747	3	100%	0	0%	0	0%
Auto Lube & Oil - Mobile	2,307	648	10	371	7	70%	3	30%	0	0%
Auto Machine Shops	722	1,210	0	1,629	0	0%	0	0%	0	0%
Auto Manufacturers & Distributors	15,425	134	196	29	147	75%	49	25%	0	0%
Auto Manufacturers & Distributors - Specialty Body	15	3,379	0	1,629	0	0%	0	0%	0	0%
Auto Manufacturers Equipment & Supplies	460	1,485	1	1,107	0	0%	1	100%	0	0%
Auto Paint - Mobile	92	2,489	1	1,107	1	100%	0	0%	0	0%
Auto Paintless Dent Repair	1,502	839	0	1,629	0	0%	0	0%	0	0%
Auto Parts & Supplies - Custom Wheels/Rims	974	1,061	3	747	0	0%	3	100%	0	0%
Auto Parts & Supplies - New	24,895	82	92	58	57	62%	35	38%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Auto Parts & Supplies - Rebuilt	560	1,361	2	889	0	0%	2	100%	0	0%
Auto Parts & Supplies - Used	968	1,067	5	562	3	60%	2	40%	0	0%
Auto Parts & Supplies - Used & Rebuilt	3,249	504	5	562	3	60%	2	40%	0	0%
Auto Parts & Supplies - Wholesale & Manufacturers	2,634	597	7	451	6	86%	1	14%	0	0%
Auto Parts - Antique	95	2,464	0	1,629	0	0%	0	0%	0	0%
Auto Perform, Race & Sport Equipment	1,526	834	5	562	3	60%	2	40%	0	0%
Auto Race Cars	439	1,507	8	423	0	0%	3	38%	5	63%
Auto Radios & Stereos - Sales & Repair	2,073	682	1	1,107	1	100%	0	0%	0	0%
Auto Radios & Stereos - Wholesale & Manufacturers	166	2,127	0	1,629	0	0%	0	0%	0	0%
Auto Registration	32	3,069	0	1,629	0	0%	0	0%	0	0%
Auto Renting & Leasing	19,208	108	156	38	86	55%	70	45%	0	0%
Auto Repair & Service	193,573	7	329	15	228	69%	97	29%	4	1%
Auto Repair & Service - Airbags	802	1,165	1	1,107	1	100%	0	0%	0	0%
Auto Repair & Service - Diesel	1,174	956	1	1,107	1	100%	0	0%	0	0%
Auto Repair & Service - Equipment & Supplies	2,249	655	4	641	3	75%	1	25%	0	0%
Auto Repair - Maintenance	1,918	722	12	330	9	75%	3	25%	0	0%
Auto Repair - Mobile	1,258	924	1	1,107	0	0%	1	100%	0	0%
Auto Repair - Tune-Up	32	3,069	0	1,629	0	0%	0	0%	0	0%
Auto Repair - Vintage	12	3,448	0	1,629	0	0%	0	0%	0	0%
Auto Repair - Windshield, Glass Shops	15,315	136	20	228	13	65%	6	30%	1	5%
Auto Repairing - Foreign	1,395	872	2	889	0	0%	2	100%	0	0%
Auto Restoration	2,449	625	5	562	5	100%	0	0%	0	0%
Auto Salvage Yards	1,694	779	1	1,107	1	100%	0	0%	0	0%
Auto Seat Covers, Tops & Upholstery	2,610	603	4	641	3	75%	1	25%	0	0%
Auto Service - Rust proofing Shops	6,176	304	12	330	12	100%	0	0%	0	0%
Auto Service - Sound Systems Sales & Service	946	1,079	2	889	1	50%	1	50%	0	0%
Auto Service - Specialty Parts	1,040	1,022	0	1,629	0	0%	0	0%	0	0%
Auto Service - Steam Cleaning	220	1,960	0	1,629	0	0%	0	0%	0	0%
Auto Service - Window Tinting	3,347	494	7	451	5	71%	2	29%	0	0%
Auto Service Contract Companies	1,659	787	7	451	3	43%	4	57%	0	0%
Auto Services	41,212	44	70	77	56	80%	14	20%	0	0%
Auto Services - Oil & Lube	1,959	709	18	251	11	61%	7	39%	0	0%
Auto Smog Inspection	158	2,160	0	1,629	0	0%	0	0%	0	0%
Auto Sunroofs	116	2,349	1	1,107	1	100%	0	0%	0	0%
Auto Transporters & Drive-Away Companies	4,478	396	19	241	7	37%	12	63%	0	0%
Auto Upholstery Cleaning	197	2,024	0	1,629	0	0%	0	0%	0	0%
Auto Warranty Plans	421	1,531	3	747	1	33%	1	33%	1	33%
Auto Warranty Processing Service	11,955	165	37	133	37	100%	0	0%	0	0%
Auto Warranty Service	1,058	1,005	1	1,107	1	100%	0	0%	0	0%
Auto Wrecking	4,683	381	4	641	3	75%	0	0%	1	25%
Autograph Dealers	163	2,137	0	1,629	0	0%	0	0%	0	0%
Automated Teller Machines	406	1,552	2	889	2	100%	0	0%	0	0%
Automation Consultants	120	2,330	0	1,629	0	0%	0	0%	0	0%
Automation Systems & Equipment	433	1,513	0	1,629	0	0%	0	0%	0	0%
Automobile Dealers - Imported Cars	1,074	999	6	502	5	83%	1	17%	0	0%
Automobile Reconditioned Detailing	124	2,308	1	1,107	0	0%	1	100%	0	0%
Aviation Consultants	122	2,317	0	1,629	0	0%	0	0%	0	0%
Aviation Services	227	1,940	0	1,629	0	0%	0	0%	0	0%
Awards - Production & Engraving	24	3,205	0	1,629	0	0%	0	0%	0	0%
Awnings & Canopies	4,863	368	7	451	5	71%	2	29%	0	0%
Axles	69	2,651	0	1,629	0	0%	0	0%	0	0%
Baby Accessories & Services	2,372	637	6	502	5	83%	1	17%	0	0%
Baby Accessories - Wholesale & Manufacturers	119	2,332	1	1,107	0	0%	1	100%	0	0%
Baby Car Seats, Carriages & Strollers	58	2,773	2	889	0	0%	2	100%	0	0%
Baby Carriages & Strollers	110	2,381	1	1,107	1	100%	0	0%	0	0%
Baby Foods	32	3,069	1	1,107	1	100%	0	0%	0	0%
Baby Shoe Preservation	55	2,800	1	1,107	0	0%	0	0%	1	##
Baby Sitters	77	2,594	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Backflow Prevention Devices & Services	118	2,336	0	1,629	0	0%	0	0%	0	0%
Backflow Testing	37	2,996	0	1,629	0	0%	0	0%	0	0%
Badges	8	3,589	0	1,629	0	0%	0	0%	0	0%
Badges - Manufacturer Supplies	8	3,589	0	1,629	0	0%	0	0%	0	0%
Badminton Courts - Public	21	3,251	0	1,629	0	0%	0	0%	0	0%
Bagels	27	3,143	0	1,629	0	0%	0	0%	0	0%
Bags - Burlap, Canvas & Cotton	31	3,083	0	1,629	0	0%	0	0%	0	0%
Bags - Paper	8	3,589	0	1,629	0	0%	0	0%	0	0%
Bags - Plastic	43	2,931	0	1,629	0	0%	0	0%	0	0%
Bail Bonds	2,244	656	1	1,107	0	0%	0	0%	1	###
Bakers - Retail	2,978	546	14	303	9	64%	5	36%	0	0%
Bakers - Wholesale	705	1,227	0	1,629	0	0%	0	0%	0	0%
Bakers Equipment	93	2,480	0	1,629	0	0%	0	0%	0	0%
Bakers Equipment - Repair	1	3,909	0	1,629	0	0%	0	0%	0	0%
Bakers Supplies	29	3,112	0	1,629	0	0%	0	0%	0	0%
Balancing Service - Industrial	8	3,589	0	1,629	0	0%	0	0%	0	0%
Balloons - Manned	484	1,454	3	747	3	100%	0	0%	0	0%
Balloons - Novelty & Toy	179	2,072	1	1,107	0	0%	1	100%	0	0%
Ballroom Dance Instruction	126	2,297	2	889	1	50%	1	50%	0	0%
Ballrooms	9	3,549	0	1,629	0	0%	0	0%	0	0%
Bamboo & Bamboo Products	60	2,747	0	1,629	0	0%	0	0%	0	0%
Bank Equipment & Supplies	2,062	684	18	251	17	94%	1	6%	0	0%
Banking Services	1,253	927	2	889	2	100%	0	0%	0	0%
Bankruptcy Assistance & Services	1,667	785	1	1,107	1	100%	0	0%	0	0%
Bankruptcy Counseling - Federally Certified	398	1,572	0	1,629	0	0%	0	0%	0	0%
Banks	23,422	91	103	54	89	86%	14	14%	0	0%
Banquet Facilities	3,220	509	10	371	4	40%	6	60%	0	0%
Bar - Fixtures	7	3,621	0	1,629	0	0%	0	0%	0	0%
Bar Coding Service	42	2,941	0	1,629	0	0%	0	0%	0	0%
Bar Supplies	3	3,790	0	1,629	0	0%	0	0%	0	0%
Barbecue	740	1,200	3	747	3	100%	0	0%	0	0%
Barbecue Equipment & Supplies	637	1,282	3	747	3	100%	0	0%	0	0%
Barber Schools	351	1,655	2	889	2	100%	0	0%	0	0%
Barbers	1,933	714	2	889	2	100%	0	0%	0	0%
Barge Lines	10	3,514	0	1,629	0	0%	0	0%	0	0%
Barn Equipment	37	2,996	0	1,629	0	0%	0	0%	0	0%
Barrels & Drums	341	1,673	0	1,629	0	0%	0	0%	0	0%
Bars & Taverns	1,117	989	0	1,629	0	0%	0	0%	0	0%
Bartending Instruction	127	2,292	3	747	1	33%	2	67%	0	0%
Bartending Service	372	1,612	0	1,629	0	0%	0	0%	0	0%
Barter & Trade Exchanges	506	1,427	0	1,629	0	0%	0	0%	0	0%
Baseball Batting Ranges	18	3,309	0	1,629	0	0%	0	0%	0	0%
Baseball Cards & Sports Memorabilia	353	1,651	1	1,107	0	0%	1	100%	0	0%
Baseball Clubs	312	1,732	5	562	2	40%	3	60%	0	0%
Basement - Contractors	6,299	298	15	290	8	53%	7	47%	0	0%
Basement - Finishing	1,593	808	3	747	3	100%	0	0%	0	0%
Basement - Remodeling	2,552	614	1	1,107	1	100%	0	0%	0	0%
Basement Waterproofing	4,305	408	2	889	0	0%	2	100%	0	0%
Basketball Clubs	104	2,411	0	1,629	0	0%	0	0%	0	0%
Baskets - Retail	56	2,788	0	1,629	0	0%	0	0%	0	0%
Bath Liners	218	1,967	1	1,107	0	0%	1	100%	0	0%
Bathroom Accessories	3,140	524	6	502	4	67%	2	33%	0	0%
Bathroom Remodeling	17,589	120	47	110	24	51%	21	45%	2	4%
Bathroom Remodeling - Walk-In Tubs	1,020	1,032	1	1,107	0	0%	0	0%	1	###
Baths	1,410	866	0	1,629	0	0%	0	0%	0	0%
Baths - Equipment & Supplies	1,613	803	0	1,629	0	0%	0	0%	0	0%
Bathtub Refinishing	2,690	585	4	641	2	50%	2	50%	0	0%
Bathtubs & Sinks - Repair & Refinish	10,962	182	12	330	7	58%	5	42%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Batteries - Dry Cell - Wholesale & Manufacturers	538	1,388	0	1,629	0	0%	0	0%	0	0%
Batteries - Storage-Retail	979	1,057	1	1,107	1	100%	0	0%	0	0%
Batteries - Storage-Wholesale & Manufacturers	268	1,829	0	1,629	0	0%	0	0%	0	0%
Battery Charging Equipment	64	2,703	0	1,629	0	0%	0	0%	0	0%
Battery Repairing & Rebuilding	299	1,755	0	1,629	0	0%	0	0%	0	0%
Battery Supplies	2,814	570	6	502	3	50%	3	50%	0	0%
Beads	256	1,863	0	1,629	0	0%	0	0%	0	0%
Bearings	141	2,230	0	1,629	0	0%	0	0%	0	0%
Beauty Consultant	505	1,429	2	889	1	50%	0	0%	1	50%
Beauty Pageants	112	2,374	3	747	3	100%	0	0%	0	0%
Beauty Salons	49,120	36	103	54	57	55%	36	35%	10	10%
Beauty Schools	3,661	459	4	641	4	100%	0	0%	0	0%
Beauty Supplies & Equipment	7,925	245	21	218	11	52%	7	33%	3	14%
Beauty Supplies & Equipment Repair	35	3,025	0	1,629	0	0%	0	0%	0	0%
Bed & Breakfast	2,654	593	10	371	9	90%	1	10%	0	0%
Bed Bug Inspection Service	46	2,887	0	1,629	0	0%	0	0%	0	0%
Bed Bug Removal	1,595	807	2	889	2	100%	0	0%	0	0%
Bedding	3,199	513	18	251	17	94%	1	6%	0	0%
Beds - Electric & Adjustable	32	3,069	0	1,629	0	0%	0	0%	0	0%
Beds - Retail	3,700	454	9	402	6	67%	1	11%	2	22%
Beds - Wholesale & Manufacturers	909	1,100	3	747	3	100%	0	0%	0	0%
Bedspreads - Retail	60	2,747	0	1,629	0	0%	0	0%	0	0%
Beekeepers Supplies	5	3,693	0	1,629	0	0%	0	0%	0	0%
Beer & Ale - Retail	147	2,201	1	1,107	1	100%	0	0%	0	0%
Beer Dispensing & Cleaning Equipment - Repair	34	3,039	0	1,629	0	0%	0	0%	0	0%
Beer Dispensing & Cooling Equipment	64	2,703	0	1,629	0	0%	0	0%	0	0%
Beer Home Brewing Equipment & Supplies	825	1,147	2	889	0	0%	2	100%	0	0%
Beer, Ale, Wine & Spirits Service	3	3,790	0	1,629	0	0%	0	0%	0	0%
Behavioral Education Services	85	2,532	0	1,629	0	0%	0	0%	0	0%
Belting & Supplies	52	2,826	0	1,629	0	0%	0	0%	0	0%
Better Business Bureaus	40	2,964	7	451	6	86%	0	0%	1	14%
Beverage Dispensers	78	2,589	0	1,629	0	0%	0	0%	0	0%
Beverages	405	1,556	0	1,629	0	0%	0	0%	0	0%
Beverages - Wholesale & Distribution	513	1,419	0	1,629	0	0%	0	0%	0	0%
Bibles	17	3,326	0	1,629	0	0%	0	0%	0	0%
Bicycle - Dealers	2,419	627	10	371	7	70%	3	30%	0	0%
Bicycle Racks & Security Systems	38	2,987	1	1,107	1	100%	0	0%	0	0%
Bicycles - Renting	113	2,368	1	1,107	1	100%	0	0%	0	0%
Bicycles - Repair	981	1,056	3	747	2	67%	1	33%	0	0%
Bicycles - Wholesale & Manufacturers	178	2,075	1	1,107	0	0%	1	100%	0	0%
Bill Paying Service	528	1,401	0	1,629	0	0%	0	0%	0	0%
Billiard Equipment & Supplies	1,689	781	0	1,629	0	0%	0	0%	0	0%
Billiard Parlors	217	1,969	0	1,629	0	0%	0	0%	0	0%
Billing Service	322	1,708	0	1,629	0	0%	0	0%	0	0%
Binders - Loose Leaf	5	3,693	0	1,629	0	0%	0	0%	0	0%
Bindings - Bias & Straight	2	3,845	0	1,629	0	0%	0	0%	0	0%
Bingo & Gaming Halls	169	2,115	1	1,107	1	100%	0	0%	0	0%
Binoculars	104	2,411	0	1,629	0	0%	0	0%	0	0%
Bins	1,009	1,039	2	889	2	100%	0	0%	0	0%
Biofeedback Therapists	51	2,841	0	1,629	0	0%	0	0%	0	0%
Biological Products	23	3,226	0	1,629	0	0%	0	0%	0	0%
Biomedical Products - Research	280	1,792	0	1,629	0	0%	0	0%	0	0%
Bird & Wildlife Supply Shops	300	1,753	0	1,629	0	0%	0	0%	0	0%
Bird Barriers, Repellents & Controls	16	3,350	0	1,629	0	0%	0	0%	0	0%
Bird Feeders & Houses	99	2,440	0	1,629	0	0%	0	0%	0	0%
Birth Centers	110	2,381	0	1,629	0	0%	0	0%	0	0%
Birth Control Information Centers	17	3,326	0	1,629	0	0%	0	0%	0	0%
Bistro	38	2,987	0	1,629	0	0%	0	0%	0	0%



Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Blacksmiths	5	3,693	0	1,629	0	0%	0	0%	0	0%
Blankets	27	3,143	0	1,629	0	0%	0	0%	0	0%
Blasting Contractors	200	2,013	0	1,629	0	0%	0	0%	0	0%
Blasting Equipment & Supplies	36	3,011	0	1,629	0	0%	0	0%	0	0%
Bleachers & Grandstands	12	3,448	0	1,629	0	0%	0	0%	0	0%
Blinds	8,087	242	12	330	9	75%	3	25%	0	0%
Blinds - Cleaning	402	1,562	0	1,629	0	0%	0	0%	0	0%
Blood Banks & Centers	43	2,931	0	1,629	0	0%	0	0%	0	0%
Blowers & Blower Systems	170	2,109	0	1,629	0	0%	0	0%	0	0%
Blueprinting	21	3,251	1	1,107	0	0%	1	100%	0	0%
Blueprinting Equipment & Supplies	19	3,281	0	1,629	0	0%	0	0%	0	0%
Boarding - Horses	268	1,829	2	889	0	0%	2	100%	0	0%
Boarding Houses	239	1,909	0	1,629	0	0%	0	0%	0	0%
Boards Of Trade	6	3,658	0	1,629	0	0%	0	0%	0	0%
Boat - Charter	1,345	893	3	747	3	100%	0	0%	0	0%
Boat - Excursion	20	3,265	0	1,629	0	0%	0	0%	0	0%
Boat Builders	1,187	951	0	1,629	0	0%	0	0%	0	0%
Boat Cleaning	88	2,513	0	1,629	0	0%	0	0%	0	0%
Boat Club	273	1,816	4	641	1	25%	3	75%	0	0%
Boat Covers, Tops & Upholstery	389	1,590	0	1,629	0	0%	0	0%	0	0%
Boat Dealers	6,872	276	20	228	14	70%	6	30%	0	0%
Boat Equipment & Supplies	1,150	969	3	747	2	67%	1	33%	0	0%
Boat Launching	26	3,157	0	1,629	0	0%	0	0%	0	0%
Boat Lifts	38	2,987	0	1,629	0	0%	0	0%	0	0%
Boat Renting & Leasing	817	1,156	4	641	2	50%	2	50%	0	0%
Boat Repair	2,658	592	8	423	4	50%	4	50%	0	0%
Boat Storage	64	2,703	1	1,107	0	0%	1	100%	0	0%
Boat Transporting	237	1,918	1	1,107	1	100%	0	0%	0	0%
Boating Instruction	219	1,963	0	1,629	0	0%	0	0%	0	0%
Boating Instruction - Canoe & Kayak	45	2,901	3	747	2	67%	1	33%	0	0%
Body Care Products	845	1,136	1	1,107	1	100%	0	0%	0	0%
Body Waxing Services	9	3,549	0	1,629	0	0%	0	0%	0	0%
Boilers - New & Used	670	1,260	1	1,107	0	0%	1	100%	0	0%
Boilers - Rental	45	2,901	0	1,629	0	0%	0	0%	0	0%
Boilers - Repair & Cleaning	427	1,521	0	1,629	0	0%	0	0%	0	0%
Boilers - Sales & Service	44	2,921	0	1,629	0	0%	0	0%	0	0%
Boilers - Supplies & Parts	99	2,440	0	1,629	0	0%	0	0%	0	0%
Bolts & Nuts	133	2,266	0	1,629	0	0%	0	0%	0	0%
Bonds - Surety & Fidelity	12	3,448	0	1,629	0	0%	0	0%	0	0%
Book, Compact Disc, & DVD Clubs	1,034	1,024	0	1,629	0	0%	0	0%	0	0%
Bookbinders	399	1,569	0	1,629	0	0%	0	0%	0	0%
Bookbinders Equipment & Supplies	4	3,743	0	1,629	0	0%	0	0%	0	0%
Bookcases	1	3,909	0	1,629	0	0%	0	0%	0	0%
Bookkeeping Service	10,188	199	10	371	4	40%	6	60%	0	0%
Books - New	1,921	719	3	747	1	33%	1	33%	1	33%
Books - Textbooks New & Used	49	2,863	0	1,629	0	0%	0	0%	0	0%
Books - Used & Rare	987	1,055	8	423	7	88%	1	13%	0	0%
Books - Wholesale	1,174	956	4	641	0	0%	4	100%	0	0%
Booths - Toll, Parking	134	2,260	12	330	12	100%	0	0%	0	0%
Boots	480	1,459	1	1,107	0	0%	1	100%	0	0%
Bottle Caps & Seals	12	3,448	0	1,629	0	0%	0	0%	0	0%
Bottle Return Depot	1,547	824	0	1,629	0	0%	0	0%	0	0%
Bottlers Equipment & Supplies	15	3,379	0	1,629	0	0%	0	0%	0	0%
Bottles - Used	226	1,943	0	1,629	0	0%	0	0%	0	0%
Bottles - Wholesale & Manufacturers	105	2,407	0	1,629	0	0%	0	0%	0	0%
Bounce Houses	34	3,039	0	1,629	0	0%	0	0%	0	0%
Boutique - Battling Cancer Related Products	49	2,863	0	1,629	0	0%	0	0%	0	0%
Boutique Items - Wholesale & Manufacturers	16	3,350	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Boutiques	615	1,305	5	562	4	80%	0	0%	1	20%
Bowling	691	1,242	4	641	3	75%	1	25%	0	0%
Bowling Lane Equipment & Supplies	4	3,743	0	1,629	0	0%	0	0%	0	0%
Bowling Lane Refinish & Repair	7	3,621	0	1,629	0	0%	0	0%	0	0%
Box Manufacturers Equipment & Supplies	371	1,620	0	1,629	0	0%	0	0%	0	0%
Boxes - Corrugated & Fiber	176	2,083	0	1,629	0	0%	0	0%	0	0%
Boxes - Paper	24	3,205	0	1,629	0	0%	0	0%	0	0%
Boxes - Plastic & Transparent	24	3,205	0	1,629	0	0%	0	0%	0	0%
Boxes - Specialty & Fancy	2	3,845	0	1,629	0	0%	0	0%	0	0%
Boxes - Wooden	92	2,489	0	1,629	0	0%	0	0%	0	0%
Boxing Gym	136	2,249	0	1,629	0	0%	0	0%	0	0%
Boy & Girl Organizations - Supplies	1	3,909	0	1,629	0	0%	0	0%	0	0%
Boys Clothing & Furnishings - Retail	2	3,845	0	1,629	0	0%	0	0%	0	0%
Braids	2	3,845	0	1,629	0	0%	0	0%	0	0%
Braille Supplies	434	1,512	7	451	5	71%	2	29%	0	0%
Brake Service	5,107	355	9	402	6	67%	3	33%	0	0%
Brake Shoe Bonding & Exchanging	2	3,845	0	1,629	0	0%	0	0%	0	0%
Brakes - Lining - Manufacturers & Distributors	25	3,184	0	1,629	0	0%	0	0%	0	0%
Brakes - Manufacturers & Distributors	25	3,184	0	1,629	0	0%	0	0%	0	0%
Brand Development	48	2,874	0	1,629	0	0%	0	0%	0	0%
Bras	222	1,952	1	1,107	1	100%	0	0%	0	0%
Brass Fabricators	31	3,083	0	1,629	0	0%	0	0%	0	0%
Brass Products	71	2,632	1	1,107	1	100%	0	0%	0	0%
Breastfeeding Supplies & Information	11	3,475	0	1,629	0	0%	0	0%	0	0%
Brew Pub	39	2,973	0	1,629	0	0%	0	0%	0	0%
Brewers	824	1,149	1	1,107	1	100%	0	0%	0	0%
Brewers Equipment & Supplies	182	2,062	0	1,629	0	0%	0	0%	0	0%
Brick - Clay - Common & Face	25	3,184	0	1,629	0	0%	0	0%	0	0%
Brick - Concrete, Pumice	1,275	919	2	889	1	50%	1	50%	0	0%
Brick - Fire	54	2,807	0	1,629	0	0%	0	0%	0	0%
Brick - Used	19	3,281	0	1,629	0	0%	0	0%	0	0%
Bridal & Millinery Supplies	251	1,872	2	889	2	100%	0	0%	0	0%
Bridal Gown Preservation	11	3,475	0	1,629	0	0%	0	0%	0	0%
Bridal Registries	11	3,475	0	1,629	0	0%	0	0%	0	0%
Bridal Shops	5,676	323	25	186	15	60%	8	32%	2	8%
Bridal Supplies - Wholesale & Manufacturing	160	2,148	1	1,107	1	100%	0	0%	0	0%
Bridge Builders	121	2,323	0	1,629	0	0%	0	0%	0	0%
Bronze	2	3,845	0	1,629	0	0%	0	0%	0	0%
Bronzing	41	2,954	0	1,629	0	0%	0	0%	0	0%
Broom Manufacturers Equipment & Supplies	26	3,157	0	1,629	0	0%	0	0%	0	0%
Brushes	187	2,052	0	1,629	0	0%	0	0%	0	0%
Buffing & Polishing Equipment & Supplies	2	3,845	0	1,629	0	0%	0	0%	0	0%
Building & Development Permits	385	1,595	0	1,629	0	0%	0	0%	0	0%
Building Cleaning - Exterior	1,386	876	1	1,107	1	100%	0	0%	0	0%
Building Construction Consultants	3,313	500	3	747	1	33%	2	67%	0	0%
Building Contractors	33,842	54	30	163	14	47%	16	53%	0	0%
Building Envelope Restoration	1,282	915	1	1,107	0	0%	1	100%	0	0%
Building Inspection	12,044	164	1	1,107	1	100%	0	0%	0	0%
Building Inspection - Commercial	246	1,886	0	1,629	0	0%	0	0%	0	0%
Building Materials	26,312	77	36	139	27	75%	9	25%	0	0%
Building Materials - Reclaimed & Recycled	640	1,279	3	747	1	33%	2	67%	0	0%
Building Restoration & Preservation	7,048	272	6	502	4	67%	2	33%	0	0%
Buildings - Concrete	303	1,746	2	889	1	50%	1	50%	0	0%
Buildings - Metal	635	1,283	0	1,629	0	0%	0	0%	0	0%
Buildings - Pole & Post Frame	372	1,612	0	1,629	0	0%	0	0%	0	0%
Buildings - Portable	220	1,960	1	1,107	1	100%	0	0%	0	0%
Buildings - Pre - Cut, Prefab & Modular - Dealers	5,006	359	9	402	7	78%	1	11%	1	11%
Bulldozers	69	2,651	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
Bulletin & Directory Boards	46	2,887	0	1,629	0	0%	0	0%	0	0%
Bullion Coin Dealers	3,441	482	2	889	2	100%	0	0%	0	0%
Burglar Alarm Systems - Dealers, Monitoring & Service	58,917	31	203	28	199	98%	4	2%	0	0%
Burial Vaults	9	3,549	0	1,629	0	0%	0	0%	0	0%
Bus - Sales & Rental	9	3,549	0	1,629	0	0%	0	0%	0	0%
Bus Lines	1,568	818	8	423	6	75%	2	25%	0	0%
Buses - Charter & Rental	1,341	894	1	1,107	1	100%	0	0%	0	0%
Buses - Distributors & Manufacturers	2	3,845	0	1,629	0	0%	0	0%	0	0%
Buses - Repair & Service	3	3,790	0	1,629	0	0%	0	0%	0	0%
Business & Trade Organizations	3,384	484	2	889	0	0%	2	100%	0	0%
Business Brokers	1,545	825	1	1,107	1	100%	0	0%	0	0%
Business Consultants	11,548	171	9	402	7	78%	2	22%	0	0%
Business Forms & Systems	362	1,638	1	1,107	0	0%	1	100%	0	0%
Business Opportunity Companies	900	1,106	2	889	1	50%	1	50%	0	0%
Business Plan Preparation	1,380	880	1	1,107	1	100%	0	0%	0	0%
Business Processing Optimization	8	3,589	0	1,629	0	0%	0	0%	0	0%
Business Promotions - General	1,691	780	1	1,107	0	0%	1	100%	0	0%
Business Services - General	4,792	371	11	353	6	55%	5	45%	0	0%
Butchering	1,653	792	0	1,629	0	0%	0	0%	0	0%
Butchers Equipment & Supplies	681	1,250	0	1,629	0	0%	0	0%	0	0%
Buttons - Manufacturers Equipment & Supplies	4	3,743	0	1,629	0	0%	0	0%	0	0%
Buying Clubs & Group Purchasing Service	3,776	449	8	423	8	100%	0	0%	0	0%
Cabanas - Beach & Pool	8	3,589	0	1,629	0	0%	0	0%	0	0%
Cabin, Cottage & Chalet - Rentals	4,776	374	32	156	25	78%	5	16%	2	6%
Cabinet Doors	178	2,075	1	1,107	0	0%	1	100%	0	0%
Cabinet Equipment & Supplies	112	2,374	0	1,629	0	0%	0	0%	0	0%
Cabinet Hardware	16	3,350	0	1,629	0	0%	0	0%	0	0%
Cabinet Maker	5,943	315	6	502	2	33%	4	67%	0	0%
Cabinet Manufacturer	10,754	188	4	641	2	50%	2	50%	0	0%
Cabinet Organizers	226	1,943	0	1,629	0	0%	0	0%	0	0%
Cabinet Refacing	534	1,397	0	1,629	0	0%	0	0%	0	0%
Cabinet Refinishers	1,147	970	0	1,629	0	0%	0	0%	0	0%
Cabinets	13,646	154	30	163	16	53%	13	43%	1	3%
Cable & Wire Harness Assembly	17	3,326	0	1,629	0	0%	0	0%	0	0%
Cable Networking	43	2,931	0	1,629	0	0%	0	0%	0	0%
Cable Splicing	117	2,344	0	1,629	0	0%	0	0%	0	0%
Cable TV, Internet & Telephone Installation Service	6,214	302	68	79	63	93%	4	6%	1	1%
Cabs - Tractor, Truck	175	2,088	0	1,629	0	0%	0	0%	0	0%
Cake Decorating Equipment & Supplies	97	2,453	0	1,629	0	0%	0	0%	0	0%
Calculators, Adding Machines & Supplies	1	3,909	0	1,629	0	0%	0	0%	0	0%
Calendars	60	2,747	0	1,629	0	0%	0	0%	0	0%
Call Centers	11,440	176	3	747	3	100%	0	0%	0	0%
Calligraphers	91	2,494	0	1,629	0	0%	0	0%	0	0%
Campers - Dealers	170	2,109	3	747	3	100%	0	0%	0	0%
Campers - Rent & Lease	222	1,952	0	1,629	0	0%	0	0%	0	0%
Campers - Service & Repair	89	2,506	0	1,629	0	0%	0	0%	0	0%
Campers - Supplies & Parts	200	2,013	2	889	2	100%	0	0%	0	0%
Campers - Wholesale & Manufacturers	9	3,549	0	1,629	0	0%	0	0%	0	0%
Campgrounds & RV Parks	2,789	571	24	193	16	67%	8	33%	0	0%
Camping Equipment	820	1,154	1	1,107	1	100%	0	0%	0	0%
Camping Equipment - Renting	7	3,621	0	1,629	0	0%	0	0%	0	0%
Camps	3,569	463	21	218	2	10%	19	90%	0	0%
Cams - Grinding & Cutting	7	3,621	0	1,629	0	0%	0	0%	0	0%
Candles - Retail	412	1,545	0	1,629	0	0%	0	0%	0	0%
Candles - Wholesale & Manufacturers	10	3,514	0	1,629	0	0%	0	0%	0	0%
Candles - Wickless	79	2,579	0	1,629	0	0%	0	0%	0	0%
Candy & Confectionery - Retail	1,155	966	1	1,107	0	0%	1	100%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Candy & Confectionery - Wholesale & Manufacturers	240	1,904	0	1,629	0	0%	0	0%	0	0%
Candy & Confectionery Brokers	37	2,996	0	1,629	0	0%	0	0%	0	0%
Candy & Confectionery Manufacturers Supplies	25	3,184	0	1,629	0	0%	0	0%	0	0%
Cans	19	3,281	0	1,629	0	0%	0	0%	0	0%
Canvas - Wholesale & Manufacturers	18	3,309	0	1,629	0	0%	0	0%	0	0%
Canvas Goods	61	2,733	0	1,629	0	0%	0	0%	0	0%
Caps - Wholesale & Manufacturers	13	3,419	0	1,629	0	0%	0	0%	0	0%
Car Buying Service	12	3,448	0	1,629	0	0%	0	0%	0	0%
Car Loading & Unloading	25	3,184	0	1,629	0	0%	0	0%	0	0%
Car Pool Information	92	2,489	0	1,629	0	0%	0	0%	0	0%
Car Service	134	2,260	1	1,107	1	100%	0	0%	0	0%
Car Wash & Polish	8,393	238	34	148	19	56%	14	41%	1	3%
Car Wash & Polish Equipment & Supplies	330	1,698	1	1,107	1	100%	0	0%	0	0%
Carburetors	14	3,401	0	1,629	0	0%	0	0%	0	0%
Cardboard	11	3,475	0	1,629	0	0%	0	0%	0	0%
Career & Outplacement Counseling	1,251	929	0	1,629	0	0%	0	0%	0	0%
Caregivers Resources	146	2,207	0	1,629	0	0%	0	0%	0	0%
Cargo & Freight Containers	1,354	890	0	1,629	0	0%	0	0%	0	0%
Cargo Stabilizing Devices	6	3,658	0	1,629	0	0%	0	0%	0	0%
Carnivals	19	3,281	0	1,629	0	0%	0	0%	0	0%
Carpenters	11,937	166	17	268	6	35%	11	65%	0	0%
Carpet & Rug Binding Machines	6	3,658	0	1,629	0	0%	0	0%	0	0%
Carpet & Rug Cleaners	60,062	30	50	102	33	66%	17	34%	0	0%
Carpet & Rug Cleaning Equipment - Rental	40	2,964	0	1,629	0	0%	0	0%	0	0%
Carpet & Rug Cleaning Equipment& Supplies	365	1,630	0	1,629	0	0%	0	0%	0	0%
Carpet & Rug Dealers - New	26,966	75	43	120	39	91%	4	9%	0	0%
Carpet & Rug Dealers - Persian/Oriental Rugs	493	1,442	0	1,629	0	0%	0	0%	0	0%
Carpet & Rug Dealers - Used	333	1,692	0	1,629	0	0%	0	0%	0	0%
Carpet & Rug Distributors & Manufacturers	293	1,773	0	1,629	0	0%	0	0%	0	0%
Carpet & Rug Dyers	152	2,182	0	1,629	0	0%	0	0%	0	0%
Carpet & Rug Pads, Linings & Accessories	723	1,208	0	1,629	0	0%	0	0%	0	0%
Carpet & Rug Renting	35	3,025	0	1,629	0	0%	0	0%	0	0%
Carpet & Rug Repair	611	1,311	0	1,629	0	0%	0	0%	0	0%
Carpet & Rug Weavers	17	3,326	0	1,629	0	0%	0	0%	0	0%
Carpet Installation	321	1,711	2	889	2	100%	0	0%	0	0%
Carpet Layers	491	1,448	0	1,629	0	0%	0	0%	0	0%
Carpet Layers Equipment & Supplies	22	3,237	0	1,629	0	0%	0	0%	0	0%
Carriages - Horse	2	3,845	0	1,629	0	0%	0	0%	0	0%
Cash Registers & Supplies	472	1,470	0	1,629	0	0%	0	0%	0	0%
Casinos	1,319	902	1	1,107	1	100%	0	0%	0	0%
Casinos - Online	7	3,621	0	1,629	0	0%	0	0%	0	0%
Caskets	348	1,658	0	1,629	0	0%	0	0%	0	0%
Casters & Glides	13	3,419	0	1,629	0	0%	0	0%	0	0%
Cat Breeders	171	2,104	0	1,629	0	0%	0	0%	0	0%
Catalog Showrooms	29	3,112	0	1,629	0	0%	0	0%	0	0%
Caterer Equipment & Supplies	23	3,226	1	1,107	1	100%	0	0%	0	0%
Caterers	7,353	255	12	330	6	50%	6	50%	0	0%
Caulking Contractors	998	1,047	5	562	0	0%	0	0%	5	###
Caulking Materials & Equipment	7	3,621	0	1,629	0	0%	0	0%	0	0%
Ceiling Cleaning	352	1,653	0	1,629	0	0%	0	0%	0	0%
Ceiling Materials	438	1,508	2	889	2	100%	0	0%	0	0%
Cell Phone & Tablet Equipment, Supplies & Repair	11,438	177	331	14	313	95%	17	5%	1	0%
Cellophane, Cell Materials & Products	3	3,790	0	1,629	0	0%	0	0%	0	0%
Cellular Telephone Service & Supplies	29,202	67	526	4	441	84%	81	15%	4	1%
Cellulite Treatment - Endermologie	53	2,816	1	1,107	1	100%	0	0%	0	0%
Cement - Retail	46	2,887	0	1,629	0	0%	0	0%	0	0%
Cement - Wholesale & Manufacturers	207	1,996	1	1,107	0	0%	1	100%	0	0%
Cemeteries	504	1,431	3	747	2	67%	1	33%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
Cemetery Equipment & Supplies	5	3,693	1	1,107	1	100%	0	0%	0	0%
Centrifugal Machinery	10	3,514	0	1,629	0	0%	0	0%	0	0%
Ceramic Products - Decorative	333	1,692	0	1,629	0	0%	0	0%	0	0%
Ceramics - Equipment & Supplies	62	2,722	1	1,107	0	0%	1	100%	0	0%
Cereals	8	3,589	0	1,629	0	0%	0	0%	0	0%
Chain Letters	13	3,419	0	1,629	0	0%	0	0%	0	0%
Chain Link Fence Sales, Service & Contractors	1,376	882	1	1,107	0	0%	1	100%	0	0%
Chains	30	3,096	0	1,629	0	0%	0	0%	0	0%
Chairs - Orthopedic & Lift	372	1,612	0	1,629	0	0%	0	0%	0	0%
Chairs - Rent	179	2,072	0	1,629	0	0%	0	0%	0	0%
Chairs - Wholesale & Manufacturers	401	1,564	3	747	1	33%	2	67%	0	0%
Chambers Of Commerce	9,012	223	0	1,629	0	0%	0	0%	0	0%
Charity - Animal Protection	1	3,909	0	1,629	0	0%	0	0%	0	0%
Charity - Children & Youth	42	2,941	0	1,629	0	0%	0	0%	0	0%
Charity - Community Development & Civic Organizations	13	3,419	0	1,629	0	0%	0	0%	0	0%
Charity - Health	11	3,475	0	1,629	0	0%	0	0%	0	0%
Charity - Human Services (i.e. assistance to individuals & families)	36	3,011	0	1,629	0	0%	0	0%	0	0%
Charity - Law & Public Interest	2	3,845	0	1,629	0	0%	0	0%	0	0%
Charity - Local	1,407	868	3	747	2	67%	1	33%	0	0%
Charity - National	14,597	146	2	889	2	100%	0	0%	0	0%
Charity - Other Charitable Organizations	398	1,572	0	1,629	0	0%	0	0%	0	0%
Charity - Religious	7	3,621	0	1,629	0	0%	0	0%	0	0%
Charts	1	3,909	0	1,629	0	0%	0	0%	0	0%
Chauffeur Service	1,043	1,017	0	1,629	0	0%	0	0%	0	0%
Check Cashing Protection Systems	36	3,011	0	1,629	0	0%	0	0%	0	0%
Check Cashing Service	4,984	361	5	562	3	60%	2	40%	0	0%
Check Protection & Signing Machines	3	3,790	0	1,629	0	0%	0	0%	0	0%
Checks - Printing	2,277	653	0	1,629	0	0%	0	0%	0	0%
Cheerleading Instruction	89	2,506	0	1,629	0	0%	0	0%	0	0%
Cheese	77	2,594	0	1,629	0	0%	0	0%	0	0%
Chemical Cleaning - Industrial	108	2,389	0	1,629	0	0%	0	0%	0	0%
Chemical Milling	1	3,909	0	1,629	0	0%	0	0%	0	0%
Chemical Plant Equipment & Supplies	135	2,256	1	1,107	0	0%	1	100%	0	0%
Chemical Production	106	2,398	0	1,629	0	0%	0	0%	0	0%
Chemicals	1,207	943	1	1,107	1	100%	0	0%	0	0%
Chemicals - Reclaiming	137	2,242	0	1,629	0	0%	0	0%	0	0%
Chemists - Analytical & Consulting	32	3,069	0	1,629	0	0%	0	0%	0	0%
Chemists - Manufacturers	30	3,096	0	1,629	0	0%	0	0%	0	0%
Chess Instruction	15	3,379	0	1,629	0	0%	0	0%	0	0%
Child Care - In Home	740	1,200	6	502	6	100%	0	0%	0	0%
Child Care - Infant	315	1,721	0	1,629	0	0%	0	0%	0	0%
Child Care Centers	13,373	157	23	200	18	78%	5	22%	0	0%
Child Care Referral	29	3,112	0	1,629	0	0%	0	0%	0	0%
Child Parent Development Centers	64	2,703	0	1,629	0	0%	0	0%	0	0%
Child Support Enforcement	2	3,845	0	1,629	0	0%	0	0%	0	0%
Childproofing Services	42	2,941	0	1,629	0	0%	0	0%	0	0%
Children`s Play Programs Instruction	260	1,850	0	1,629	0	0%	0	0%	0	0%
Childrens & Family Entertainment	708	1,224	2	889	2	100%	0	0%	0	0%
Childrens & Infants Wear - Retail	1,641	798	4	641	3	75%	1	25%	0	0%
Childrens & Infants Wear - Wholesale & Manufacturing	61	2,733	0	1,629	0	0%	0	0%	0	0%
Chimes & Bells	3	3,790	0	1,629	0	0%	0	0%	0	0%
Chimney Builders & Repair	10,822	185	8	423	8	100%	0	0%	0	0%
Chimney Cleaning	11,453	175	4	641	3	75%	1	25%	0	0%
Chimney Cleaning Equipment & Supplies	23	3,226	0	1,629	0	0%	0	0%	0	0%
Chimney Sweeper	869	1,123	1	1,107	0	0%	1	100%	0	0%
China & Crystal - Repair	27	3,143	0	1,629	0	0%	0	0%	0	0%

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China & Glassware - Renting	1	3,909	0	1,629	0	0%	0	0%	0	0%
China & Glassware - Retail	847	1,133	1	1,107	0	0%	1	100%	0	0%
China - Wholesale & Manufacturers	77	2,594	0	1,629	0	0%	0	0%	0	0%
Chinese Food Products	84	2,541	0	1,629	0	0%	0	0%	0	0%
Chiropractors D.C.	5,500	332	6	502	5	83%	0	0%	1	17%
Chiropractors Equipment & Supplies	34	3,039	0	1,629	0	0%	0	0%	0	0%
Chocolate & Cocoa	295	1,769	1	1,107	1	100%	0	0%	0	0%
Choreographers	1	3,909	0	1,629	0	0%	0	0%	0	0%
Christmas Lights & Decorations	148	2,197	2	889	0	0%	2	100%	0	0%
Christmas Trees	144	2,218	0	1,629	0	0%	0	0%	0	0%
Church Furnishings	33	3,058	0	1,629	0	0%	0	0%	0	0%
Church Supplies	86	2,523	0	1,629	0	0%	0	0%	0	0%
Churches	394	1,579	0	1,629	0	0%	0	0%	0	0%
Cigar & Cigarette & Tobacco Dealers - Retail	902	1,105	3	747	1	33%	1	33%	1	33%
Cigar & Cigarette & Tobacco Dealers - Wholesale	15	3,379	0	1,629	0	0%	0	0%	0	0%
Cigar & Cigarette Lighters	14	3,401	0	1,629	0	0%	0	0%	0	0%
Cigar, Cigarette & Tobacco Manufacturers	89	2,506	4	641	4	100%	0	0%	0	0%
Cigars and Cigar Accessories	20	3,265	0	1,629	0	0%	0	0%	0	0%
Cistern Builders	36	3,011	0	1,629	0	0%	0	0%	0	0%
City & Town Planners	118	2,336	0	1,629	0	0%	0	0%	0	0%
Clamps	7	3,621	0	1,629	0	0%	0	0%	0	0%
Cleaners & Dyers Equipment & Supplies	62	2,722	0	1,629	0	0%	0	0%	0	0%
Cleaning Compounds	682	1,249	0	1,629	0	0%	0	0%	0	0%
Cleaning Services	23,628	89	33	153	21	64%	12	36%	0	0%
Cleaning Services - Commercial Office	1,758	757	1	1,107	1	100%	0	0%	0	0%
Cleaning Services - Estate	199	2,019	0	1,629	0	0%	0	0%	0	0%
Cleaning Supplies	2,125	674	40	126	39	98%	1	3%	0	0%
Cleaning Supplies by Internet	129	2,285	0	1,629	0	0%	0	0%	0	0%
Cleaning Supplies by Mail	247	1,884	0	1,629	0	0%	0	0%	0	0%
Cleaning Systems Press, Chemical	949	1,076	1	1,107	1	100%	0	0%	0	0%
Clinics	4,453	399	3	747	2	67%	1	33%	0	0%
Clinics - Pain Management	410	1,547	0	1,629	0	0%	0	0%	0	0%
Clinics - Sleep Centers	377	1,605	0	1,629	0	0%	0	0%	0	0%
Clocks - Components	6	3,658	0	1,629	0	0%	0	0%	0	0%
Clocks - Dealers	536	1,393	1	1,107	1	100%	0	0%	0	0%
Clocks - Service & Repair	1,862	737	2	889	2	100%	0	0%	0	0%
Clocks - Wholesale & Manufacturers	83	2,552	0	1,629	0	0%	0	0%	0	0%
Closet Systems & Accessories	2,945	552	5	562	2	40%	1	20%	2	40%
Closures - Industrial - Protective	84	2,541	0	1,629	0	0%	0	0%	0	0%
Clothes - Consignment & Resale	3,196	514	27	174	13	48%	8	30%	6	22%
Clothing - Retail	8,938	225	80	68	59	74%	18	23%	3	4%
Clubs	2,007	695	1	1,107	1	100%	0	0%	0	0%
Clutches	31	3,083	0	1,629	0	0%	0	0%	0	0%
Coaching - Business	382	1,600	0	1,629	0	0%	0	0%	0	0%
Coaching - Leadership	142	2,227	0	1,629	0	0%	0	0%	0	0%
Coaching - Life	241	1,900	0	1,629	0	0%	0	0%	0	0%
Coal Miners & Shippers	6	3,658	0	1,629	0	0%	0	0%	0	0%
Coal Washing	6	3,658	0	1,629	0	0%	0	0%	0	0%
Coatings - Powder	479	1,463	1	1,107	1	100%	0	0%	0	0%
Coatings - Protective	1,576	814	1	1,107	0	0%	1	100%	0	0%
Coatings - Vacuum Deposition	4	3,743	0	1,629	0	0%	0	0%	0	0%
Coats - Wholesale & Manufacturers	24	3,205	0	1,629	0	0%	0	0%	0	0%
Coats Of Arms	2	3,845	0	1,629	0	0%	0	0%	0	0%
Cocktail Lounges	578	1,338	0	1,629	0	0%	0	0%	0	0%
Coffee & Tea	1,675	783	4	641	2	50%	2	50%	0	0%
Coffee & Tea Shops	1,999	699	5	562	2	40%	3	60%	0	0%
Coffee Break Service & Supplies	723	1,208	3	747	2	67%	1	33%	0	0%
Coffee Brewing Devices	703	1,231	1	1,107	1	100%	0	0%	0	0%

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Coffee Roasting & Handling Equipment	472	1,470	0	1,629	0	0%	0	0%	0	0%
Coin & Bill Change Machines	8	3,589	1	1,107	0	0%	0	0%	1	##
Coin & Bill Count,Sort,Wrap Machines	10	3,514	0	1,629	0	0%	0	0%	0	0%
Coin Cards	118	2,336	4	641	4	100%	0	0%	0	0%
Coin Dealers, Supplies	3,827	443	10	371	9	90%	1	10%	0	0%
Coins & Tokens - Manufacturers	144	2,218	0	1,629	0	0%	0	0%	0	0%
Coins,Stamps & Precious Metals Dealer	409	1,548	0	1,629	0	0%	0	0%	0	0%
Collectibles	1,962	708	10	371	10	100%	0	0%	0	0%
Collection Agencies	159,884	11	502	6	464	92%	35	7%	3	1%
Collection Systems	361	1,642	1	1,107	0	0%	1	100%	0	0%
College Savings Plans	973	1,062	2	889	2	100%	0	0%	0	0%
Colon Hydrotherapy - Colonic Therapy	42	2,941	0	1,629	0	0%	0	0%	0	0%
Color Consultants	138	2,239	0	1,629	0	0%	0	0%	0	0%
Color Separations - Offset , Photo Engraving	15	3,379	0	1,629	0	0%	0	0%	0	0%
Colors & Pigment	17	3,326	1	1,107	1	100%	0	0%	0	0%
Columns	42	2,941	0	1,629	0	0%	0	0%	0	0%
Combustion Controls	71	2,632	0	1,629	0	0%	0	0%	0	0%
Comic Books	406	1,552	1	1,107	0	0%	1	100%	0	0%
Commercial Blueprint Design	40	2,964	0	1,629	0	0%	0	0%	0	0%
Commercial Kitchen Rental	16	3,350	0	1,629	0	0%	0	0%	0	0%
Commercial Painting Contractor	1,416	864	0	1,629	0	0%	0	0%	0	0%
Commercial Products Manufacturers	1,676	782	21	218	16	76%	5	24%	0	0%
Commercial Products Wholesale & Distributor	1,284	913	1	1,107	1	100%	0	0%	0	0%
Commercial Roofing	3,062	534	3	747	1	33%	2	67%	0	0%
Commercials - Radio & Television	38	2,987	0	1,629	0	0%	0	0%	0	0%
Commodity Brokers	249	1,879	0	1,629	0	0%	0	0%	0	0%
Commodity Trading Advisory Service	328	1,701	2	889	2	100%	0	0%	0	0%
Communication Consultants	1,530	832	0	1,629	0	0%	0	0%	0	0%
Compact Discs, Tapes & Records - Retail	967	1,070	0	1,629	0	0%	0	0%	0	0%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	59	2,761	0	1,629	0	0%	0	0%	0	0%
Compactors - Waste - Household - Dealers	241	1,900	0	1,629	0	0%	0	0%	0	0%
Compactors - Waste - Industrial & Commercial	509	1,424	0	1,629	0	0%	0	0%	0	0%
Compliance Consulting	68	2,666	1	1,107	0	0%	1	100%	0	0%
Composting Systems	121	2,323	1	1,107	0	0%	1	100%	0	0%
Compressors	145	2,216	0	1,629	0	0%	0	0%	0	0%
Compressors - Repair	31	3,083	0	1,629	0	0%	0	0%	0	0%
Computer Assisted Design Services	29	3,112	1	1,107	1	100%	0	0%	0	0%
Computer Business Services	887	1,111	1	1,107	1	100%	0	0%	0	0%
Computer Consultant	3,237	506	7	451	4	57%	3	43%	0	0%
Computer Printers Sales & Service	839	1,140	1	1,107	1	100%	0	0%	0	0%
Computer Software Publishers & Developers	8,912	226	31	158	7	23%	24	77%	0	0%
Computers - Forensics	66	2,688	0	1,629	0	0%	0	0%	0	0%
Computers - Cable & Installation	883	1,114	0	1,629	0	0%	0	0%	0	0%
Computers - Cleaning Services	49	2,863	1	1,107	1	100%	0	0%	0	0%
Computers - Dealers	28,961	69	79	70	67	85%	12	15%	0	0%
Computers - Disaster Recovery	1,012	1,037	1	1,107	0	0%	1	100%	0	0%
Computers - Furniture	224	1,950	5	562	1	20%	4	80%	0	0%
Computers - Graphics	268	1,829	0	1,629	0	0%	0	0%	0	0%
Computers - Multimedia	297	1,760	0	1,629	0	0%	0	0%	0	0%
Computers - Network Security	294	1,771	2	889	1	50%	1	50%	0	0%
Computers - Networks	2,578	609	3	747	3	100%	0	0%	0	0%
Computers - Programming	82	2,559	1	1,107	0	0%	1	100%	0	0%
Computers - Rent & Lease	153	2,178	0	1,629	0	0%	0	0%	0	0%
Computers - Rooms - Installation & Equipment	24	3,205	0	1,629	0	0%	0	0%	0	0%
Computers - Security Equip & Systems	239	1,909	0	1,629	0	0%	0	0%	0	0%
Computers - Service & Repair	24,774	84	57	95	37	65%	19	33%	1	2%
Computers - Supplies & Parts	10,210	198	36	139	29	81%	7	19%	0	0%

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Computers - Sys Designers & Consult	6,483	289	20	228	19	95%	1	5%	0	0%
Computers - Training	1,584	810	0	1,629	0	0%	0	0%	0	0%
Computers - Used	915	1,092	4	641	3	75%	1	25%	0	0%
Computers - Wholesale & Manufacturers	899	1,108	9	402	6	67%	3	33%	0	0%
Computers Hardware, Software & Services	80,005	21	149	39	119	80%	28	19%	2	1%
Concert Bureaus	82	2,559	0	1,629	0	0%	0	0%	0	0%
Concert Halls	221	1,957	0	1,629	0	0%	0	0%	0	0%
Concert Performers	26	3,157	0	1,629	0	0%	0	0%	0	0%
Concert Promoters & Consultants	85	2,532	1	1,107	1	100%	0	0%	0	0%
Concessionaires	10	3,514	0	1,629	0	0%	0	0%	0	0%
Concierge Services	369	1,623	0	1,629	0	0%	0	0%	0	0%
Concrete - Custom	2,076	681	4	641	2	50%	2	50%	0	0%
Concrete - Prestressed	7	3,621	0	1,629	0	0%	0	0%	0	0%
Concrete - Ready Mixed	1,710	772	5	562	3	60%	2	40%	0	0%
Concrete - Restoration, Sealing & Cleaning	2,631	598	1	1,107	1	100%	0	0%	0	0%
Concrete - Stamped & Decorative	2,020	692	4	641	4	100%	0	0%	0	0%
Concrete Additives	7	3,621	0	1,629	0	0%	0	0%	0	0%
Concrete Aggregates	341	1,673	1	1,107	1	100%	0	0%	0	0%
Concrete Block & Product Molding Machine	1	3,909	0	1,629	0	0%	0	0%	0	0%
Concrete Blocks & Shapes	227	1,940	1	1,107	1	100%	0	0%	0	0%
Concrete Breaking Equipment	28	3,133	0	1,629	0	0%	0	0%	0	0%
Concrete Breaking, Cutting, Sawing	2,190	664	1	1,107	1	100%	0	0%	0	0%
Concrete Construction Forms & Accessories	1,206	945	1	1,107	1	100%	0	0%	0	0%
Concrete Contractors	91,557	18	128	43	69	54%	52	41%	7	5%
Concrete Curing & Treating Materials	363	1,634	0	1,629	0	0%	0	0%	0	0%
Concrete Mixers	18	3,309	0	1,629	0	0%	0	0%	0	0%
Concrete Patching Compounds	11	3,475	0	1,629	0	0%	0	0%	0	0%
Concrete Products	2,481	617	4	641	1	25%	3	75%	0	0%
Concrete Pumping Service	1,167	959	0	1,629	0	0%	0	0%	0	0%
Concrete Reinforcements	94	2,470	0	1,629	0	0%	0	0%	0	0%
Concrete Removal	51	2,841	0	1,629	0	0%	0	0%	0	0%
Concrete Repair/Leveling	2,994	542	1	1,107	1	100%	0	0%	0	0%
Condiments & Sauces	11	3,475	0	1,629	0	0%	0	0%	0	0%
Condominiums	4,456	398	7	451	1	14%	6	86%	0	0%
Conference Centers	274	1,813	1	1,107	1	100%	0	0%	0	0%
Connectors - Electric	454	1,493	2	889	2	100%	0	0%	0	0%
Consignment Service	493	1,442	0	1,629	0	0%	0	0%	0	0%
Consignment Service - Furniture	208	1,993	2	889	1	50%	1	50%	0	0%
Consignment Service - Online	26	3,157	0	1,629	0	0%	0	0%	0	0%
Construction & Remodeling Services	75,965	26	61	91	33	54%	27	44%	1	2%
Construction Equipment Sales / Services	845	1,136	3	747	2	67%	1	33%	0	0%
Construction Estimates	231	1,930	0	1,629	0	0%	0	0%	0	0%
Construction Management	6,301	297	4	641	2	50%	2	50%	0	0%
Construction Supplies	314	1,725	1	1,107	1	100%	0	0%	0	0%
Consulates & Other Federal Government Representatives	17	3,326	0	1,629	0	0%	0	0%	0	0%
Consultant - Employee Benefit Plans	596	1,323	0	1,629	0	0%	0	0%	0	0%
Consultant - Planning	1,892	730	4	641	0	0%	4	100%	0	0%
Consultant - Strategic Planning	98	2,447	0	1,629	0	0%	0	0%	0	0%
Consultants - Auto Repair	1	3,909	1	1,107	0	0%	1	100%	0	0%
Consultants - Automobile Purchase	29	3,112	0	1,629	0	0%	0	0%	0	0%
Consultants - Dental Management	140	2,233	0	1,629	0	0%	0	0%	0	0%
Consultants - Medical	161	2,144	0	1,629	0	0%	0	0%	0	0%
Consultants - Pharmaceutical	186	2,056	0	1,629	0	0%	0	0%	0	0%
Consultants - Security	305	1,743	0	1,629	0	0%	0	0%	0	0%
Consultants - Social Media	138	2,239	0	1,629	0	0%	0	0%	0	0%
Consultants - Telecommunication	1,164	962	2	889	0	0%	2	100%	0	0%
Consumer Finance & Loan Companies	27,628	72	62	88	57	92%	4	6%	1	2%



Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Consumers Cooperative Organizations	592	1,327	4	641	2	50%	2	50%	0	0%
Contact Lenses	3,744	452	11	353	6	55%	5	45%	0	0%
Containerized Freight Service	546	1,377	1	1,107	1	100%	0	0%	0	0%
Content Management Systems	13	3,419	1	1,107	1	100%	0	0%	0	0%
Contest Arranging & Judging	22	3,237	0	1,629	0	0%	0	0%	0	0%
Contract Manufacturing	111	2,378	0	1,629	0	0%	0	0%	0	0%
Contractor - Commercial	4,280	414	3	747	0	0%	3	100%	0	0%
Contractor - Crawl Space	56	2,788	0	1,629	0	0%	0	0%	0	0%
Contractor - Decorative & Specialty Concrete	718	1,215	2	889	2	100%	0	0%	0	0%
Contractor - Disabled Access	50	2,853	0	1,629	0	0%	0	0%	0	0%
Contractor - Flat Roof	852	1,129	1	1,107	0	0%	1	100%	0	0%
Contractor - Gas	1,405	869	2	889	0	0%	2	100%	0	0%
Contractor - General Green Builder	352	1,653	1	1,107	0	0%	1	100%	0	0%
Contractor - Hauling	102	2,422	0	1,629	0	0%	0	0%	0	0%
Contractor - Home Performance	268	1,829	0	1,629	0	0%	0	0%	0	0%
Contractor - Industrial	306	1,741	0	1,629	0	0%	0	0%	0	0%
Contractor - Insulation	26,504	76	11	353	7	64%	4	36%	0	0%
Contractor - Interior Trim	344	1,663	0	1,629	0	0%	0	0%	0	0%
Contractor - Low Voltage Systems	137	2,242	0	1,629	0	0%	0	0%	0	0%
Contractor - Mechanical Insulation	487	1,451	0	1,629	0	0%	0	0%	0	0%
Contractor - Metal Roofing	1,712	769	1	1,107	1	100%	0	0%	0	0%
Contractor - Ornamental Iron	0	3,980	1	1,107	0	0%	1	100%	0	0%
Contractor - Remodel & Repair	5,089	356	7	451	4	57%	3	43%	0	0%
Contractor - Roofing Spray Foam Insulation	262	1,842	0	1,629	0	0%	0	0%	0	0%
Contractor - Sheetrock	4	3,743	0	1,629	0	0%	0	0%	0	0%
Contractor - Spray Foam Insulation	3,368	489	0	1,629	0	0%	0	0%	0	0%
Contractor - Tile Roofing	86	2,523	0	1,629	0	0%	0	0%	0	0%
Contractor - Water Conditioning	34	3,039	0	1,629	0	0%	0	0%	0	0%
Contractors - Acoustical Ceiling	28	3,133	0	1,629	0	0%	0	0%	0	0%
Contractors - Ceiling	1,124	985	0	1,629	0	0%	0	0%	0	0%
Contractors - Flooring	10,113	200	18	251	10	56%	8	44%	0	0%
Contractors - Framing	3,247	505	0	1,629	0	0%	0	0%	0	0%
Contractors - General	286,714	2	359	11	137	38%	204	57%	18	5%
Contractors - Gutters	1,966	707	6	502	2	33%	4	67%	0	0%
Contractors - Plant Maintenance Shutdown	67	2,677	0	1,629	0	0%	0	0%	0	0%
Contractors - Retaining Wall	326	1,705	0	1,629	0	0%	0	0%	0	0%
Contractors - Sheet Metal	642	1,276	0	1,629	0	0%	0	0%	0	0%
Contractors - Solar Energy	3,373	487	10	371	5	50%	2	20%	3	30%
Contractors Equipment & Supplies - Dealers & Services	659	1,264	1	1,107	0	0%	1	100%	0	0%
Contractors Equipment & Supplies - Rent & Lease	1,320	900	5	562	1	20%	4	80%	0	0%
Controls, Control Sys & Regulators	972	1,066	0	1,629	0	0%	0	0%	0	0%
Convenience Stores	3,178	516	6	502	5	83%	1	17%	0	0%
Convention Services & Facilities	905	1,103	1	1,107	1	100%	0	0%	0	0%
Convents & Monasteries	12	3,448	0	1,629	0	0%	0	0%	0	0%
Converters - Electric	4	3,743	0	1,629	0	0%	0	0%	0	0%
Conveyors & Conveying Equipment	108	2,389	0	1,629	0	0%	0	0%	0	0%
Cookies & Crackers	96	2,461	0	1,629	0	0%	0	0%	0	0%
Cooking Instruction	134	2,260	0	1,629	0	0%	0	0%	0	0%
Cooking Utensils	2,294	650	5	562	1	20%	4	80%	0	0%
Cooling Towers	17	3,326	0	1,629	0	0%	0	0%	0	0%
Copiers & Copier Supplies	1,145	973	4	641	4	100%	0	0%	0	0%
Copper Products	85	2,532	0	1,629	0	0%	0	0%	0	0%
Coppersmiths	8	3,589	0	1,629	0	0%	0	0%	0	0%
Copy & Duplicating Service	2,974	548	7	451	6	86%	1	14%	0	0%
Copyright Service	29	3,112	0	1,629	0	0%	0	0%	0	0%
Cord Blood Storage	25	3,184	0	1,629	0	0%	0	0%	0	0%
Corn Products	73	2,619	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Corporate Awards	62	2,722	0	1,629	0	0%	0	0%	0	0%
Corporate Housing	49	2,863	0	1,629	0	0%	0	0%	0	0%
Corporate Travel	30	3,096	0	1,629	0	0%	0	0%	0	0%
Correspondence Schools	9,966	204	2	889	2	100%	0	0%	0	0%
Corrosion Control	26	3,157	0	1,629	0	0%	0	0%	0	0%
Corsets & Girdles	170	2,109	1	1,107	0	0%	1	100%	0	0%
Cosmetic & Toiletry Preparations - Manufacturers	332	1,695	1	1,107	1	100%	0	0%	0	0%
Cosmetic Sales	533	1,399	1	1,107	1	100%	0	0%	0	0%
Cosmetic Sales by Internet	4,571	392	159	36	70	44%	89	56%	0	0%
Cosmetic Sales by Mail	4	3,743	0	1,629	0	0%	0	0%	0	0%
Cosmetics & Perfumes - Retail	1,992	700	4	641	3	75%	1	25%	0	0%
Cosmetics - Wholesale & Manufacturers	299	1,755	0	1,629	0	0%	0	0%	0	0%
Costume Fabrics, Trim & Accessories	125	2,303	0	1,629	0	0%	0	0%	0	0%
Costumes - Masquerade & Theatrical	870	1,122	3	747	1	33%	1	33%	1	33%
Cotton Ginning Equipment & Supplies	2	3,845	0	1,629	0	0%	0	0%	0	0%
Counterfeit Money Detection Devices	9	3,549	0	1,629	0	0%	0	0%	0	0%
Countertop - Fabrication	455	1,491	0	1,629	0	0%	0	0%	0	0%
Countertops	16,781	125	21	218	16	76%	5	24%	0	0%
Countertops - Concrete	141	2,230	0	1,629	0	0%	0	0%	0	0%
Coupon Book Promotions	1,775	753	7	451	0	0%	7	100%	0	0%
Coupon Services	7,214	262	46	111	21	46%	17	37%	8	17%
Couriers	3,668	458	13	314	6	46%	7	54%	0	0%
Court Reporters	98	2,447	0	1,629	0	0%	0	0%	0	0%
Covers - Protective	34	3,039	0	1,629	0	0%	0	0%	0	0%
CPR Training & Certification	310	1,734	0	1,629	0	0%	0	0%	0	0%
Craft Galleries & Dealers	290	1,778	2	889	0	0%	2	100%	0	0%
Craft Instruction	35	3,025	0	1,629	0	0%	0	0%	0	0%
Craft Supplies	2,059	686	49	105	2	4%	47	96%	0	0%
Crane Service	704	1,228	0	1,629	0	0%	0	0%	0	0%
Cranes	724	1,206	2	889	1	50%	1	50%	0	0%
Cranes - Accessories & Parts	30	3,096	0	1,629	0	0%	0	0%	0	0%
Crankshaft Grinding	45	2,901	0	1,629	0	0%	0	0%	0	0%
Credit & Debt Counseling	43,032	43	38	129	34	89%	4	11%	0	0%
Credit - Debt Consolidation Services	8,992	224	6	502	2	33%	4	67%	0	0%
Credit Card - Merchant Services	5,290	343	7	451	4	57%	3	43%	0	0%
Credit Card Processing Service	5,263	346	15	290	13	87%	2	13%	0	0%
Credit Cards & Plans	3,919	438	40	126	33	83%	7	18%	0	0%
Credit Cards & Plans - Equipment & Supplies	108	2,389	0	1,629	0	0%	0	0%	0	0%
Credit Cards - Protection Service	467	1,476	6	502	6	100%	0	0%	0	0%
Credit Repair Services - Advance Fee	133	2,266	1	1,107	0	0%	0	0%	1	###
Credit Repair Services - No Advance Fee	14	3,401	0	1,629	0	0%	0	0%	0	0%
Credit Reporting Agencies	6,920	273	21	218	15	71%	5	24%	1	5%
Credit Services	6,328	296	13	314	12	92%	1	8%	0	0%
Credit Unions	10,069	202	9	402	8	89%	1	11%	0	0%
Cremation Services	929	1,086	0	1,629	0	0%	0	0%	0	0%
Cremation Urns	61	2,733	0	1,629	0	0%	0	0%	0	0%
Crematories	214	1,978	0	1,629	0	0%	0	0%	0	0%
Crime Scene/Trauma Clean Up	164	2,131	0	1,629	0	0%	0	0%	0	0%
Crisis Intervention Service	26	3,157	0	1,629	0	0%	0	0%	0	0%
Cruises	2,232	657	7	451	4	57%	3	43%	0	0%
Cryogenics	50	2,853	0	1,629	0	0%	0	0%	0	0%
Crystals - Industrial	9	3,549	0	1,629	0	0%	0	0%	0	0%
Culverts	64	2,703	0	1,629	0	0%	0	0%	0	0%
Cupolas	11	3,475	0	1,629	0	0%	0	0%	0	0%
Currency Exchange	3,201	512	1	1,107	0	0%	1	100%	0	0%
Curtains - Wholesale & Manufacturers	5	3,693	0	1,629	0	0%	0	0%	0	0%
Custom Brokers	1,249	930	1	1,107	1	100%	0	0%	0	0%
Custom Framing	307	1,738	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Custom Harvesting	27	3,143	1	1,107	0	0%	1	100%	0	0%
Custom Tile Painting	11	3,475	0	1,629	0	0%	0	0%	0	0%
Customs Consultant	52	2,826	0	1,629	0	0%	0	0%	0	0%
Cutlery	119	2,332	1	1,107	1	100%	0	0%	0	0%
Cutting & Slitting Service	10	3,514	0	1,629	0	0%	0	0%	0	0%
Cylinders - Air & Hydraulic	33	3,058	0	1,629	0	0%	0	0%	0	0%
Cylinders - Gas	45	2,901	1	1,107	0	0%	1	100%	0	0%
Cylinders - Hydrostatic Testing	2	3,845	0	1,629	0	0%	0	0%	0	0%
Dairies	278	1,798	0	1,629	0	0%	0	0%	0	0%
Dairy Consultants	6	3,658	0	1,629	0	0%	0	0%	0	0%
Dairy Equipment & Supplies	67	2,677	0	1,629	0	0%	0	0%	0	0%
Dairy Products - Wholesale	310	1,734	1	1,107	0	0%	1	100%	0	0%
Dance Apparel	103	2,415	1	1,107	1	100%	0	0%	0	0%
Dance Companies	1,565	819	4	641	2	50%	1	25%	1	25%
Dancing Instruction	1,864	735	10	371	8	80%	2	20%	0	0%
Dancing Supplies	335	1,690	0	1,629	0	0%	0	0%	0	0%
Darts & Dart Boards	13	3,419	0	1,629	0	0%	0	0%	0	0%
Data Communications Equipment & Systems	613	1,308	0	1,629	0	0%	0	0%	0	0%
Data Processing Equipment	59	2,761	0	1,629	0	0%	0	0%	0	0%
Data Processing Equipment - Maintenance	21	3,251	0	1,629	0	0%	0	0%	0	0%
Data Processing Service	819	1,155	0	1,629	0	0%	0	0%	0	0%
Data Processing Supplies	33	3,058	0	1,629	0	0%	0	0%	0	0%
Data Recovery	552	1,370	0	1,629	0	0%	0	0%	0	0%
Data Systems - Consultants & Designers	296	1,766	0	1,629	0	0%	0	0%	0	0%
Dating Service	13,582	155	105	52	29	28%	74	70%	2	2%
Dating Service - Online	1,255	925	9	402	8	89%	1	11%	0	0%
Day Care - Adults	214	1,978	0	1,629	0	0%	0	0%	0	0%
Day Spas	13,477	156	44	118	14	32%	20	45%	10	23%
Debt Relief Education	338	1,682	2	889	2	100%	0	0%	0	0%
Debt Relief Services	1,179	954	3	747	0	0%	1	33%	2	67%
Debt Settlement - Canada	1,013	1,035	1	1,107	0	0%	1	100%	0	0%
Decals	314	1,725	3	747	1	33%	1	33%	1	33%
Deck - Repair	825	1,147	1	1,107	1	100%	0	0%	0	0%
Deck Builder	4,675	385	12	330	3	25%	9	75%	0	0%
Deck Cleaning & Sealing	50	2,853	0	1,629	0	0%	0	0%	0	0%
Decoration Contractors - Party, Convention	561	1,358	2	889	0	0%	2	100%	0	0%
Delicatessens	539	1,387	2	889	1	50%	1	50%	0	0%
Delivery Service	25,380	81	101	56	76	75%	24	24%	1	1%
Demographic Research	2	3,845	0	1,629	0	0%	0	0%	0	0%
Demolition Contractors	4,086	425	2	889	0	0%	2	100%	0	0%
Demonstration Services	3	3,790	0	1,629	0	0%	0	0%	0	0%
Dental Equipment & Supplies	1,193	948	3	747	1	33%	2	67%	0	0%
Dental Equipment - Repair & Refinish	54	2,807	0	1,629	0	0%	0	0%	0	0%
Dental Hygienists	466	1,477	2	889	2	100%	0	0%	0	0%
Dental Laboratories	1,807	745	1	1,107	1	100%	0	0%	0	0%
Dental Service Plans	121	2,323	0	1,629	0	0%	0	0%	0	0%
Dentist - Dental Implants	448	1,497	0	1,629	0	0%	0	0%	0	0%
Dentist - Dental Surgery	484	1,454	0	1,629	0	0%	0	0%	0	0%
Dentist - Orthodontist	774	1,183	1	1,107	1	100%	0	0%	0	0%
Dentist - Periodontist	179	2,072	0	1,629	0	0%	0	0%	0	0%
Dentist - Prosthodontist	12	3,448	0	1,629	0	0%	0	0%	0	0%
Dentistry - Children	508	1,425	1	1,107	1	100%	0	0%	0	0%
Dentistry - Cosmetic	1,287	910	0	1,629	0	0%	0	0%	0	0%
Dentists	14,944	144	29	170	23	79%	6	21%	0	0%
Denturist	4,723	376	2	889	2	100%	0	0%	0	0%
Deodorants	17	3,326	0	1,629	0	0%	0	0%	0	0%
Deodorizing & Disinfecting	94	2,470	0	1,629	0	0%	0	0%	0	0%
Department Stores	13,661	153	475	8	469	99%	6	1%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Design & Build Contractor	1,178	955	4	641	0	0%	4	100%	0	0%
Designers - Apparel	1,103	991	2	889	0	0%	2	100%	0	0%
Designers - Industrial	462	1,484	0	1,629	0	0%	0	0%	0	0%
Desktop Publishing	169	2,115	0	1,629	0	0%	0	0%	0	0%
Destination Management	42	2,941	0	1,629	0	0%	0	0%	0	0%
Detective Agencies	19	3,281	0	1,629	0	0%	0	0%	0	0%
Developmental Disability Services	175	2,088	1	1,107	0	0%	1	100%	0	0%
Diabetes Services & Supplies	676	1,254	0	1,629	0	0%	0	0%	0	0%
Diamond Buyers	266	1,836	0	1,629	0	0%	0	0%	0	0%
Diamond Cutters	8	3,589	0	1,629	0	0%	0	0%	0	0%
Diamonds	6,163	306	6	502	4	67%	2	33%	0	0%
Diamonds - Industrial	5	3,693	0	1,629	0	0%	0	0%	0	0%
Diaper Service	343	1,667	1	1,107	1	100%	0	0%	0	0%
Dictating Machines & Supplies	4	3,743	0	1,629	0	0%	0	0%	0	0%
Die Castings	36	3,011	0	1,629	0	0%	0	0%	0	0%
Die Cutting	4	3,743	0	1,629	0	0%	0	0%	0	0%
Die Cutting Equipment & Supplies	11	3,475	0	1,629	0	0%	0	0%	0	0%
Dietitians	15	3,379	0	1,629	0	0%	0	0%	0	0%
Differentials - Automobile	25	3,184	0	1,629	0	0%	0	0%	0	0%
Digital Marketing	218	1,967	2	889	1	50%	1	50%	0	0%
Digital Media	2,136	673	14	303	8	57%	6	43%	0	0%
Dinner Theatres	143	2,223	1	1,107	1	100%	0	0%	0	0%
Disability Access Equipment	122	2,317	0	1,629	0	0%	0	0%	0	0%
Disability Remodeling	46	2,887	0	1,629	0	0%	0	0%	0	0%
Disabled Person Assistance	18,231	112	3	747	3	100%	0	0%	0	0%
Disc Jockeys	3,040	536	6	502	6	100%	0	0%	0	0%
Discotheques	4	3,743	0	1,629	0	0%	0	0%	0	0%
Discount Stores	11,402	178	106	51	89	84%	17	16%	0	0%
Dishwashing Machines - Dealers	37	2,996	0	1,629	0	0%	0	0%	0	0%
Dishwashing Machines - Service & Repair	71	2,632	0	1,629	0	0%	0	0%	0	0%
Display Designers & Producers	1,657	790	12	330	9	75%	1	8%	2	17%
Display Fixtures & Materials	113	2,368	1	1,107	0	0%	1	100%	0	0%
Disposable Products	5	3,693	0	1,629	0	0%	0	0%	0	0%
Distillers	120	2,330	0	1,629	0	0%	0	0%	0	0%
Distributing Service - Circular, Sample	349	1,657	1	1,107	0	0%	1	100%	0	0%
Divers	82	2,559	1	1,107	0	0%	1	100%	0	0%
Divers Equipment & Supplies	319	1,714	0	1,629	0	0%	0	0%	0	0%
Diving & Marine Services	83	2,552	0	1,629	0	0%	0	0%	0	0%
Diving Instruction	232	1,927	0	1,629	0	0%	0	0%	0	0%
Divorce Assistance	3,232	508	2	889	1	50%	1	50%	0	0%
DNA Testing	909	1,100	1	1,107	1	100%	0	0%	0	0%
Dock Builders	424	1,526	0	1,629	0	0%	0	0%	0	0%
Docks	403	1,559	1	1,107	1	100%	0	0%	0	0%
Document Imaging & Scanning Service	137	2,242	1	1,107	0	0%	0	0%	1	###
Dog Breeders	12,654	160	14	303	7	50%	6	43%	1	7%
Dog Daycare	1,015	1,034	5	562	2	40%	3	60%	0	0%
Doll Clothing & Accessories	79	2,579	0	1,629	0	0%	0	0%	0	0%
Doll Houses & Accessories	190	2,039	0	1,629	0	0%	0	0%	0	0%
Dolls - Collectors	217	1,969	0	1,629	0	0%	0	0%	0	0%
Dolls - Retail	52	2,826	0	1,629	0	0%	0	0%	0	0%
Dome Structures	90	2,502	0	1,629	0	0%	0	0%	0	0%
Door & Gate Operating Devices	756	1,191	2	889	1	50%	1	50%	0	0%
Door Closers & Checks	23	3,226	0	1,629	0	0%	0	0%	0	0%
Door Frames	70	2,646	0	1,629	0	0%	0	0%	0	0%
Door Manufacturer - High Performance	54	2,807	0	1,629	0	0%	0	0%	0	0%
Door-to-Door Freezer Food Sales	1,165	961	7	451	3	43%	4	57%	0	0%
Door-to-Door Sales - Cleaning Supplies	15	3,379	0	1,629	0	0%	0	0%	0	0%
Door-to-Door Sales - Cosmetics	102	2,422	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Door-to-Door Sales - Magazines	19	3,281	0	1,629	0	0%	0	0%	0	0%
Door-to-Door Sales - Photography	34	3,039	0	1,629	0	0%	0	0%	0	0%
Doors	11,293	181	21	218	15	71%	6	29%	0	0%
Doors - Commercial	133	2,266	0	1,629	0	0%	0	0%	0	0%
Doors - Installation	699	1,237	4	641	4	100%	0	0%	0	0%
Doors - Patio	108	2,389	0	1,629	0	0%	0	0%	0	0%
Doors - Repair	3,378	486	1	1,107	1	100%	0	0%	0	0%
Doughnuts	383	1,598	0	1,629	0	0%	0	0%	0	0%
Drafting Equipment & Supplies	64	2,703	0	1,629	0	0%	0	0%	0	0%
Drafting Services	1,517	836	0	1,629	0	0%	0	0%	0	0%
Drainage Contractors	7,329	257	5	562	3	60%	2	40%	0	0%
Drama/Acting Instruction	244	1,894	0	1,629	0	0%	0	0%	0	0%
Draperies & Curtains - Retail & Custom	4,787	373	7	451	2	29%	4	57%	1	14%
Draperies - Wholesale & Manufacturers	32	3,069	0	1,629	0	0%	0	0%	0	0%
Drapery & Curtain Cleaners	239	1,909	1	1,107	0	0%	1	100%	0	0%
Drapery & Curtain Fabric - Wholesale & Manufacturers	50	2,853	0	1,629	0	0%	0	0%	0	0%
Drapery & Curtain Fabrics - Retail	782	1,179	1	1,107	1	100%	0	0%	0	0%
Drapery Installation Service	524	1,406	0	1,629	0	0%	0	0%	0	0%
Drapery Trimmings	21	3,251	0	1,629	0	0%	0	0%	0	0%
Dredging	19	3,281	0	1,629	0	0%	0	0%	0	0%
Dresses - Wholesale & Manufacturers	73	2,619	0	1,629	0	0%	0	0%	0	0%
Dressmakers	881	1,115	3	747	1	33%	2	67%	0	0%
Drilling & Boring Contractors	1,366	884	0	1,629	0	0%	0	0%	0	0%
Drilling & Boring Equipment & Supplies	182	2,062	0	1,629	0	0%	0	0%	0	0%
Drilling - Geothermal	99	2,440	0	1,629	0	0%	0	0%	0	0%
Drilling - Oil Well	156	2,168	1	1,107	0	0%	0	0%	1	###
Drills	24	3,205	0	1,629	0	0%	0	0%	0	0%
Drive Shafts	173	2,096	0	1,629	0	0%	0	0%	0	0%
Drivers Education	1,814	742	2	889	1	50%	1	50%	0	0%
Driveway Installation, Paving & Repair	4,700	379	27	174	10	37%	15	56%	2	7%
Driving Instruction	14,394	150	34	148	17	50%	11	32%	6	18%
Driving Proficiency Test Service	1,789	749	0	1,629	0	0%	0	0%	0	0%
Driving Training Equipment	48	2,874	0	1,629	0	0%	0	0%	0	0%
Drone Retailer	8	3,589	0	1,629	0	0%	0	0%	0	0%
Drug & Alcohol Screening & Testing	534	1,397	1	1,107	1	100%	0	0%	0	0%
Drug Abuse & Addiction - Info & Treatment	1,569	817	4	641	2	50%	2	50%	0	0%
Drug Brokers	7	3,621	0	1,629	0	0%	0	0%	0	0%
Drug Manufacturers	9	3,549	0	1,629	0	0%	0	0%	0	0%
Dry Cleaners	17,906	113	82	64	43	52%	38	46%	1	1%
Dry Cleaners - Equipment - Wholesales	39	2,973	0	1,629	0	0%	0	0%	0	0%
Dry Cleaners - Self Service	30	3,096	0	1,629	0	0%	0	0%	0	0%
Dry Goods - Retail	44	2,921	1	1,107	1	100%	0	0%	0	0%
Dry Ice	109	2,384	0	1,629	0	0%	0	0%	0	0%
Dryer Vent Cleaning	655	1,269	0	1,629	0	0%	0	0%	0	0%
Drying Equipment - Industrial	12	3,448	0	1,629	0	0%	0	0%	0	0%
Drying Service	2	3,845	0	1,629	0	0%	0	0%	0	0%
Drywall - Inspectors	9	3,549	0	1,629	0	0%	0	0%	0	0%
Drywall Contractors	27,360	73	5	562	3	60%	2	40%	0	0%
Drywall Contractors Equipment & Supplies	572	1,343	0	1,629	0	0%	0	0%	0	0%
Drywall Taping and Texturing	405	1,556	1	1,107	0	0%	1	100%	0	0%
Duct & Duct Fittings	160	2,148	0	1,629	0	0%	0	0%	0	0%
Duct Cleaning	29,029	68	20	228	15	75%	5	25%	0	0%
Dumpster Services	133	2,266	1	1,107	0	0%	1	100%	0	0%
Dune Buggies	151	2,188	0	1,629	0	0%	0	0%	0	0%
Duplicating Machines & Supplies	1	3,909	0	1,629	0	0%	0	0%	0	0%
Dust Collecting Systems	4	3,743	0	1,629	0	0%	0	0%	0	0%
Dust Control Materials	4	3,743	0	1,629	0	0%	0	0%	0	0%

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Duty Free Shops	126	2,297	0	1,629	0	0%	0	0%	0	0%
DVD sales & service	190	2,039	1	1,107	0	0%	1	100%	0	0%
E-Books	149	2,195	1	1,107	1	100%	0	0%	0	0%
e-cigarettes	1,515	837	8	423	4	50%	4	50%	0	0%
E-Learning	50	2,853	0	1,629	0	0%	0	0%	0	0%
E-Mail Marketing	47	2,882	0	1,629	0	0%	0	0%	0	0%
Ear & Body Piercing	486	1,453	0	1,629	0	0%	0	0%	0	0%
Earthworms	1	3,909	0	1,629	0	0%	0	0%	0	0%
Economic Development Organizations	25	3,184	0	1,629	0	0%	0	0%	0	0%
Economic Research & Analysis	26	3,157	0	1,629	0	0%	0	0%	0	0%
Editorial Services	140	2,233	1	1,107	1	100%	0	0%	0	0%
Educational Consultants	2,433	626	17	268	17	100%	0	0%	0	0%
Educational Materials - Home Schooling	24	3,205	0	1,629	0	0%	0	0%	0	0%
Educational Research	64	2,703	0	1,629	0	0%	0	0%	0	0%
Egg Processing & Shipping Equipment & Supplies	1	3,909	0	1,629	0	0%	0	0%	0	0%
Eggs	43	2,931	0	1,629	0	0%	0	0%	0	0%
Elderly/Senior Specialty Services	2,879	557	1	1,107	1	100%	0	0%	0	0%
Electric Bikes	1,745	761	4	641	4	100%	0	0%	0	0%
Electric Companies	461	461	24	193	22	92%	2	8%	0	0%
Electric Equipment & Supplies - Retail	3,008	538	6	502	4	67%	2	33%	0	0%
Electric Equipment & Supplies - Wholesale	2,727	579	17	268	16	94%	1	6%	0	0%
Electric Equipment - Manufacturers	413	1,543	1	1,107	1	100%	0	0%	0	0%
Electric Equipment - Service & Repair	4,399	402	9	402	4	44%	3	33%	2	22%
Electric Equipment - Used	21	3,251	0	1,629	0	0%	0	0%	0	0%
Electric Heating Elements	62	2,722	0	1,629	0	0%	0	0%	0	0%
Electric Heating Equipment - Wholesale & Manufacturers	162	2,142	0	1,629	0	0%	0	0%	0	0%
Electric Instruments	60	2,747	0	1,629	0	0%	0	0%	0	0%
Electric Motor Controls - Wholesale & Manufacturers	58	2,773	0	1,629	0	0%	0	0%	0	0%
Electric Motors - Dealers & Repairing	814	1,160	0	1,629	0	0%	0	0%	0	0%
Electric Motors - Manufacturers & Distributors	281	1,791	0	1,629	0	0%	0	0%	0	0%
Electric Motors - Supplies & Parts	158	2,160	0	1,629	0	0%	0	0%	0	0%
Electric Motors - Used	3	3,790	0	1,629	0	0%	0	0%	0	0%
Electric Power Line Construction	103	2,415	0	1,629	0	0%	0	0%	0	0%
Electric Scooters	781	1,180	6	502	5	83%	1	17%	0	0%
Electric Supplies - Manufacturers	93	2,480	0	1,629	0	0%	0	0%	0	0%
Electric Switchboards	10	3,514	0	1,629	0	0%	0	0%	0	0%
Electric Vehicles	5	3,693	0	1,629	0	0%	0	0%	0	0%
Electrical Power Systems (Residential & Commercial) - Backup Systems	144	2,218	0	1,629	0	0%	0	0%	0	0%
Electrical Power Systems Maintenance	310	1,734	1	1,107	1	100%	0	0%	0	0%
Electricians	116,731	13	33	153	18	55%	15	45%	0	0%
Electricians - Commercial	2,396	634	0	1,629	0	0%	0	0%	0	0%
Electricians - Residential	16,658	129	10	371	3	30%	7	70%	0	0%
Electrolysis	1,052	1,013	0	1,629	0	0%	0	0%	0	0%
Electronic Equipment & Suppliers - Service & Repair	7,666	250	62	88	34	55%	27	44%	1	2%
Electronic Equipment & Supplies - Dealers	20,618	101	324	16	286	88%	38	12%	0	0%
Electronic Equipment & Supplies - Wholesale & Manufacturers	8,434	234	231	25	227	98%	4	2%	0	0%
Electronic Instruments	254	1,867	0	1,629	0	0%	0	0%	0	0%
Electronic Mail Service	24	3,205	0	1,629	0	0%	0	0%	0	0%
Electronic Power Supplies	170	2,109	0	1,629	0	0%	0	0%	0	0%
Electronic Product Waste Management & E Waste Services	14	3,401	0	1,629	0	0%	0	0%	0	0%
Electronic Testing Equipment	13	3,419	0	1,629	0	0%	0	0%	0	0%
Electronics - Educational Kits	1,822	741	16	280	6	38%	5	31%	5	31%
Electronics Research & Development	106	2,398	0	1,629	0	0%	0	0%	0	0%
Electrostatic Painting	46	2,887	0	1,629	0	0%	0	0%	0	0%
Electrotype Equipment & Supplies	15	3,379	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Elevator Consultants	106	2,398	0	1,629	0	0%	0	0%	0	0%
Elevator Installation	294	1,771	0	1,629	0	0%	0	0%	0	0%
Elevators - Parts	71	2,632	0	1,629	0	0%	0	0%	0	0%
Elevators - Sales & Service	1,699	778	3	747	1	33%	2	67%	0	0%
Email Service Provider	570	1,346	4	641	3	75%	1	25%	0	0%
Emblems	12	3,448	0	1,629	0	0%	0	0%	0	0%
Embroideries - Uniform	209	1,991	0	1,629	0	0%	0	0%	0	0%
Embroidering Machines	19	3,281	0	1,629	0	0%	0	0%	0	0%
Embroidery	715	1,219	3	747	1	33%	1	33%	1	33%
Embroidery Design Punching	36	3,011	0	1,629	0	0%	0	0%	0	0%
Embroidery Supplies	70	2,646	0	1,629	0	0%	0	0%	0	0%
Emergency Disaster Preparedness Equipment & Supplies	343	1,667	1	1,107	0	0%	1	100%	0	0%
Emergency Response Systems - Personal	16	3,350	0	1,629	0	0%	0	0%	0	0%
Emergency Shelters	25	3,184	1	1,107	0	0%	1	100%	0	0%
Employee Benefit Plans	931	1,084	0	1,629	0	0%	0	0%	0	0%
Employment Agencies	17,881	114	13	314	12	92%	1	8%	0	0%
Employment Contractors - Temporary Help	2,044	690	2	889	0	0%	2	100%	0	0%
Employment Counseling	128	2,290	1	1,107	1	100%	0	0%	0	0%
Employment Service	5,339	341	2	889	1	50%	1	50%	0	0%
Employment Service - Administrative Assistant	20	3,265	0	1,629	0	0%	0	0%	0	0%
Employment Service - Employee Leasing	115	2,357	0	1,629	0	0%	0	0%	0	0%
Employment Service - Government, Co, Fraternal	18	3,309	0	1,629	0	0%	0	0%	0	0%
Employment Service - Union Talent Signatory	4	3,743	0	1,629	0	0%	0	0%	0	0%
Employment Service - Virtual Assistant	90	2,502	0	1,629	0	0%	0	0%	0	0%
Employment Training	1,582	813	5	562	2	40%	3	60%	0	0%
Encyclopedia & Book Sales by Internet	16	3,350	0	1,629	0	0%	0	0%	0	0%
Encyclopedias	16	3,350	0	1,629	0	0%	0	0%	0	0%
Endodontics	11	3,475	0	1,629	0	0%	0	0%	0	0%
Energy Audits	123	2,312	0	1,629	0	0%	0	0%	0	0%
Energy Conservation Products & Services	2,057	687	2	889	2	100%	0	0%	0	0%
Energy Conservation Products - Wholesale & Manufacturers	21	3,251	1	1,107	1	100%	0	0%	0	0%
Energy Management & Conservation Consultant	5,253	347	51	100	51	100%	0	0%	0	0%
Energy Service Companies	79,118	22	265	18	261	98%	4	2%	0	0%
Engineering Consultants	2,574	611	3	747	2	67%	1	33%	0	0%
Engineering Contractors - General	1,661	786	0	1,629	0	0%	0	0%	0	0%
Engineering Equipment & Supplies	165	2,129	0	1,629	0	0%	0	0%	0	0%
Engineering Reports	187	2,052	1	1,107	1	100%	0	0%	0	0%
Engineers - Civil	973	1,062	0	1,629	0	0%	0	0%	0	0%
Engineers - Electrical	517	1,415	0	1,629	0	0%	0	0%	0	0%
Engineers - Environmental	11	3,475	0	1,629	0	0%	0	0%	0	0%
Engineers - Mechanical	341	1,673	0	1,629	0	0%	0	0%	0	0%
Engineers - Professional	5,266	345	0	1,629	0	0%	0	0%	0	0%
Engineers - Structural	538	1,388	1	1,107	1	100%	0	0%	0	0%
Engines - Diesel	1,644	797	3	747	3	100%	0	0%	0	0%
Engines - Fuel Conversion	46	2,887	0	1,629	0	0%	0	0%	0	0%
Engines - Fuel Injection Service & Parts	612	1,309	1	1,107	1	100%	0	0%	0	0%
Engines - Gas	674	1,257	0	1,629	0	0%	0	0%	0	0%
Engines - Gasoline	146	2,207	1	1,107	1	100%	0	0%	0	0%
Engines - Rebuild & Exchange	6,381	294	5	562	2	40%	3	60%	0	0%
Engines - Supplies, Equipment & Parts	1,704	775	7	451	4	57%	3	43%	0	0%
Engravers - Mechanical	143	2,223	0	1,629	0	0%	0	0%	0	0%
Engravers - Metal	77	2,594	0	1,629	0	0%	0	0%	0	0%
Engravers - Photo	9	3,549	0	1,629	0	0%	0	0%	0	0%
Engravers - Plastic, Wood	212	1,983	1	1,107	1	100%	0	0%	0	0%
Engravers - Stationery	2	3,845	0	1,629	0	0%	0	0%	0	0%
Engraving Equipment & Supplies	43	2,931	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Entertainers	1,463	850	2	889	0	0%	2	100%	0	0%
Entertainment Bureaus	1,054	1,011	1	1,107	1	100%	0	0%	0	0%
Envelopes - Wholesale & Manufacturers	32	3,069	0	1,629	0	0%	0	0%	0	0%
Environmental & Ecological Services	23,525	90	5	562	5	100%	0	0%	0	0%
Environmental Consulting & Contracting	1,502	839	0	1,629	0	0%	0	0%	0	0%
Environmental Testing & Consulting	187	2,052	0	1,629	0	0%	0	0%	0	0%
Environmental, Conservationist & Ecol Org	519	1,413	1	1,107	1	100%	0	0%	0	0%
Equestrian Services	790	1,174	1	1,107	1	100%	0	0%	0	0%
Equine Therapy	27	3,143	0	1,629	0	0%	0	0%	0	0%
Equipment Calibration	52	2,826	0	1,629	0	0%	0	0%	0	0%
Ergonomic Products & Services	157	2,166	0	1,629	0	0%	0	0%	0	0%
Erosion Control	266	1,836	0	1,629	0	0%	0	0%	0	0%
Escalators	2	3,845	0	1,629	0	0%	0	0%	0	0%
Escort Service - Personal	355	1,649	0	1,629	0	0%	0	0%	0	0%
Escrow Service	148	2,197	0	1,629	0	0%	0	0%	0	0%
Estate Liquidators	422	1,529	1	1,107	1	100%	0	0%	0	0%
Estate Planning & Management	337	1,684	0	1,629	0	0%	0	0%	0	0%
Estates - Appraisals, Sales & Auctions	822	1,153	2	889	1	50%	1	50%	0	0%
Estheticians	645	1,272	0	1,629	0	0%	0	0%	0	0%
Etched Products - Metal, Glass	16	3,350	0	1,629	0	0%	0	0%	0	0%
Event Center	69	2,651	1	1,107	1	100%	0	0%	0	0%
Event Planners	4,090	424	23	200	14	61%	8	35%	1	4%
Event Planners - Corporate	342	1,671	0	1,629	0	0%	0	0%	0	0%
Eviction Service	1,003	1,044	1	1,107	0	0%	1	100%	0	0%
Excavating Contractors	40,793	45	21	218	7	33%	14	67%	0	0%
Excavating Equipment	746	1,195	0	1,629	0	0%	0	0%	0	0%
Executive Search Consultants	791	1,173	0	1,629	0	0%	0	0%	0	0%
Executive Suites	80	2,575	0	1,629	0	0%	0	0%	0	0%
Exercise & Physical Fitness Programs	7,141	267	36	139	22	61%	12	33%	2	6%
Exercise Equipment & Machines - Sales	4,418	401	17	268	7	41%	10	59%	0	0%
Exercise Equipment & Machines - Service & Repair	137	2,242	0	1,629	0	0%	0	0%	0	0%
Exhibit Design & Construction	16	3,350	0	1,629	0	0%	0	0%	0	0%
Explosives	10	3,514	0	1,629	0	0%	0	0%	0	0%
Export Management	41	2,954	0	1,629	0	0%	0	0%	0	0%
Exporters	803	1,164	0	1,629	0	0%	0	0%	0	0%
Express & Transfer Service	409	1,548	0	1,629	0	0%	0	0%	0	0%
Extended Warranty Contract Service Companies	3,634	460	20	228	19	95%	1	5%	0	0%
Exterior Designers	693	1,241	6	502	2	33%	4	67%	0	0%
Exterior Structures - Barn Construction	336	1,687	0	1,629	0	0%	0	0%	0	0%
Exterior Structures - Gazebos, Arbors, Pergolas	5	3,693	0	1,629	0	0%	0	0%	0	0%
Eyebrow Threading	171	2,104	0	1,629	0	0%	0	0%	0	0%
Eyeglass Suppliers	1,428	861	10	371	6	60%	4	40%	0	0%
Eyesight Training	3	3,790	0	1,629	0	0%	0	0%	0	0%
Fabric Laminating & Bonding	6	3,658	0	1,629	0	0%	0	0%	0	0%
Fabric Shops	1,393	873	7	451	6	86%	1	14%	0	0%
Fabrics - Wholesale & Manufacturers	17	3,326	0	1,629	0	0%	0	0%	0	0%
Facility Maintenance	403	1,559	1	1,107	0	0%	1	100%	0	0%
Factoring Service	59	2,761	0	1,629	0	0%	0	0%	0	0%
Fairgrounds	20	3,265	1	1,107	0	0%	1	100%	0	0%
Family Services	24	3,205	0	1,629	0	0%	0	0%	0	0%
Fans - Household	403	1,559	1	1,107	1	100%	0	0%	0	0%
Fans - Industrial & Commercial	17	3,326	0	1,629	0	0%	0	0%	0	0%
Fare Registers & Meters	57	2,779	2	889	2	100%	0	0%	0	0%
Farm Equipment	2,756	574	3	747	2	67%	1	33%	0	0%
Farm Equipment - Repair & Parts	290	1,778	0	1,629	0	0%	0	0%	0	0%
Farm Management	15	3,379	0	1,629	0	0%	0	0%	0	0%
Farm Supplies	522	1,409	2	889	2	100%	0	0%	0	0%
Farmers Market	512	1,422	2	889	1	50%	1	50%	0	0%



Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Farming Service	160	2,148	0	1,629	0	0%	0	0%	0	0%
Farms	1,587	809	3	747	1	33%	2	67%	0	0%
Farms - Organic	27	3,143	2	889	2	100%	0	0%	0	0%
Farms - Urban	2	3,845	0	1,629	0	0%	0	0%	0	0%
Fashion Accessories	2,472	618	10	371	5	50%	4	40%	1	10%
Fashion Consultants	132	2,274	1	1,107	1	100%	0	0%	0	0%
Fashion Designers	493	1,442	3	747	1	33%	2	67%	0	0%
Fashion Show Producers	79	2,579	0	1,629	0	0%	0	0%	0	0%
Fasteners - Industrial & Construction	514	1,417	0	1,629	0	0%	0	0%	0	0%
Fasteners - Textile & Apparel	2	3,845	0	1,629	0	0%	0	0%	0	0%
Fax Equipment & Systems	84	2,541	1	1,107	1	100%	0	0%	0	0%
Fax Transmission Service	648	1,270	1	1,107	0	0%	1	100%	0	0%
Feed - Wholesale & Manufacturers	3	3,790	0	1,629	0	0%	0	0%	0	0%
Feed Concentrates & Supplements	15	3,379	0	1,629	0	0%	0	0%	0	0%
Feed Dealers	465	1,479	0	1,629	0	0%	0	0%	0	0%
Feedlot	2	3,845	0	1,629	0	0%	0	0%	0	0%
Felt & Felt Products	16	3,350	0	1,629	0	0%	0	0%	0	0%
Fence - Sales, Service & Contractors	5,558	331	13	314	5	38%	7	54%	1	8%
Fence Contractors	37,393	50	48	106	25	52%	21	44%	2	4%
Fence Material	58	2,773	0	1,629	0	0%	0	0%	0	0%
Fence Posts & Fittings	1,560	820	0	1,629	0	0%	0	0%	0	0%
Fence Staining	1	3,909	0	1,629	0	0%	0	0%	0	0%
Fences - Rental	158	2,160	0	1,629	0	0%	0	0%	0	0%
Fences - Vinyl	2,056	688	2	889	1	50%	1	50%	0	0%
Fences - Wood	558	1,364	1	1,107	1	100%	0	0%	0	0%
Fencing Instruction	260	1,850	0	1,629	0	0%	0	0%	0	0%
Ferries	4	3,743	0	1,629	0	0%	0	0%	0	0%
Fertility Specialists	393	1,581	1	1,107	1	100%	0	0%	0	0%
Fertilizer Plant Equipment	106	2,398	0	1,629	0	0%	0	0%	0	0%
Fertilizers	429	1,519	0	1,629	0	0%	0	0%	0	0%
Fiber & Fiber Products	1	3,909	0	1,629	0	0%	0	0%	0	0%
Fiber Glass Fabricators	43	2,931	0	1,629	0	0%	0	0%	0	0%
Fiber Glass Materials	112	2,374	0	1,629	0	0%	0	0%	0	0%
Fiber Glass Products	29	3,112	0	1,629	0	0%	0	0%	0	0%
Fiber Optics	79	2,579	0	1,629	0	0%	0	0%	0	0%
Fiberglass - Bathtubs & Showers	28	3,133	0	1,629	0	0%	0	0%	0	0%
Fiberglass - Fabrication & Repair	65	2,692	0	1,629	0	0%	0	0%	0	0%
Filing Equipment, Systems & Supplies	136	2,249	0	1,629	0	0%	0	0%	0	0%
Filling Machinery	10	3,514	0	1,629	0	0%	0	0%	0	0%
Filtering Materials & Supplies	339	1,678	0	1,629	0	0%	0	0%	0	0%
Filters - Air & Gas	97	2,453	0	1,629	0	0%	0	0%	0	0%
Filters - Liquid	124	2,308	1	1,107	0	0%	1	100%	0	0%
Filters Air & Gas Cleaning	1,043	1,017	0	1,629	0	0%	0	0%	0	0%
Financial Consultants - No License Required	159	2,155	0	1,629	0	0%	0	0%	0	0%
Financial Planning Consultants	10,610	191	4	641	3	75%	0	0%	1	25%
Financial Planning Kit	2	3,845	0	1,629	0	0%	0	0%	0	0%
Financial Services	43,596	40	114	47	107	94%	7	6%	0	0%
Financing	10,863	183	34	148	29	85%	5	15%	0	0%
Financing Consultants	2,630	599	1	1,107	1	100%	0	0%	0	0%
Fingerprinting	724	1,206	0	1,629	0	0%	0	0%	0	0%
Fire & Flood Emergency Service	956	1,075	1	1,107	1	100%	0	0%	0	0%
Fire & Smoke & Water Clean Up	55	2,800	0	1,629	0	0%	0	0%	0	0%
Fire & Smoke Alarm Systems	3,282	502	0	1,629	0	0%	0	0%	0	0%
Fire & Water Damage Restoration	39,704	48	46	111	39	85%	7	15%	0	0%
Fire Damage Restoration	563	1,355	3	747	1	33%	2	67%	0	0%
Fire Department Equipment & Supplies	68	2,666	0	1,629	0	0%	0	0%	0	0%
Fire Departments	4	3,743	0	1,629	0	0%	0	0%	0	0%
Fire Extinguishers	1,043	1,017	0	1,629	0	0%	0	0%	0	0%

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Fire Hydrants	65	2,692	0	1,629	0	0%	0	0%	0	0%
Fire Protection Consultants	710	1,222	0	1,629	0	0%	0	0%	0	0%
Fire Protection Contractor	1,060	1,004	1	1,107	1	100%	0	0%	0	0%
Fire Protection Equipment & Supplies	3,889	439	3	747	1	33%	2	67%	0	0%
Firearm Manufacturer	135	2,256	1	1,107	0	0%	1	100%	0	0%
Fireplace Equipment - Retail	2,559	612	8	423	5	63%	3	38%	0	0%
Fireplace Equipment - Wholesale & Manufacturers	633	1,285	9	402	7	78%	2	22%	0	0%
Fireplaces	17,858	115	26	180	17	65%	8	31%	1	4%
Fireproofing	106	2,398	0	1,629	0	0%	0	0%	0	0%
Firewood	4,192	417	4	641	2	50%	2	50%	0	0%
Fireworks	146	2,207	0	1,629	0	0%	0	0%	0	0%
First Aid Instruction	1,863	736	3	747	0	0%	3	100%	0	0%
First Aid Supplies	174	2,091	0	1,629	0	0%	0	0%	0	0%
Fish & Seafood - Retail	1,336	897	3	747	1	33%	2	67%	0	0%
Fish & Seafood - Wholesale	480	1,459	0	1,629	0	0%	0	0%	0	0%
Fish & Seafood Brokers	56	2,788	0	1,629	0	0%	0	0%	0	0%
Fish By-Products	2	3,845	0	1,629	0	0%	0	0%	0	0%
Fish Hatcheries	91	2,494	0	1,629	0	0%	0	0%	0	0%
Fish Processors	227	1,940	0	1,629	0	0%	0	0%	0	0%
Fishermen - Commercial	4	3,743	0	1,629	0	0%	0	0%	0	0%
Fishermens Supplies	236	1,921	0	1,629	0	0%	0	0%	0	0%
Fishery Consultants	3	3,790	0	1,629	0	0%	0	0%	0	0%
Fishing Bait	35	3,025	0	1,629	0	0%	0	0%	0	0%
Fishing Charters	261	1,848	0	1,629	0	0%	0	0%	0	0%
Fishing Tackle - Repair & Parts	7	3,621	0	1,629	0	0%	0	0%	0	0%
Fishing Tackle - Wholesale & Manufacturers	9	3,549	0	1,629	0	0%	0	0%	0	0%
Fishing Tackle Dealers	802	1,165	0	1,629	0	0%	0	0%	0	0%
Fitness Centers	9,485	214	93	57	47	51%	27	29%	19	20%
Fix-It Shops	64	2,703	0	1,629	0	0%	0	0%	0	0%
Flag Poles	100	2,434	0	1,629	0	0%	0	0%	0	0%
Flags & Banners	246	1,886	2	889	1	50%	1	50%	0	0%
Flanges	3	3,790	0	1,629	0	0%	0	0%	0	0%
Flashers - Electric	32	3,069	0	1,629	0	0%	0	0%	0	0%
Flea Markets	222	1,952	0	1,629	0	0%	0	0%	0	0%
Flight Instructor	27	3,143	0	1,629	0	0%	0	0%	0	0%
Flight School	585	1,335	0	1,629	0	0%	0	0%	0	0%
Flood assistance	27	3,143	0	1,629	0	0%	0	0%	0	0%
Flood Control Equipment	284	1,785	1	1,107	1	100%	0	0%	0	0%
Floodlights & Search Lights	45	2,901	0	1,629	0	0%	0	0%	0	0%
Floor Coatings - Epoxy/Polyurethane	85	2,532	0	1,629	0	0%	0	0%	0	0%
Floor Coverings & Installation	16,737	126	37	133	19	51%	18	49%	0	0%
Floor Laying, Refinishing & Resurfacing	16,254	130	18	251	10	56%	8	44%	0	0%
Floor Machines	5	3,693	0	1,629	0	0%	0	0%	0	0%
Floor Machines - Repair	16	3,350	0	1,629	0	0%	0	0%	0	0%
Floor Materials - Retail	14,905	145	31	158	19	61%	12	39%	0	0%
Floor Refinishing	77	2,594	0	1,629	0	0%	0	0%	0	0%
Floor Removal	317	1,718	0	1,629	0	0%	0	0%	0	0%
Floor Removal, Resurfacing and Refinishing	109	2,384	0	1,629	0	0%	0	0%	0	0%
Floor Treatment Compounds	126	2,297	0	1,629	0	0%	0	0%	0	0%
Floor Waxing, Polishing & Cleaning	80	2,575	0	1,629	0	0%	0	0%	0	0%
Floors - Garage	172	2,101	0	1,629	0	0%	0	0%	0	0%
Floors - Hardwood	9,986	203	25	186	12	48%	12	48%	1	4%
Floors - Industrial	846	1,135	0	1,629	0	0%	0	0%	0	0%
Floors - Laminate	37	2,996	1	1,107	0	0%	1	100%	0	0%
Floors - Raised	26	3,157	0	1,629	0	0%	0	0%	0	0%
Floral Design Instruction	161	2,144	0	1,629	0	0%	0	0%	0	0%
Florist - Funeral Bouquets & Wreaths	67	2,677	0	1,629	0	0%	0	0%	0	0%
Florists - Retail	9,416	215	132	40	117	89%	13	10%	2	2%

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Florists - Wholesale	1,313	903	18	251	1	6%	17	94%	0	0%
Florists Supplies	84	2,541	0	1,629	0	0%	0	0%	0	0%
Flour	4	3,743	0	1,629	0	0%	0	0%	0	0%
Flowers - Preserved	147	2,201	1	1,107	1	100%	0	0%	0	0%
Foam & Sponge Rubber	144	2,218	0	1,629	0	0%	0	0%	0	0%
Food & Beverage Consultants	193	2,032	0	1,629	0	0%	0	0%	0	0%
Food & Beverage Services	1,271	920	0	1,629	0	0%	0	0%	0	0%
Food - Sales & Delivery	1,538	830	4	641	2	50%	2	50%	0	0%
Food Brokers	176	2,083	0	1,629	0	0%	0	0%	0	0%
Food Facilities Consultants	121	2,323	0	1,629	0	0%	0	0%	0	0%
Food Manufacturers, Wholesalers, Distributors	4,617	391	5	562	3	60%	2	40%	0	0%
Food Plans	7,163	265	7	451	7	100%	0	0%	0	0%
Food Processing Equipment & Supplies	376	1,606	0	1,629	0	0%	0	0%	0	0%
Food Products	3,686	457	5	562	4	80%	1	20%	0	0%
Food Products - Organic	643	1,275	0	1,629	0	0%	0	0%	0	0%
Food Products Manufacturing Equipment	535	1,396	1	1,107	1	100%	0	0%	0	0%
Food ServiceManagement	246	1,886	0	1,629	0	0%	0	0%	0	0%
Foods - Carry Out	1,293	909	2	889	2	100%	0	0%	0	0%
Foods - Dehydrated & Freeze-Dried	94	2,470	0	1,629	0	0%	0	0%	0	0%
Foot Appliances	611	1,311	2	889	0	0%	2	100%	0	0%
Football Clubs	94	2,470	1	1,107	0	0%	1	100%	0	0%
Foreclosure Services	3	3,790	0	1,629	0	0%	0	0%	0	0%
Foreign Currency Exchange Broker	5,166	352	3	747	0	0%	3	100%	0	0%
Foresters - Consulting	401	1,564	1	1,107	1	100%	0	0%	0	0%
Forklift Repair & Maintenance	258	1,857	0	1,629	0	0%	0	0%	0	0%
Formal Wear	709	1,223	2	889	1	50%	1	50%	0	0%
Foster Child Care	11	3,475	0	1,629	0	0%	0	0%	0	0%
Foundation Contractors	24,053	87	23	200	13	57%	10	43%	0	0%
Foundation Repair & House Leveling	1,761	755	1	1,107	1	100%	0	0%	0	0%
Foundations - Education, Philanthropy, Research	136	2,249	1	1,107	0	0%	1	100%	0	0%
Foundries	393	1,581	0	1,629	0	0%	0	0%	0	0%
Foundry Equipment & Supplies	30	3,096	0	1,629	0	0%	0	0%	0	0%
Fountains - Drinking	92	2,489	0	1,629	0	0%	0	0%	0	0%
Fountains - Garden, Display	260	1,850	0	1,629	0	0%	0	0%	0	0%
Four Wheel Drive Vehicles - Repair & Service	49	2,863	0	1,629	0	0%	0	0%	0	0%
Franchising	961	1,072	3	747	1	33%	2	67%	0	0%
Fraternal Organizations	112	2,374	0	1,629	0	0%	0	0%	0	0%
Fraternal Regalia & Supplies	10	3,514	0	1,629	0	0%	0	0%	0	0%
Freight Consolidating	230	1,933	0	1,629	0	0%	0	0%	0	0%
Freight Forwarding	7,665	251	22	209	12	55%	10	45%	0	0%
Freight Traffic Service	259	1,854	0	1,629	0	0%	0	0%	0	0%
Frozen Food Locker Plants	13	3,419	0	1,629	0	0%	0	0%	0	0%
Frozen Foods - Processors	9	3,549	0	1,629	0	0%	0	0%	0	0%
Frozen Foods - Retail	1,207	943	0	1,629	0	0%	0	0%	0	0%
Fruit & Vegetable Growers & Shippers	228	1,937	0	1,629	0	0%	0	0%	0	0%
Fruits & Vegetables - Retail	593	1,325	0	1,629	0	0%	0	0%	0	0%
Fruits & Vegetables - Wholesale	296	1,766	0	1,629	0	0%	0	0%	0	0%
Fruits - Dried	3	3,790	0	1,629	0	0%	0	0%	0	0%
Fruits - Glace	4	3,743	0	1,629	0	0%	0	0%	0	0%
Fuel - Biofuels	69	2,651	0	1,629	0	0%	0	0%	0	0%
Fuel - Diesel	528	1,401	0	1,629	0	0%	0	0%	0	0%
Fuel - Gasoline	147	2,201	3	747	0	0%	3	100%	0	0%
Fuel Economizers	133	2,266	0	1,629	0	0%	0	0%	0	0%
Fuel Injection Equipment	67	2,677	0	1,629	0	0%	0	0%	0	0%
Fulfillment Services	1,125	984	7	451	6	86%	1	14%	0	0%
Fumigation Services	84	2,541	0	1,629	0	0%	0	0%	0	0%
Fund Raising Counselors & Orgs	1,584	810	1	1,107	1	100%	0	0%	0	0%
Fund Raising Games, Merchandise, Supplies	256	1,863	0	1,629	0	0%	0	0%	0	0%

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Funeral Directors	3,527	466	1	1,107	1	100%	0	0%	0	0%
Funeral Directors Equipment & Supplies	7	3,621	0	1,629	0	0%	0	0%	0	0%
Funeral Homes	2,930	553	3	747	3	100%	0	0%	0	0%
Funeral Related Services	4,926	364	3	747	3	100%	0	0%	0	0%
Fur Business - Retail	1,218	937	2	889	2	100%	0	0%	0	0%
Fur Business - Wholesale & Manufacturers	401	1,564	0	1,629	0	0%	0	0%	0	0%
Fur Cleaning & Dyeing - Retail	270	1,824	1	1,107	1	100%	0	0%	0	0%
Fur Designers	215	1,974	1	1,107	1	100%	0	0%	0	0%
Fur Finishers & Liners	12	3,448	0	1,629	0	0%	0	0%	0	0%
Fur Skin Dealers & Brokers	10	3,514	0	1,629	0	0%	0	0%	0	0%
Fur Storage	71	2,632	1	1,107	1	100%	0	0%	0	0%
Furnace Cleaning	2,991	543	2	889	1	50%	1	50%	0	0%
Furnace Sales & Service	30,677	59	78	73	70	90%	8	10%	0	0%
Furnaces - Industrial	2,355	640	5	562	3	60%	1	20%	1	20%
Furniture - Childrens	1,130	982	1	1,107	1	100%	0	0%	0	0%
Furniture - Outdoor	1,135	981	5	562	2	40%	3	60%	0	0%
Furniture - Retail	115,939	14	838	2	642	77%	184	22%	12	1%
Furniture - Rustic	298	1,758	0	1,629	0	0%	0	0%	0	0%
Furniture - Unfinished	45	2,901	0	1,629	0	0%	0	0%	0	0%
Furniture - Used	1,055	1,009	3	747	1	33%	1	33%	1	33%
Furniture - Wholesale	3,486	472	7	451	4	57%	3	43%	0	0%
Furniture Assembly Services	211	1,984	1	1,107	0	0%	1	100%	0	0%
Furniture Cleaning	1,383	878	22	209	21	95%	1	5%	0	0%
Furniture Cleaning Equipment & Supplies	97	2,453	0	1,629	0	0%	0	0%	0	0%
Furniture Designers & Custom Builders	4,844	370	26	180	13	50%	12	46%	1	4%
Furniture Manufacturers	7,061	271	20	228	16	80%	4	20%	0	0%
Furniture Manufacturers Equipment & Supplies	56	2,788	0	1,629	0	0%	0	0%	0	0%
Furniture Rent & Lease	1,160	964	6	502	5	83%	1	17%	0	0%
Furniture Repair & Refinish	6,397	293	26	180	20	77%	3	12%	3	12%
Furniture Repair & Refinish Supplies	111	2,378	0	1,629	0	0%	0	0%	0	0%
Gambling Abuse & Addiction Info & Treatment	7	3,621	0	1,629	0	0%	0	0%	0	0%
Gambling Machine Supplies and Services	16	3,350	0	1,629	0	0%	0	0%	0	0%
Game - Birds, Venison	41	2,954	0	1,629	0	0%	0	0%	0	0%
Game Farms	3	3,790	0	1,629	0	0%	0	0%	0	0%
Games & Supplies	2,500	616	11	353	7	64%	4	36%	0	0%
Gaming Tables	3	3,790	1	1,107	0	0%	1	100%	0	0%
Garage Builders	8,398	237	24	193	10	42%	12	50%	2	8%
Garage Door Repair	4,926	364	12	330	7	58%	5	42%	0	0%
Garage Doors & Openers	28,503	70	37	133	30	81%	5	14%	2	5%
Garage Organizers	719	1,213	1	1,107	1	100%	0	0%	0	0%
Garbage Disposal Equipment - Industrial & Commercial	657	1,268	6	502	5	83%	1	17%	0	0%
Garbage Disposal Equipment - Supplies & Parts	1,385	877	3	747	3	100%	0	0%	0	0%
Garbage Disposals - Household	704	1,228	1	1,107	0	0%	1	100%	0	0%
Garden Centers	2,592	606	10	371	7	70%	3	30%	0	0%
Gardeners	1,527	833	3	747	3	100%	0	0%	0	0%
Gardening Hand Tools	13	3,419	1	1,107	1	100%	0	0%	0	0%
Garments - Printing & Lettering	248	1,881	3	747	1	33%	2	67%	0	0%
Gas - Industrial & Medical - Cylinder & Bulk	102	2,422	0	1,629	0	0%	0	0%	0	0%
Gas - Propane	5,437	333	20	228	20	100%	0	0%	0	0%
Gas - Propane - Equipment & Supplies	2,967	550	13	314	11	85%	2	15%	0	0%
Gas Burners	146	2,207	0	1,629	0	0%	0	0%	0	0%
Gas Detectors	131	2,280	0	1,629	0	0%	0	0%	0	0%
Gas Plant Equipment	6	3,658	0	1,629	0	0%	0	0%	0	0%
Gas Power Equipment	9	3,549	0	1,629	0	0%	0	0%	0	0%
Gaskets	22	3,237	0	1,629	0	0%	0	0%	0	0%
Gasoline - Wholesale	82	2,559	1	1,107	1	100%	0	0%	0	0%
Gasoline Additives - Manufacturers & Distributors	5	3,693	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Gates	618	1,303	0	1,629	0	0%	0	0%	0	0%
Gauges & Gages	4	3,743	0	1,629	0	0%	0	0%	0	0%
Gazebos	1,355	889	3	747	2	67%	0	0%	1	33%
Gears & Gear Cutting	8	3,589	0	1,629	0	0%	0	0%	0	0%
Genealogists	33	3,058	1	1,107	1	100%	0	0%	0	0%
Genealogy Services	1,302	905	4	641	3	75%	1	25%	0	0%
General Merchandise - Retail	14,040	152	28	173	22	79%	5	18%	1	4%
General Merchandise - Wholesale	245	1,891	1	1,107	1	100%	0	0%	0	0%
Generators	339	1,678	1	1,107	1	100%	0	0%	0	0%
Generators - Maintenance	104	2,411	0	1,629	0	0%	0	0%	0	0%
Generators - Electric	885	1,113	1	1,107	1	100%	0	0%	0	0%
Generators - Steam	74	2,613	0	1,629	0	0%	0	0%	0	0%
Geographers	10	3,514	0	1,629	0	0%	0	0%	0	0%
Geologists	26	3,157	0	1,629	0	0%	0	0%	0	0%
Geologists Supplies	4	3,743	0	1,629	0	0%	0	0%	0	0%
Geophysical Apparatus	18	3,309	0	1,629	0	0%	0	0%	0	0%
Geophysicists	78	2,589	0	1,629	0	0%	0	0%	0	0%
Geotechnical Engineering	210	1,987	0	1,629	0	0%	0	0%	0	0%
Geothermal Heating & Cooling	1,874	733	5	562	4	80%	1	20%	0	0%
Gift Baskets & Parcels	1,393	873	6	502	3	50%	3	50%	0	0%
Gift Certificates/Cards	632	1,288	0	1,629	0	0%	0	0%	0	0%
Gift Shops	4,078	426	3	747	0	0%	2	67%	1	33%
Gift Wrapping Materials	4	3,743	0	1,629	0	0%	0	0%	0	0%
Giftware - Wholesale & Manufacturers	590	1,331	2	889	2	100%	0	0%	0	0%
Gilders	13	3,419	0	1,629	0	0%	0	0%	0	0%
Girls Apparel	3	3,790	0	1,629	0	0%	0	0%	0	0%
Glass - Beveled, Carved, Ornamental	714	1,220	0	1,629	0	0%	0	0%	0	0%
Glass - Block	15	3,379	0	1,629	0	0%	0	0%	0	0%
Glass - Broken	24	3,205	0	1,629	0	0%	0	0%	0	0%
Glass - Plate and Window	17,795	117	7	451	6	86%	1	14%	0	0%
Glass - Repair	1,719	768	5	562	2	40%	3	60%	0	0%
Glass - Stained & Leaded	1,438	856	2	889	1	50%	1	50%	0	0%
Glass - Tempered	73	2,619	0	1,629	0	0%	0	0%	0	0%
Glass Beads - Industrial	3	3,790	0	1,629	0	0%	0	0%	0	0%
Glass Blowers	329	1,700	1	1,107	1	100%	0	0%	0	0%
Glass Board - Up Service	13	3,419	0	1,629	0	0%	0	0%	0	0%
Glass Circles & Specialty Shapes	16	3,350	0	1,629	0	0%	0	0%	0	0%
Glass Coating & Tinting	1,005	1,043	0	1,629	0	0%	0	0%	0	0%
Glass Coating & Tinting Materials	122	2,317	0	1,629	0	0%	0	0%	0	0%
Glass, Mirror & Screen Companies	1,925	716	5	562	4	80%	1	20%	0	0%
Glassware - Wholesale & Manufacturers	500	1,436	0	1,629	0	0%	0	0%	0	0%
Glassware Decorators	14	3,401	0	1,629	0	0%	0	0%	0	0%
Glaziers	571	1,345	1	1,107	1	100%	0	0%	0	0%
Glaziers Supplies	47	2,882	0	1,629	0	0%	0	0%	0	0%
Global Positioning Systems	391	1,586	0	1,629	0	0%	0	0%	0	0%
Gloves & Mittens - Dress	47	2,882	0	1,629	0	0%	0	0%	0	0%
Gloves - Work & Industrial	54	2,807	0	1,629	0	0%	0	0%	0	0%
Go-Karts	88	2,513	0	1,629	0	0%	0	0%	0	0%
Go-Karts Manufacturers	5	3,693	0	1,629	0	0%	0	0%	0	0%
Gold Buyers	7,687	249	6	502	4	67%	2	33%	0	0%
Gold, Silver & Platinum Dealers	5,878	319	6	502	4	67%	2	33%	0	0%
Golf Caddies	12	3,448	0	1,629	0	0%	0	0%	0	0%
Golf Carts	68	2,666	0	1,629	0	0%	0	0%	0	0%
Golf Course Construction	11	3,475	0	1,629	0	0%	0	0%	0	0%
Golf Course Equipment & Supplies	32	3,069	0	1,629	0	0%	0	0%	0	0%
Golf Courses - Miniature	65	2,692	0	1,629	0	0%	0	0%	0	0%
Golf Courses - Private	520	1,411	2	889	2	100%	0	0%	0	0%
Golf Courses - Public	797	1,171	4	641	4	100%	0	0%	0	0%

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Golf Equipment & Supplies - Retail	1,168	958	4	641	2	50%	2	50%	0	0%
Golf Equipment & Supplies - Wholesale & Manufacturers	29	3,112	0	1,629	0	0%	0	0%	0	0%
Golf Instruction	154	2,175	3	747	1	33%	2	67%	0	0%
Golf Practice Ranges	215	1,974	1	1,107	0	0%	1	100%	0	0%
Golf Tours & Promoters	6	3,658	0	1,629	0	0%	0	0%	0	0%
Gourmet Corporate Gifts	36	3,011	0	1,629	0	0%	0	0%	0	0%
Gourmet Shops	328	1,701	0	1,629	0	0%	0	0%	0	0%
Government - Auctions & Job Listing Services	10	3,514	0	1,629	0	0%	0	0%	0	0%
Government - City, Village & Township	526	1,404	0	1,629	0	0%	0	0%	0	0%
Government - County	5	3,693	0	1,629	0	0%	0	0%	0	0%
Government - State	208	1,993	0	1,629	0	0%	0	0%	0	0%
Government - US.	17	3,326	0	1,629	0	0%	0	0%	0	0%
Government Grant Services	77	2,594	0	1,629	0	0%	0	0%	0	0%
Government Offices	2,733	578	0	1,629	0	0%	0	0%	0	0%
Government Offices - Foreign-Reps	1	3,909	0	1,629	0	0%	0	0%	0	0%
Graffiti Removal	219	1,963	0	1,629	0	0%	0	0%	0	0%
Grain Brokers	102	2,422	0	1,629	0	0%	0	0%	0	0%
Grain Dealers	277	1,803	1	1,107	1	100%	0	0%	0	0%
Grain Elevators	9	3,549	0	1,629	0	0%	0	0%	0	0%
Grain Elevators - Equipment & Supplies	10	3,514	0	1,629	0	0%	0	0%	0	0%
Granite	16,228	131	20	228	17	85%	3	15%	0	0%
Grant - Scholarship - Financial Aid Finder Service	340	1,676	0	1,629	0	0%	0	0%	0	0%
Grant Writers	9	3,549	0	1,629	0	0%	0	0%	0	0%
Graphic Designers	2,465	620	4	641	2	50%	2	50%	0	0%
Gratings	16	3,350	0	1,629	0	0%	0	0%	0	0%
Grease Traps	27	3,143	0	1,629	0	0%	0	0%	0	0%
Greenhouse Builders	638	1,281	1	1,107	1	100%	0	0%	0	0%
Greenhouse Equipment & Supplies	431	1,516	0	1,629	0	0%	0	0%	0	0%
Greenhouses	1,006	1,041	0	1,629	0	0%	0	0%	0	0%
Greeting Cards - Retail	432	1,515	2	889	2	100%	0	0%	0	0%
Greeting Cards - Wholesale & Manufacturers	90	2,502	1	1,107	1	100%	0	0%	0	0%
Grinding - Precision & Production	8	3,589	0	1,629	0	0%	0	0%	0	0%
Grinding Machines	19	3,281	0	1,629	0	0%	0	0%	0	0%
Grocers - Retail	8,416	235	31	158	24	77%	7	23%	0	0%
Grocers - Wholesale	7,183	264	4	641	3	75%	1	25%	0	0%
Grocery - Bulk Food Stores	2,832	568	6	502	5	83%	1	17%	0	0%
Ground Maintenance	968	1,067	0	1,629	0	0%	0	0%	0	0%
Group Homes	400	1,568	0	1,629	0	0%	0	0%	0	0%
Grout Resurfacing & Repair	3	3,790	0	1,629	0	0%	0	0%	0	0%
Grouting Compounds	56	2,788	0	1,629	0	0%	0	0%	0	0%
Guard Dogs	51	2,841	0	1,629	0	0%	0	0%	0	0%
Guardian Services - Adult & Child	13	3,419	0	1,629	0	0%	0	0%	0	0%
Guards - Door & Window	389	1,590	0	1,629	0	0%	0	0%	0	0%
Guest Ranch	93	2,480	0	1,629	0	0%	0	0%	0	0%
Guide Service	211	1,984	1	1,107	0	0%	1	100%	0	0%
Guitars & Amplifiers	189	2,044	2	889	1	50%	1	50%	0	0%
Gun Dealers	1,645	796	5	562	0	0%	5	100%	0	0%
Gun Safety & Marksmanship Instruction	49	2,863	1	1,107	1	100%	0	0%	0	0%
Gun sights, Scopes & Mounts	163	2,137	0	1,629	0	0%	0	0%	0	0%
Guns & Gunsmiths	3,325	498	1	1,107	0	0%	1	100%	0	0%
Guns - Air, BB and Pellet	501	1,435	1	1,107	1	100%	0	0%	0	0%
Gutter Cleaning	2,987	544	2	889	1	50%	1	50%	0	0%
Gutter Leaf Guards	67	2,677	0	1,629	0	0%	0	0%	0	0%
Gutters & Downspouts	34,260	53	51	100	31	61%	19	37%	1	2%
Gymnasiums	878	1,118	6	502	3	50%	0	0%	3	50%
Gymnasiums - Equipment & Supplies	425	1,524	1	1,107	1	100%	0	0%	0	0%
Gymnastic Equipment & Supplies	71	2,632	1	1,107	0	0%	0	0%	1	##

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Gymnastic Instruction	1,006	1,041	2	889	2	100%	0	0%	0	0%
Gypsum & Gypsum Products	21	3,251	0	1,629	0	0%	0	0%	0	0%
Hair Curlers	123	2,312	2	889	2	100%	0	0%	0	0%
Hair Ornaments	136	2,249	0	1,629	0	0%	0	0%	0	0%
Hair Products and Equipment	1,261	923	6	502	5	83%	1	17%	0	0%
Hair Removal - Laser & Electrolysis	6,062	311	3	747	2	67%	1	33%	0	0%
Hair Removing Equipment & Supplies	690	1,243	9	402	9	100%	0	0%	0	0%
Hair Replacement	4,078	426	1	1,107	1	100%	0	0%	0	0%
Hair Styling and Services	8,285	239	45	115	28	62%	9	20%	8	18%
Hair Weaving	344	1,663	0	1,629	0	0%	0	0%	0	0%
Halloween Supplies	141	2,230	1	1,107	0	0%	0	0%	1	###
Halls & Auditoriums	320	1,713	1	1,107	0	0%	1	100%	0	0%
Hammocks/Hammock Stands & Chairs	13	3,419	0	1,629	0	0%	0	0%	0	0%
Hand Painting & Decorating	555	1,367	4	641	3	75%	1	25%	0	0%
Handbags	366	1,629	0	1,629	0	0%	0	0%	0	0%
Handbags - Manufacturers Equipment & Supplies	7	3,621	0	1,629	0	0%	0	0%	0	0%
Handball Courts	59	2,761	0	1,629	0	0%	0	0%	0	0%
Handmade Art	85	2,532	0	1,629	0	0%	0	0%	0	0%
Handwriting Analysts	80	2,575	0	1,629	0	0%	0	0%	0	0%
Handwriting Experts	71	2,632	0	1,629	0	0%	0	0%	0	0%
Handyman Services	17,830	116	11	353	7	64%	4	36%	0	0%
Hardscapes	338	1,682	0	1,629	0	0%	0	0%	0	0%
Hardware - Builders	84	2,541	0	1,629	0	0%	0	0%	0	0%
Hardware - Marine	7	3,621	0	1,629	0	0%	0	0%	0	0%
Hardware - Retail	5,409	336	22	209	15	68%	7	32%	0	0%
Hardware - Wholesale & Manufacturers	406	1,552	0	1,629	0	0%	0	0%	0	0%
Hardware Consultants	33	3,058	0	1,629	0	0%	0	0%	0	0%
Hardwood Floor Contractors	6,631	285	15	290	8	53%	7	47%	0	0%
Hardwood Floor Maintenance	34	3,039	0	1,629	0	0%	0	0%	0	0%
Hatcheries - Poultry	146	2,207	0	1,629	0	0%	0	0%	0	0%
Hats - Clean & Renovate	39	2,973	0	1,629	0	0%	0	0%	0	0%
Hats - Retail	57	2,779	0	1,629	0	0%	0	0%	0	0%
Hats - Wholesale & Manufacturers	5	3,693	1	1,107	1	100%	0	0%	0	0%
Hauling & Clean Up Services	3	3,790	0	1,629	0	0%	0	0%	0	0%
Hay Rides	180	2,069	0	1,629	0	0%	0	0%	0	0%
Hazardous & Medical Waste Services	563	1,355	1	1,107	1	100%	0	0%	0	0%
Hazardous Material Control & Removal	61	2,733	0	1,629	0	0%	0	0%	0	0%
Health & Diet Food Products - Wholesale & Manufacturing	1,905	725	1	1,107	0	0%	1	100%	0	0%
Health & Diet Products - Retail	19,911	103	38	129	13	34%	22	58%	3	8%
Health & Fitness Program Consultants	3,580	462	5	562	5	100%	0	0%	0	0%
Health & Medical - General	8,512	230	25	186	15	60%	9	36%	1	4%
Health & Medical Products	5,080	357	4	641	3	75%	1	25%	0	0%
Health & Wellness	2,859	561	8	423	6	75%	2	25%	0	0%
Health Care - Placement	91	2,494	0	1,629	0	0%	0	0%	0	0%
Health Care - Staffing	192	2,035	0	1,629	0	0%	0	0%	0	0%
Health Care Linen Service	8	3,589	0	1,629	0	0%	0	0%	0	0%
Health Care Management	422	1,529	0	1,629	0	0%	0	0%	0	0%
Health Care Referral	549	1,375	1	1,107	1	100%	0	0%	0	0%
Health Clubs	34,700	51	213	26	195	92%	18	8%	0	0%
Health Maintenance Organizations	353	1,651	0	1,629	0	0%	0	0%	0	0%
Health Recording Service	17	3,326	0	1,629	0	0%	0	0%	0	0%
Health Resorts	479	1,463	1	1,107	0	0%	1	100%	0	0%
Hearing Aids & Assistive Devices	12,341	162	3	747	2	67%	1	33%	0	0%
Hearing Aids Parts & Repairing	60	2,747	1	1,107	1	100%	0	0%	0	0%
Heat Exchangers	321	1,711	1	1,107	1	100%	0	0%	0	0%
Heat Pumps	8,497	231	22	209	13	59%	7	32%	2	9%
Heat Recovery Equipment & Systems	6	3,658	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Heat Sealing	104	2,411	0	1,629	0	0%	0	0%	0	0%
Heat Supply Companies	163	2,137	0	1,629	0	0%	0	0%	0	0%
Heat Treating - Metal	129	2,285	0	1,629	0	0%	0	0%	0	0%
Heaters - Automotive	25	3,184	2	889	2	100%	0	0%	0	0%
Heating & Air Conditioning	172,851	8	185	31	130	70%	48	26%	7	4%
Heating & Air Conditioning - Filters	597	1,322	2	889	0	0%	1	50%	1	50%
Heating Contractors	88,121	20	80	68	65	81%	14	18%	1	1%
Heating Equipment	6,873	275	12	330	10	83%	2	17%	0	0%
Heating Equipment & Systems Cleaning & Repair	16,927	123	13	314	9	69%	4	31%	0	0%
Heavy Duty Equipment Repair	195	2,027	0	1,629	0	0%	0	0%	0	0%
Helicopters - Parts & Supplies	587	1,333	1	1,107	1	100%	0	0%	0	0%
Helicopters - Charter, Rent & Lease	60	2,747	0	1,629	0	0%	0	0%	0	0%
Hemp Products	61	2,733	0	1,629	0	0%	0	0%	0	0%
Herbs	537	1,392	1	1,107	1	100%	0	0%	0	0%
Hides	36	3,011	0	1,629	0	0%	0	0%	0	0%
Historical Places	48	2,874	0	1,629	0	0%	0	0%	0	0%
Historical Structure Preservation	23	3,226	0	1,629	0	0%	0	0%	0	0%
Hobby & Model Construction Supplies - Retail	2,361	638	8	423	5	63%	2	25%	1	13%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	208	1,993	0	1,629	0	0%	0	0%	0	0%
Hockey Clubs	812	1,161	3	747	2	67%	1	33%	0	0%
Hog Farms	28	3,133	0	1,629	0	0%	0	0%	0	0%
Hoists	121	2,323	0	1,629	0	0%	0	0%	0	0%
Holding Companies	1,520	835	1	1,107	1	100%	0	0%	0	0%
Holistic Practitioners	1,545	825	5	562	4	80%	0	0%	1	20%
Home Accessories	601	1,317	5	562	2	40%	3	60%	0	0%
Home Automation	1,056	1,007	1	1,107	0	0%	1	100%	0	0%
Home Builders	165,288	10	263	19	201	76%	58	22%	4	2%
Home Centers	911	1,097	5	562	5	100%	0	0%	0	0%
Home Decor, Accessories & Gifts - Online Retailer	6,531	288	65	83	65	100%	0	0%	0	0%
Home Demonstrations	180	2,069	0	1,629	0	0%	0	0%	0	0%
Home Design & Planning	3,827	443	4	641	4	100%	0	0%	0	0%
Home Economics Consultants	46	2,887	0	1,629	0	0%	0	0%	0	0%
Home Electronics	5,404	337	50	102	45	90%	5	10%	0	0%
Home Electronics - Designers	102	2,422	0	1,629	0	0%	0	0%	0	0%
Home Health Services	10,794	186	5	562	4	80%	0	0%	1	20%
Home Health Services - Skilled	386	1,594	1	1,107	0	0%	1	100%	0	0%
Home Improvements	212,208	6	165	34	79	48%	78	47%	8	5%
Home Improvements - Additions	3,452	478	1	1,107	0	0%	1	100%	0	0%
Home Inspection Service	30,473	60	18	251	15	83%	3	17%	0	0%
Home Owners Associations	37	2,996	0	1,629	0	0%	0	0%	0	0%
Home Repair & Maintenance	1,298	906	4	641	2	50%	2	50%	0	0%
Home Sitting Services	1,980	703	0	1,629	0	0%	0	0%	0	0%
Home Staging	361	1,642	0	1,629	0	0%	0	0%	0	0%
Home Theater	1,886	731	3	747	1	33%	2	67%	0	0%
Home Warranty Plans	496	1,440	3	747	2	67%	1	33%	0	0%
Homeopaths	240	1,904	0	1,629	0	0%	0	0%	0	0%
Honey	79	2,579	0	1,629	0	0%	0	0%	0	0%
Hookah Bars	11	3,475	0	1,629	0	0%	0	0%	0	0%
Horse Breeders	163	2,137	1	1,107	1	100%	0	0%	0	0%
Horse Dealers	94	2,470	1	1,107	0	0%	1	100%	0	0%
Horse Equipment & Supplies	268	1,829	5	562	2	40%	3	60%	0	0%
Horse Riding/Horse Trail Rides	601	1,317	6	502	3	50%	3	50%	0	0%
Horse Shoeing	170	2,109	0	1,629	0	0%	0	0%	0	0%
Horse Training	251	1,872	0	1,629	0	0%	0	0%	0	0%
Horse Transporting	127	2,292	1	1,107	1	100%	0	0%	0	0%
Horseshoe Equipment & Supplies	262	1,842	0	1,629	0	0%	0	0%	0	0%
Horticultural Consultants	296	1,766	0	1,629	0	0%	0	0%	0	0%



Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Hose & Tubing - Rubber & Plastic	4	3,743	0	1,629	0	0%	0	0%	0	0%
Hose Couplings & Fittings	137	2,242	0	1,629	0	0%	0	0%	0	0%
Hosiery - Retail	35	3,025	0	1,629	0	0%	0	0%	0	0%
Hosiery - Wholesale & Manufacturers	4	3,743	0	1,629	0	0%	0	0%	0	0%
Hospices	19	3,281	0	1,629	0	0%	0	0%	0	0%
Hospital & Medical Equipment & Supplies	3,202	511	4	641	4	100%	0	0%	0	0%
Hospitality	16	3,350	0	1,629	0	0%	0	0%	0	0%
Hospitalization, Medical & Surgical Plans	297	1,760	3	747	3	100%	0	0%	0	0%
Hospitals	480	1,459	0	1,629	0	0%	0	0%	0	0%
Hostels	246	1,886	3	747	1	33%	2	67%	0	0%
Hotel Product Sales	88	2,513	3	747	1	33%	2	67%	0	0%
Hotels	7,137	268	114	47	74	65%	40	35%	0	0%
Hotels - Reservations	272	1,818	0	1,629	0	0%	0	0%	0	0%
House & Building Movers	1,746	760	2	889	1	50%	1	50%	0	0%
House Cleaning	29,841	66	48	106	26	54%	19	40%	3	6%
House Cleaning Equipment & Supplies	2,327	644	0	1,629	0	0%	0	0%	0	0%
House Furnishings & Services	1,612	804	4	641	4	100%	0	0%	0	0%
Housewares - Retail	1,952	711	4	641	3	75%	1	25%	0	0%
Housewares - Wholesale & Manufacturers	160	2,148	0	1,629	0	0%	0	0%	0	0%
Housing Authorities	95	2,464	1	1,107	0	0%	1	100%	0	0%
Housing Consultants & Referral Service	27	3,143	0	1,629	0	0%	0	0%	0	0%
Human Factors - Research & Development	39	2,973	0	1,629	0	0%	0	0%	0	0%
Human Resources	1,879	732	1	1,107	0	0%	1	100%	0	0%
Human Services Organizations	62	2,722	0	1,629	0	0%	0	0%	0	0%
Humane Societies	89	2,506	0	1,629	0	0%	0	0%	0	0%
Humidifying Apparatus	3	3,790	0	1,629	0	0%	0	0%	0	0%
Hunting & Fishing Services & Supplies	1,398	870	1	1,107	1	100%	0	0%	0	0%
Hydraulic Equipment & Supplies	573	1,339	0	1,629	0	0%	0	0%	0	0%
Hydraulic Equipment Repair	283	1,787	1	1,107	0	0%	1	100%	0	0%
Hydrologists	27	3,143	0	1,629	0	0%	0	0%	0	0%
Hydronic Heating	683	1,247	0	1,629	0	0%	0	0%	0	0%
Hydroponics - Equipment & Supplies	503	1,434	0	1,629	0	0%	0	0%	0	0%
Hydroseeding	233	1,925	1	1,107	1	100%	0	0%	0	0%
Hygrometers	96	2,461	0	1,629	0	0%	0	0%	0	0%
Hypnotherapists - Hypnotists	1,243	932	2	889	1	50%	1	50%	0	0%
Ice	86	2,523	0	1,629	0	0%	0	0%	0	0%
Ice Cream & Frozen Desserts - Dealers	319	1,714	1	1,107	1	100%	0	0%	0	0%
Ice Cream & Frozen Desserts - Mfg & Dist	132	2,274	0	1,629	0	0%	0	0%	0	0%
Ice Cream Cone Manufacturers & Distributors	28	3,133	0	1,629	0	0%	0	0%	0	0%
Ice Cream Freezers	3	3,790	0	1,629	0	0%	0	0%	0	0%
Ice Cream Mixes	2	3,845	0	1,629	0	0%	0	0%	0	0%
Ice Making Equipment & Machines	71	2,632	0	1,629	0	0%	0	0%	0	0%
Ice Melting Equipment & Supplies	13	3,419	0	1,629	0	0%	0	0%	0	0%
Ice Sculptures	22	3,237	0	1,629	0	0%	0	0%	0	0%
Identification Card Service	1,188	950	18	251	14	78%	4	22%	0	0%
Identification Equipment & Supplies	396	1,578	0	1,629	0	0%	0	0%	0	0%
Identity Theft Protection & Prevention Services	247	1,884	0	1,629	0	0%	0	0%	0	0%
Ignition Interlock Devices	304	1,744	0	1,629	0	0%	0	0%	0	0%
Image & Graphics Printing	2,759	573	10	371	7	70%	1	10%	2	20%
Immigration & Naturalization Consultants	24,522	85	23	200	14	61%	9	39%	0	0%
Import Representatives	116	2,349	2	889	1	50%	1	50%	0	0%
Importers	3,370	488	2	889	2	100%	0	0%	0	0%
Imprinting	37	2,996	0	1,629	0	0%	0	0%	0	0%
In-floor Heating	17	3,326	0	1,629	0	0%	0	0%	0	0%
In-Home Care	1,896	729	0	1,629	0	0%	0	0%	0	0%
Incense	7	3,621	0	1,629	0	0%	0	0%	0	0%
Incentive Programs	3,335	496	23	200	20	87%	3	13%	0	0%
Incorporating Companies	273	1,816	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
Indian Goods	4	3,743	0	1,629	0	0%	0	0%	0	0%
Industrial Consultants	256	1,863	0	1,629	0	0%	0	0%	0	0%
Industrial Developments	67	2,677	0	1,629	0	0%	0	0%	0	0%
Industrial Equipment & Supplies	2,590	607	4	641	2	50%	2	50%	0	0%
Industrial Hygiene Consultants	20	3,265	0	1,629	0	0%	0	0%	0	0%
Industrial Manufacturers	3,350	493	4	641	2	50%	2	50%	0	0%
Industrial Painting	250	1,876	0	1,629	0	0%	0	0%	0	0%
Industrial Products Wholesalers & Distributors	1,466	849	3	747	2	67%	1	33%	0	0%
Infomercials	73	2,619	0	1,629	0	0%	0	0%	0	0%
Information Bureaus	5,569	329	20	228	14	70%	6	30%	0	0%
Information Processing & Retrieval Equipment & Systems	83	2,552	0	1,629	0	0%	0	0%	0	0%
Information Technology Services	6,098	309	6	502	2	33%	4	67%	0	0%
Infrared Equipment	23	3,226	0	1,629	0	0%	0	0%	0	0%
Infrared Inspection	59	2,761	0	1,629	0	0%	0	0%	0	0%
Ink Cartridge - Refill & Sales	2,873	559	4	641	3	75%	1	25%	0	0%
Inks - Manufacturers Materials	97	2,453	0	1,629	0	0%	0	0%	0	0%
Inks - Print & Lithograph	52	2,826	0	1,629	0	0%	0	0%	0	0%
Inks - Writing & Marking	13	3,419	0	1,629	0	0%	0	0%	0	0%
Insect Control Devices	373	1,609	0	1,629	0	0%	0	0%	0	0%
Inspection Devices - Industrial	6	3,658	0	1,629	0	0%	0	0%	0	0%
Insulation Contractors Equipment & Supplies	165	2,129	0	1,629	0	0%	0	0%	0	0%
Insulation Materials	1,510	838	3	747	1	33%	2	67%	0	0%
Insulation Materials - Electric	1,742	763	0	1,629	0	0%	0	0%	0	0%
Insurance - Accident & Health	1,286	912	1	1,107	1	100%	0	0%	0	0%
Insurance - Auto	4,010	432	12	330	12	100%	0	0%	0	0%
Insurance - Bonding	62	2,722	0	1,629	0	0%	0	0%	0	0%
Insurance - Crop	5	3,693	0	1,629	0	0%	0	0%	0	0%
Insurance - Dental	15	3,379	0	1,629	0	0%	0	0%	0	0%
Insurance - Disability	217	1,969	0	1,629	0	0%	0	0%	0	0%
Insurance - Employee Benefits	645	1,272	0	1,629	0	0%	0	0%	0	0%
Insurance - Fire & Flood Specialists	914	1,094	0	1,629	0	0%	0	0%	0	0%
Insurance - Funeral	2,466	619	0	1,629	0	0%	0	0%	0	0%
Insurance - Health	3,162	518	7	451	7	100%	0	0%	0	0%
Insurance - Homeowners	592	1,327	5	562	3	60%	2	40%	0	0%
Insurance - Liability	18	3,309	0	1,629	0	0%	0	0%	0	0%
Insurance - Life	15,083	142	8	423	6	75%	2	25%	0	0%
Insurance - Marine	11	3,475	0	1,629	0	0%	0	0%	0	0%
Insurance - Medicare Services	17	3,326	0	1,629	0	0%	0	0%	0	0%
Insurance - Property	280	1,792	2	889	2	100%	0	0%	0	0%
Insurance - Rental	29	3,112	0	1,629	0	0%	0	0%	0	0%
Insurance - Senior Products	4	3,743	0	1,629	0	0%	0	0%	0	0%
Insurance - Travel	1,338	896	0	1,629	0	0%	0	0%	0	0%
Insurance - Viatical	381	1,601	0	1,629	0	0%	0	0%	0	0%
Insurance - Workers Compensation	117	2,344	0	1,629	0	0%	0	0%	0	0%
Insurance Agency	6,674	283	4	641	3	75%	1	25%	0	0%
Insurance Agents	3,000	540	2	889	1	50%	1	50%	0	0%
Insurance Claim Processing Services	673	1,258	0	1,629	0	0%	0	0%	0	0%
Insurance Companies	65,286	29	104	53	95	91%	9	9%	0	0%
Insurance Consultants	4,863	368	3	747	2	67%	1	33%	0	0%
Insurance Inspection & Audits	25	3,184	0	1,629	0	0%	0	0%	0	0%
Insurance Rating Bureaus	3	3,790	0	1,629	0	0%	0	0%	0	0%
Insurance Services	30,413	63	25	186	22	88%	3	12%	0	0%
Insurance Services - Commercial	679	1,253	2	889	2	100%	0	0%	0	0%
Insured Property Replacement Service	13	3,419	0	1,629	0	0%	0	0%	0	0%
Intercoms Systems & Services	254	1,867	1	1,107	1	100%	0	0%	0	0%
Interior Decorators & Designers	9,415	216	14	303	6	43%	8	57%	0	0%
Interior Decorators & Designers - Workroom	46	2,887	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
Interior Decorators & Designers Supplies	356	1,648	0	1,629	0	0%	0	0%	0	0%
Interior Designers - Architectural	464	1,481	2	889	0	0%	2	100%	0	0%
Interior Designers - Commercial	229	1,936	0	1,629	0	0%	0	0%	0	0%
Interior Designers - Registered/Licensed	67	2,677	0	1,629	0	0%	0	0%	0	0%
Interior Finishing	369	1,623	0	1,629	0	0%	0	0%	0	0%
International Trade Consultants	302	1,748	0	1,629	0	0%	0	0%	0	0%
Internet - Web Hosting	12,134	163	32	156	24	75%	7	22%	1	3%
Internet Access Provider	5,901	318	19	241	16	84%	3	16%	0	0%
Internet Auction Service	2,167	669	3	747	2	67%	1	33%	0	0%
Internet Cafes	10	3,514	0	1,629	0	0%	0	0%	0	0%
Internet Gaming	896	1,109	17	268	13	76%	4	24%	0	0%
Internet Marketing Services	16,903	124	65	83	52	80%	12	18%	1	2%
Internet Selling Services	2,616	601	7	451	4	57%	3	43%	0	0%
Internet Services	56,979	32	262	20	232	89%	29	11%	1	0%
Internet Shopping	31,080	58	120	45	99	83%	21	18%	0	0%
Internet-Based Telephone Service	14,477	147	89	60	85	96%	3	3%	1	1%
Inventors	1	3,909	0	1,629	0	0%	0	0%	0	0%
Inventory Service	176	2,083	0	1,629	0	0%	0	0%	0	0%
Investigators	5,124	354	6	502	3	50%	3	50%	0	0%
Investment Advisory Service	6,030	312	1	1,107	0	0%	1	100%	0	0%
Investment Management	3,528	465	6	502	4	67%	2	33%	0	0%
Investment Securities	3,138	525	5	562	5	100%	0	0%	0	0%
Investment Seminars	1,620	802	4	641	1	25%	3	75%	0	0%
Invitations & Announcements	98	2,447	0	1,629	0	0%	0	0%	0	0%
Iron	65	2,692	0	1,629	0	0%	0	0%	0	0%
Iron Work	1,844	738	0	1,629	0	0%	0	0%	0	0%
Irrigation Consultants	1,026	1,029	1	1,107	1	100%	0	0%	0	0%
Irrigation Equipment	38	2,987	0	1,629	0	0%	0	0%	0	0%
Irrigation Systems & Equipment	3,689	456	1	1,107	1	100%	0	0%	0	0%
Irrigation Systems - Install/Design	823	1,151	0	1,629	0	0%	0	0%	0	0%
Irrigation Systems - Maintenance/Repair	123	2,312	0	1,629	0	0%	0	0%	0	0%
Italian Food Products	6	3,658	0	1,629	0	0%	0	0%	0	0%
Janitor Service	25,560	80	8	423	5	63%	3	38%	0	0%
Janitors Equipment & Supplies	1,053	1,012	0	1,629	0	0%	0	0%	0	0%
Japanese Food Products	41	2,954	0	1,629	0	0%	0	0%	0	0%
Jeans	159	2,155	0	1,629	0	0%	0	0%	0	0%
Jet Ski/Personal Watercraft	89	2,506	2	889	0	0%	2	100%	0	0%
Jewelers - Retail	46,158	38	76	75	58	76%	10	13%	8	11%
Jewelers - Supplies	131	2,280	0	1,629	0	0%	0	0%	0	0%
Jewelers - Wholesale	3,087	529	1	1,107	1	100%	0	0%	0	0%
Jewelry Advisory Service	262	1,842	2	889	0	0%	2	100%	0	0%
Jewelry Buyers	842	1,139	0	1,629	0	0%	0	0%	0	0%
Jewelry Castings	12	3,448	0	1,629	0	0%	0	0%	0	0%
Jewelry Designers	2,462	621	7	451	2	29%	4	57%	1	14%
Jewelry Engravers	54	2,807	1	1,107	1	100%	0	0%	0	0%
Jewelry Findings	3	3,790	0	1,629	0	0%	0	0%	0	0%
Jewelry Manufacturers	2,210	660	0	1,629	0	0%	0	0%	0	0%
Jewelry Polishing & Plating	9	3,549	0	1,629	0	0%	0	0%	0	0%
Jewelry Repair	1,146	972	4	641	4	100%	0	0%	0	0%
Jewels - Imitation	23	3,226	0	1,629	0	0%	0	0%	0	0%
Jigs & Fixtures	10	3,514	0	1,629	0	0%	0	0%	0	0%
Job Listing & Advisory Services	2,856	562	0	1,629	0	0%	0	0%	0	0%
Job Listing & Advisory Services - Advanced Fee	458	1,489	0	1,629	0	0%	0	0%	0	0%
Juice Extractors	371	1,620	0	1,629	0	0%	0	0%	0	0%
Juices	148	2,197	0	1,629	0	0%	0	0%	0	0%
Jumping Balloon Rental	42	2,941	1	1,107	0	0%	1	100%	0	0%
Junk Dealers	30	3,096	0	1,629	0	0%	0	0%	0	0%
Junk Removal	5,036	358	23	200	5	22%	18	78%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Karaoke Machines & Tapes	409	1,548	1	1,107	1	100%	0	0%	0	0%
Kennels Equipment & Supplies	250	1,876	0	1,629	0	0%	0	0%	0	0%
Key Control Systems	1	3,909	0	1,629	0	0%	0	0%	0	0%
Key Duplication and Cutting	18	3,309	0	1,629	0	0%	0	0%	0	0%
Kickboxing	332	1,695	1	1,107	1	100%	0	0%	0	0%
Kitchen & Bath - Design & Remodeling	31,808	56	22	209	11	50%	10	45%	1	5%
Kitchen & Bath Design	1,794	747	0	1,629	0	0%	0	0%	0	0%
Kitchen Accessories	6,028	313	14	303	8	57%	3	21%	3	21%
Kitchen Cabinet Refacing	2,118	675	1	1,107	0	0%	0	0%	1	###
Kitchen Cabinets & Equipment - Household	18,784	110	41	124	27	66%	14	34%	0	0%
Kitchen Cabinets - Refinishing, Refacing & Resurfacing	1,155	966	3	747	2	67%	1	33%	0	0%
Kitchen Remodeling	6,175	305	15	290	9	60%	6	40%	0	0%
Kite Boarding	39	2,973	0	1,629	0	0%	0	0%	0	0%
Knife Sharpening Devices	34	3,039	0	1,629	0	0%	0	0%	0	0%
Knit Goods - Retail	195	2,027	1	1,107	1	100%	0	0%	0	0%
Knit Goods - Wholesale & Manufacturers	57	2,779	0	1,629	0	0%	0	0%	0	0%
Knitted Fabrics	7	3,621	0	1,629	0	0%	0	0%	0	0%
Knitting Instruction	5	3,693	0	1,629	0	0%	0	0%	0	0%
Knives - Custom	187	2,052	0	1,629	0	0%	0	0%	0	0%
Knives - Machine	430	1,518	4	641	2	50%	2	50%	0	0%
Kosher Food Products	8	3,589	0	1,629	0	0%	0	0%	0	0%
Labeling	160	2,148	0	1,629	0	0%	0	0%	0	0%
Labeling Equipment	25	3,184	0	1,629	0	0%	0	0%	0	0%
Labels	65	2,692	0	1,629	0	0%	0	0%	0	0%
Labels - Paper	270	1,824	2	889	1	50%	1	50%	0	0%
Labels - Plastic, Metal, Foil	58	2,773	0	1,629	0	0%	0	0%	0	0%
Labor Contractors	114	2,360	0	1,629	0	0%	0	0%	0	0%
Labor Organizations	520	1,411	0	1,629	0	0%	0	0%	0	0%
Labor Relations Consultants	33	3,058	0	1,629	0	0%	0	0%	0	0%
Laboratories - Medical	750	1,194	1	1,107	1	100%	0	0%	0	0%
Laboratories - Research & Development	372	1,612	0	1,629	0	0%	0	0%	0	0%
Laboratories - Testing	2,723	580	5	562	4	80%	1	20%	0	0%
Laboratories - Veterinary	71	2,632	0	1,629	0	0%	0	0%	0	0%
Laboratory Equipment & Supplies	261	1,848	0	1,629	0	0%	0	0%	0	0%
Laces	9	3,549	0	1,629	0	0%	0	0%	0	0%
Ladders	52	2,826	0	1,629	0	0%	0	0%	0	0%
Ladders - Renting	24	3,205	0	1,629	0	0%	0	0%	0	0%
Laminated Structural Products	15	3,379	0	1,629	0	0%	0	0%	0	0%
Laminating Equipment & Supplies	52	2,826	0	1,629	0	0%	0	0%	0	0%
Laminations - Plastic, Paper	92	2,489	0	1,629	0	0%	0	0%	0	0%
Lamps & Lamp Shades - Retail	150	2,192	0	1,629	0	0%	0	0%	0	0%
Lamps - Supplies & Parts	779	1,181	2	889	1	50%	1	50%	0	0%
Land Clearing & Leveling	372	1,612	0	1,629	0	0%	0	0%	0	0%
Land Companies	5,615	325	4	641	3	75%	1	25%	0	0%
Landfills - Sanitary	3	3,790	0	1,629	0	0%	0	0%	0	0%
Landscape & Yard Clean-Up	1,921	719	3	747	0	0%	3	100%	0	0%
Landscape Architects	6,299	298	4	641	2	50%	2	50%	0	0%
Landscape Contractors	165,558	9	164	35	90	55%	69	42%	5	3%
Landscape Contractors - Commercial	1,455	853	0	1,629	0	0%	0	0%	0	0%
Landscape Designers	10,104	201	16	280	5	31%	11	69%	0	0%
Landscape Lighting	40	2,964	0	1,629	0	0%	0	0%	0	0%
Landscape Maintenance	9,383	217	8	423	2	25%	6	75%	0	0%
Landscaping Equipment & Supplies	3,443	481	9	402	4	44%	5	56%	0	0%
Language Schools	2,452	622	1	1,107	0	0%	1	100%	0	0%
Language Training Aids	125	2,303	0	1,629	0	0%	0	0%	0	0%
Lapidaries	41	2,954	0	1,629	0	0%	0	0%	0	0%
Lapidary Equipment & Supplies	14	3,401	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Laser Cosmetic Services	4,326	406	10	371	7	70%	2	20%	1	10%
Laser Eye Surgery	816	1,158	0	1,629	0	0%	0	0%	0	0%
Laser Therapy	658	1,265	0	1,629	0	0%	0	0%	0	0%
Lasers	990	1,053	2	889	2	100%	0	0%	0	0%
Lasik Eye Surgery	17	3,326	0	1,629	0	0%	0	0%	0	0%
Laundries	448	1,497	1	1,107	1	100%	0	0%	0	0%
Laundries - Self Service	697	1,238	3	747	3	100%	0	0%	0	0%
Laundry Consultants	421	1,531	3	747	3	100%	0	0%	0	0%
Laundry Equipment	561	1,358	1	1,107	1	100%	0	0%	0	0%
Laundry Supplies	45	2,901	0	1,629	0	0%	0	0%	0	0%
Law Books	2	3,845	0	1,629	0	0%	0	0%	0	0%
Lawn & Garden Equipment & Supplies	4,791	372	6	502	4	67%	2	33%	0	0%
Lawn & Garden Equipment & Supplies - Rental	103	2,415	0	1,629	0	0%	0	0%	0	0%
Lawn & Garden Pond Dealers & Supplies	195	2,027	0	1,629	0	0%	0	0%	0	0%
Lawn & Garden Sprinkler Systems	3,381	485	3	747	3	100%	0	0%	0	0%
Lawn & Tree Care	695	1,239	3	747	2	67%	1	33%	0	0%
Lawn Installation Service	798	1,170	0	1,629	0	0%	0	0%	0	0%
Lawn Maintenance	71,304	27	244	22	215	88%	23	9%	6	2%
Lawn Mowers	2,716	581	5	562	4	80%	0	0%	1	20%
Lawn Mowers - Sharpen & Repair	1,655	791	4	641	2	50%	2	50%	0	0%
Lawn Tractor Dealers	30	3,096	0	1,629	0	0%	0	0%	0	0%
Layouts - Office, Factory	10	3,514	0	1,629	0	0%	0	0%	0	0%
Lead Products	14	3,401	0	1,629	0	0%	0	0%	0	0%
Leadership Development	97	2,453	0	1,629	0	0%	0	0%	0	0%
Leak Detecting Instruments	16	3,350	0	1,629	0	0%	0	0%	0	0%
Leak Detection	60	2,747	0	1,629	0	0%	0	0%	0	0%
Leasing Service	3,340	495	4	641	4	100%	0	0%	0	0%
Leather	170	2,109	1	1,107	1	100%	0	0%	0	0%
Leather Cleaning	156	2,168	0	1,629	0	0%	0	0%	0	0%
Leather Clothing - Retail	916	1,091	3	747	3	100%	0	0%	0	0%
Leather Clothing - Wholesale & Manufacturers	18	3,309	0	1,629	0	0%	0	0%	0	0%
Leather Goods - Dealers	1,283	914	0	1,629	0	0%	0	0%	0	0%
Leather Goods - Repair	601	1,317	0	1,629	0	0%	0	0%	0	0%
Leather Goods - Wholesale & Manufacturers	204	2,001	0	1,629	0	0%	0	0%	0	0%
Leather Goods Manufacturers Supplies	6	3,658	0	1,629	0	0%	0	0%	0	0%
Leather Restoration	69	2,651	0	1,629	0	0%	0	0%	0	0%
Lecture & Seminar Bureaus	976	1,060	4	641	4	100%	0	0%	0	0%
Legal Clinics	200	2,013	0	1,629	0	0%	0	0%	0	0%
Legal Document Assistance	4,676	384	48	106	44	92%	4	8%	0	0%
Legal Forms	23,394	92	18	251	18	100%	0	0%	0	0%
Legal Information Services	3,430	483	12	330	10	83%	2	17%	0	0%
Legal Services Plans	621	1,301	0	1,629	0	0%	0	0%	0	0%
Lenses	12	3,448	0	1,629	0	0%	0	0%	0	0%
Letters - Sign	8	3,589	0	1,629	0	0%	0	0%	0	0%
Libraries - Public	69	2,651	0	1,629	0	0%	0	0%	0	0%
Library Equipment & Supplies	37	2,996	0	1,629	0	0%	0	0%	0	0%
Library Research Service	35	3,025	0	1,629	0	0%	0	0%	0	0%
Lice Removal/Protection Services	99	2,440	0	1,629	0	0%	0	0%	0	0%
License Services	3,464	476	1	1,107	1	100%	0	0%	0	0%
Lie Detection Service	169	2,115	0	1,629	0	0%	0	0%	0	0%
Lifts	369	1,623	0	1,629	0	0%	0	0%	0	0%
Lifts/Elevators - In Home	231	1,930	1	1,107	1	100%	0	0%	0	0%
Lighting Consultants	315	1,721	0	1,629	0	0%	0	0%	0	0%
Lighting Equipment - Emergency	46	2,887	0	1,629	0	0%	0	0%	0	0%
Lighting Fixtures - Repair & Maintenance	362	1,638	0	1,629	0	0%	0	0%	0	0%
Lighting Fixtures - Retail	4,382	404	18	251	11	61%	6	33%	1	6%
Lighting Fixtures - Supplies & Parts	309	1,737	3	747	1	33%	2	67%	0	0%
Lighting Fixtures - Wholesale & Manufacturers	1,167	959	3	747	1	33%	2	67%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Lighting Systems & Equipment	1,220	936	1	1,107	1	100%	0	0%	0	0%
Lightning Protection Equipment	53	2,816	0	1,629	0	0%	0	0%	0	0%
Lights Bulbs & Tubes	1,416	864	6	502	4	67%	2	33%	0	0%
Limestone	10	3,514	0	1,629	0	0%	0	0%	0	0%
Limousine Service	15,271	138	35	143	19	54%	16	46%	0	0%
Linen Supply Service	852	1,129	0	1,629	0	0%	0	0%	0	0%
Linens - Retail	759	1,188	5	562	3	60%	2	40%	0	0%
Linens - Wholesale & Manufacturers	252	1,871	0	1,629	0	0%	0	0%	0	0%
Lingerie	2,263	654	5	562	4	80%	1	20%	0	0%
Linings - Clothing	6	3,658	0	1,629	0	0%	0	0%	0	0%
Linings - Plastic, Membrane	18	3,309	0	1,629	0	0%	0	0%	0	0%
Linoleum Dealers	33	3,058	0	1,629	0	0%	0	0%	0	0%
Liquidators	3,190	515	4	641	2	50%	2	50%	0	0%
Liquor Brokers	2	3,845	0	1,629	0	0%	0	0%	0	0%
Liquor Stores	1,213	940	2	889	1	50%	1	50%	0	0%
Liquors - Wholesale	147	2,201	0	1,629	0	0%	0	0%	0	0%
Literary Agents	30	3,096	0	1,629	0	0%	0	0%	0	0%
Lithographers	61	2,733	0	1,629	0	0%	0	0%	0	0%
Livestock Auction Markets	153	2,178	0	1,629	0	0%	0	0%	0	0%
Livestock Breeders	287	1,782	0	1,629	0	0%	0	0%	0	0%
Livestock Buyers	6	3,658	0	1,629	0	0%	0	0%	0	0%
Livestock Equipment & Supplies	131	2,280	1	1,107	1	100%	0	0%	0	0%
Livestock Feeding	78	2,589	0	1,629	0	0%	0	0%	0	0%
Livestock Hauling	61	2,733	0	1,629	0	0%	0	0%	0	0%
Loan Modification	1,119	988	2	889	2	100%	0	0%	0	0%
Loan Servicing	188	2,047	0	1,629	0	0%	0	0%	0	0%
Loans	37,638	49	71	76	53	75%	11	15%	7	10%
Loans - Farm & Ranch	3	3,790	0	1,629	0	0%	0	0%	0	0%
Loans - Small Business	891	1,110	0	1,629	0	0%	0	0%	0	0%
Lobbyists	91	2,494	0	1,629	0	0%	0	0%	0	0%
Lockers	48	2,874	0	1,629	0	0%	0	0%	0	0%
Locks & Locksmiths	20,855	100	42	122	11	26%	28	67%	3	7%
Locks - Wholesale & Manufacturers	67	2,677	1	1,107	1	100%	0	0%	0	0%
Locksmiths Equipment & Supplies	162	2,142	0	1,629	0	0%	0	0%	0	0%
Locomotives	1	3,909	0	1,629	0	0%	0	0%	0	0%
Log Cabins, Homes & Buildings	2,846	564	3	747	3	100%	0	0%	0	0%
Logging Companies	694	1,240	1	1,107	1	100%	0	0%	0	0%
Logging Equipment & Supplies	31	3,083	0	1,629	0	0%	0	0%	0	0%
Logistics	2,199	663	4	641	0	0%	4	100%	0	0%
Lotteries - Foreign	3,328	497	2	889	0	0%	2	100%	0	0%
Lotteries - Local	272	1,818	1	1,107	1	100%	0	0%	0	0%
Lotteries - State	21	3,251	0	1,629	0	0%	0	0%	0	0%
Lubricants	117	2,344	1	1,107	1	100%	0	0%	0	0%
Lubricating Devices & Systems	42	2,941	0	1,629	0	0%	0	0%	0	0%
Lubricating Service - Automotive	6,376	295	12	330	4	33%	8	67%	0	0%
Luggage - Retail	1,988	701	7	451	6	86%	1	14%	0	0%
Luggage - Wholesale & Manufacturers	31	3,083	0	1,629	0	0%	0	0%	0	0%
Luggage Carriers	9	3,549	0	1,629	0	0%	0	0%	0	0%
Luggage Repair	492	1,446	0	1,629	0	0%	0	0%	0	0%
Lumber - Drying	146	2,207	0	1,629	0	0%	0	0%	0	0%
Lumber - Retail	2,985	545	13	314	4	31%	9	69%	0	0%
Lumber - Used	57	2,779	0	1,629	0	0%	0	0%	0	0%
Lumber - Wholesale	746	1,195	1	1,107	1	100%	0	0%	0	0%
Lumber Carriers	11	3,475	0	1,629	0	0%	0	0%	0	0%
Lumber Inspectors	20	3,265	0	1,629	0	0%	0	0%	0	0%
Lumber Mill Representatives	4	3,743	0	1,629	0	0%	0	0%	0	0%
Lumber Treating	11	3,475	0	1,629	0	0%	0	0%	0	0%
Machine Shops	3,070	531	1	1,107	0	0%	1	100%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
Machine Tools	834	1,144	2	889	0	0%	2	100%	0	0%
Machine Tools - Repair & Rebuild	626	1,294	1	1,107	0	0%	1	100%	0	0%
Machinery & Equipment - Appraisal	95	2,464	0	1,629	0	0%	0	0%	0	0%
Machinery - New	736	1,204	0	1,629	0	0%	0	0%	0	0%
Machinery - Specially Designed	164	2,131	0	1,629	0	0%	0	0%	0	0%
Machinery - Used	132	2,274	1	1,107	1	100%	0	0%	0	0%
Machinery Movers & Erectors	89	2,506	0	1,629	0	0%	0	0%	0	0%
Machinery Rebuild & Repair	716	1,217	1	1,107	1	100%	0	0%	0	0%
Magazine Sales	790	1,174	4	641	2	50%	2	50%	0	0%
Magazine Sales by Mail	15	3,379	0	1,629	0	0%	0	0%	0	0%
Magazine Sales by Telephone	122	2,317	1	1,107	1	100%	0	0%	0	0%
Magazines - Dealers	114	2,360	1	1,107	0	0%	1	100%	0	0%
Magazines - Distributors	1,322	899	2	889	1	50%	1	50%	0	0%
Magazines - Subscription Agents	277	1,803	4	641	4	100%	0	0%	0	0%
Magicians	217	1,969	0	1,629	0	0%	0	0%	0	0%
Magicians Supplies	68	2,666	0	1,629	0	0%	0	0%	0	0%
Magnets & Magnetic Devices	51	2,841	0	1,629	0	0%	0	0%	0	0%
Maids & Butlers Service	3,941	436	9	402	6	67%	2	22%	1	11%
Mail Box Rental & Receiving	293	1,773	3	747	2	67%	0	0%	1	33%
Mail Boxes - Manufacturers & Distributors	13	3,419	0	1,629	0	0%	0	0%	0	0%
Mail Order & Catalog Shopping	6,214	302	41	124	37	90%	4	10%	0	0%
Mailing Containers	106	2,398	0	1,629	0	0%	0	0%	0	0%
Mailing Lists	142	2,227	0	1,629	0	0%	0	0%	0	0%
Mailing Machines & Equipment	445	1,501	2	889	0	0%	2	100%	0	0%
Mailing Services	7,203	263	5	562	3	60%	1	20%	1	20%
Mailing Services - Drop Shipper	873	1,121	3	747	3	100%	0	0%	0	0%
Mailing Services - International	59	2,761	2	889	2	100%	0	0%	0	0%
Managed Print Service	178	2,075	2	889	0	0%	2	100%	0	0%
Management Consultants	3,317	499	2	889	2	100%	0	0%	0	0%
Management Training	668	1,261	0	1,629	0	0%	0	0%	0	0%
Manicuring	599	1,321	4	641	3	75%	1	25%	0	0%
Mannequins - Display Fixture	12	3,448	0	1,629	0	0%	0	0%	0	0%
Manufactured Homes - Dealers	3,059	535	3	747	3	100%	0	0%	0	0%
Manufactured Homes - Equipment & Parts	22	3,237	0	1,629	0	0%	0	0%	0	0%
Manufactured Homes - Parks	589	1,332	1	1,107	1	100%	0	0%	0	0%
Manufactured Homes - Rent & Lease	297	1,760	0	1,629	0	0%	0	0%	0	0%
Manufactured Homes - Repair & Service	399	1,569	3	747	2	67%	1	33%	0	0%
Manufactured Homes - Transporting	372	1,612	1	1,107	1	100%	0	0%	0	0%
Manufactured Homes Distributors & Manufacturers	992	1,052	4	641	3	75%	1	25%	0	0%
Manufactured Homes Equipment & Supplies (Manufacturers)	274	1,813	0	1,629	0	0%	0	0%	0	0%
Manufactured Offices & Commercial Units	17	3,326	0	1,629	0	0%	0	0%	0	0%
Manufacturers & Producers	16,672	128	27	174	16	59%	9	33%	2	7%
Manufacturers Agents & Representatives	1,932	715	15	290	12	80%	3	20%	0	0%
Mapping Services	58	2,773	0	1,629	0	0%	0	0%	0	0%
Maps - Dealers	163	2,137	1	1,107	1	100%	0	0%	0	0%
Maps - Publishers & Distributors	78	2,589	0	1,629	0	0%	0	0%	0	0%
Marble & Granite Installation, Stonework Fabrication	9,805	209	13	314	9	69%	4	31%	0	0%
Marble & Terrazzo Cleaning & Service	337	1,684	0	1,629	0	0%	0	0%	0	0%
Marble - Cultured	828	1,145	0	1,629	0	0%	0	0%	0	0%
Marble - Natural	365	1,630	2	889	1	50%	1	50%	0	0%
Marijuana - Accessories	20	3,265	1	1,107	0	0%	1	100%	0	0%
Marijuana - Medical Dispensary	39	2,973	0	1,629	0	0%	0	0%	0	0%
Marijuana - Products	52	2,826	1	1,107	0	0%	1	100%	0	0%
Marijuana Sales & Services	573	1,339	3	747	2	67%	1	33%	0	0%
Marinas	1,494	842	2	889	2	100%	0	0%	0	0%
Marine Contractors	632	1,288	1	1,107	0	0%	1	100%	0	0%
Marine Electric Service	27	3,143	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Marine Electronic Equipment & Supplies	313	1,729	1	1,107	1	100%	0	0%	0	0%
Marine Equipment & Supplies	1,410	866	1	1,107	1	100%	0	0%	0	0%
Marine Sales & Service	4,283	412	4	641	3	75%	1	25%	0	0%
Marine Surveyors	239	1,909	0	1,629	0	0%	0	0%	0	0%
Market Research & Analysis	6,804	279	4	641	4	100%	0	0%	0	0%
Market Survey Companies	2,023	691	6	502	5	83%	1	17%	0	0%
Marketing - Home Based Business	216	1,973	0	1,629	0	0%	0	0%	0	0%
Marketing Consultants	10,358	197	17	268	10	59%	4	24%	3	18%
Marketing Consultants - Mobile	69	2,651	0	1,629	0	0%	0	0%	0	0%
Marketing Programs & Services	11,657	169	35	143	26	74%	6	17%	3	9%
Marketing Software	721	1,212	0	1,629	0	0%	0	0%	0	0%
Marriage, Family, Child, Individual Counselors	4,713	377	0	1,629	0	0%	0	0%	0	0%
Martial Arts	4,320	407	19	241	11	58%	8	42%	0	0%
Martial Arts Supplies & Equipment	363	1,634	0	1,629	0	0%	0	0%	0	0%
Mason Contractors	23,118	93	16	280	6	38%	9	56%	1	6%
Mason Contractors Equipment & Supplies	127	2,292	0	1,629	0	0%	0	0%	0	0%
Masonry Panels - Prefabricated	498	1,438	1	1,107	0	0%	1	100%	0	0%
Massage Equipment & Supplies	1,153	968	2	889	1	50%	1	50%	0	0%
Massage School	529	1,400	1	1,107	0	0%	1	100%	0	0%
Massage Therapeutic	2,334	642	1	1,107	1	100%	0	0%	0	0%
Massage Therapists	6,851	277	13	314	10	77%	2	15%	1	8%
Material Handling Equipment	193	2,032	1	1,107	1	100%	0	0%	0	0%
Maternity Clothes	248	1,881	0	1,629	0	0%	0	0%	0	0%
Mats & Matting	827	1,146	1	1,107	1	100%	0	0%	0	0%
Mattress Makers Supplies	463	1,482	2	889	2	100%	0	0%	0	0%
Mattresses	11,366	180	44	118	27	61%	15	34%	2	5%
Mattresses - Renovating	2	3,845	0	1,629	0	0%	0	0%	0	0%
Mausoleums	5	3,693	0	1,629	0	0%	0	0%	0	0%
Meal Preparation Service	278	1,798	1	1,107	0	0%	1	100%	0	0%
Measurement & Metrology	23	3,226	0	1,629	0	0%	0	0%	0	0%
Meat - Bulk & Itinerant	2	3,845	0	1,629	0	0%	0	0%	0	0%
Meat - Processing	143	2,223	0	1,629	0	0%	0	0%	0	0%
Meat - Retail	3,171	517	3	747	3	100%	0	0%	0	0%
Meat - Wholesale	272	1,818	0	1,629	0	0%	0	0%	0	0%
Meat Brokers	1,910	724	2	889	1	50%	1	50%	0	0%
Meat Choppers & Grinders	114	2,360	2	889	2	100%	0	0%	0	0%
Meat Packers	591	1,330	0	1,629	0	0%	0	0%	0	0%
Meat Packers Equipment & Supplies	228	1,937	0	1,629	0	0%	0	0%	0	0%
Mechanical Contractors	14,439	148	8	423	6	75%	2	25%	0	0%
Media Buying Service	37	2,996	0	1,629	0	0%	0	0%	0	0%
Media Consultant	242	1,898	0	1,629	0	0%	0	0%	0	0%
Mediation Services	593	1,325	1	1,107	0	0%	1	100%	0	0%
Mediation Services - Divorce	56	2,788	0	1,629	0	0%	0	0%	0	0%
Medical Alarms	626	1,294	0	1,629	0	0%	0	0%	0	0%
Medical Alert Companies	123	2,312	0	1,629	0	0%	0	0%	0	0%
Medical Business Administration	1,212	942	4	641	3	75%	1	25%	0	0%
Medical Diagnostic Testing Facilities	8	3,589	0	1,629	0	0%	0	0%	0	0%
Medical Equipment & Supplies	4,678	383	12	330	8	67%	4	33%	0	0%
Medical Imaging Services	154	2,175	0	1,629	0	0%	0	0%	0	0%
Medical Record Service	350	1,656	0	1,629	0	0%	0	0%	0	0%
Medical Service Organizations	618	1,303	1	1,107	1	100%	0	0%	0	0%
Medical Spa	474	1,468	5	562	4	80%	1	20%	0	0%
Medical Staffing	44	2,921	0	1,629	0	0%	0	0%	0	0%
Medical Testing Companies	1,287	910	0	1,629	0	0%	0	0%	0	0%
Medical Tourism	84	2,541	0	1,629	0	0%	0	0%	0	0%
Medical Transcription	5	3,693	0	1,629	0	0%	0	0%	0	0%
Medicines - Patent & Proprietary	184	2,059	1	1,107	1	100%	0	0%	0	0%
Meditation Instruction	241	1,900	0	1,629	0	0%	0	0%	0	0%



Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
Meeting Management	19	3,281	0	1,629	0	0%	0	0%	0	0%
Mens Clothing & Furnishings - Retail	1,905	725	6	502	5	83%	1	17%	0	0%
Mens Clothing & Furnishings - Wholesale & Manufacturers	1,057	1,006	7	451	2	29%	5	71%	0	0%
Mental Health Services	153	2,178	0	1,629	0	0%	0	0%	0	0%
Merchandise Brokers	36	3,011	0	1,629	0	0%	0	0%	0	0%
Merchandising Service	276	1,807	0	1,629	0	0%	0	0%	0	0%
Messenger Service	4,445	400	0	1,629	0	0%	0	0%	0	0%
Metal Cleaning	46	2,887	0	1,629	0	0%	0	0%	0	0%
Metal Detecting Equipment	41	2,954	0	1,629	0	0%	0	0%	0	0%
Metal Fabricating Machinery	3	3,790	0	1,629	0	0%	0	0%	0	0%
Metal Fabricators	1,794	747	1	1,107	1	100%	0	0%	0	0%
Metal Finishers	82	2,559	0	1,629	0	0%	0	0%	0	0%
Metal Powder Fabricators	315	1,721	0	1,629	0	0%	0	0%	0	0%
Metal Rolling & Forming	33	3,058	0	1,629	0	0%	0	0%	0	0%
Metal Salvage Yards	211	1,984	0	1,629	0	0%	0	0%	0	0%
Metal Specialties	475	1,466	0	1,629	0	0%	0	0%	0	0%
Metal Spinning	3	3,790	0	1,629	0	0%	0	0%	0	0%
Metal Stamping	60	2,747	0	1,629	0	0%	0	0%	0	0%
Metal Stamping Equipment	22	3,237	0	1,629	0	0%	0	0%	0	0%
Metallizing	5	3,693	0	1,629	0	0%	0	0%	0	0%
Metallurgists	1	3,909	0	1,629	0	0%	0	0%	0	0%
Metallurgists Equipment & Supplies	11	3,475	0	1,629	0	0%	0	0%	0	0%
Metals - Base	3	3,790	0	1,629	0	0%	0	0%	0	0%
Metals - Clad	29	3,112	0	1,629	0	0%	0	0%	0	0%
Metals - Precious - Sheet, Wire, Tubing	50	2,853	0	1,629	0	0%	0	0%	0	0%
Metaphysical Supplies & Service	53	2,816	0	1,629	0	0%	0	0%	0	0%
Meteorological Instruments	4	3,743	0	1,629	0	0%	0	0%	0	0%
Meters	287	1,782	1	1,107	1	100%	0	0%	0	0%
Mexican Food Products	1	3,909	0	1,629	0	0%	0	0%	0	0%
Mezzanines & Platforms	33	3,058	0	1,629	0	0%	0	0%	0	0%
Microfilm Service, Equipment & Supplies	18	3,309	0	1,629	0	0%	0	0%	0	0%
Microwave Communications	3	3,790	0	1,629	0	0%	0	0%	0	0%
Microwave Ovens - Dealers	24	3,205	0	1,629	0	0%	0	0%	0	0%
Midwives	10	3,514	0	1,629	0	0%	0	0%	0	0%
Military Goods	71	2,632	0	1,629	0	0%	0	0%	0	0%
Millinery - Retail	6	3,658	0	1,629	0	0%	0	0%	0	0%
Millinery - Wholesale & Manufacturers	3	3,790	0	1,629	0	0%	0	0%	0	0%
Milling Cutters	8	3,589	0	1,629	0	0%	0	0%	0	0%
Milling Machines	5	3,693	0	1,629	0	0%	0	0%	0	0%
Millwork	3,136	526	0	1,629	0	0%	0	0%	0	0%
Millwrights	452	1,494	0	1,629	0	0%	0	0%	0	0%
Mineral Exploration	81	2,568	2	889	0	0%	1	50%	1	50%
Minerals	42	2,941	0	1,629	0	0%	0	0%	0	0%
Miniatures - Collectors	137	2,242	2	889	0	0%	1	50%	1	50%
Mining Companies	1,007	1,040	0	1,629	0	0%	0	0%	0	0%
Mining Consultants	51	2,841	0	1,629	0	0%	0	0%	0	0%
Mining Development	194	2,031	0	1,629	0	0%	0	0%	0	0%
Mining Equipment & Supplies	324	1,707	0	1,629	0	0%	0	0%	0	0%
Mirrors	852	1,129	2	889	2	100%	0	0%	0	0%
Mirrors - Manufacturers Supplies	22	3,237	0	1,629	0	0%	0	0%	0	0%
Mirrors - Resilver	265	1,839	0	1,629	0	0%	0	0%	0	0%
Mobile Apps	1,090	996	9	402	8	89%	1	11%	0	0%
Mobile Refrigeration	164	2,131	0	1,629	0	0%	0	0%	0	0%
Mobile Telephone Equipment & Supplies	2,183	665	12	330	5	42%	6	50%	1	8%
Mobile Telephone Service	1,543	828	12	330	8	67%	4	33%	0	0%
Model Car Race Centers	2	3,845	0	1,629	0	0%	0	0%	0	0%
Model Makers	8	3,589	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Modeling & Acting - Training	77	2,594	0	1,629	0	0%	0	0%	0	0%
Modeling & Simulation	2	3,845	0	1,629	0	0%	0	0%	0	0%
Modeling & Talent Agencies	18,650	111	14	303	10	71%	2	14%	2	14%
Modeling - Advance Fee	19	3,281	0	1,629	0	0%	0	0%	0	0%
Modeling Schools	701	1,233	0	1,629	0	0%	0	0%	0	0%
Modular Homes	4,155	420	8	423	6	75%	2	25%	0	0%
Modular/Mobile Home - Foundation Services	77	2,594	0	1,629	0	0%	0	0%	0	0%
Mold & Mildew Inspection	39	2,973	0	1,629	0	0%	0	0%	0	0%
Mold & Mildew Inspection/Removal/Remediation	7,704	247	3	747	2	67%	1	33%	0	0%
Mold & Mildew Remediation	381	1,601	0	1,629	0	0%	0	0%	0	0%
Mold Consulting & Testing	431	1,516	0	1,629	0	0%	0	0%	0	0%
Moldings	550	1,373	0	1,629	0	0%	0	0%	0	0%
Molds	739	1,202	0	1,629	0	0%	0	0%	0	0%
Money Order Systems	4	3,743	0	1,629	0	0%	0	0%	0	0%
Money Orders & Transfers	4,524	393	2	889	2	100%	0	0%	0	0%
Monograms	2	3,845	0	1,629	0	0%	0	0%	0	0%
Monuments	3,452	478	7	451	6	86%	1	14%	0	0%
Monuments - Cleaning & Restoration	26	3,157	0	1,629	0	0%	0	0%	0	0%
Mopeds	25	3,184	0	1,629	0	0%	0	0%	0	0%
Mops - Wholesale & Manufacturers	3	3,790	0	1,629	0	0%	0	0%	0	0%
Mortgage Bankers	424	1,526	0	1,629	0	0%	0	0%	0	0%
Mortgage Brokers	51,628	35	27	174	21	78%	5	19%	1	4%
Mortgage Lender	5,202	351	5	562	5	100%	0	0%	0	0%
Mosaics	2	3,845	0	1,629	0	0%	0	0%	0	0%
Motel & Hotel Consultants	11	3,475	2	889	1	50%	1	50%	0	0%
Motel & Hotel Equipment & Supplies	15	3,379	0	1,629	0	0%	0	0%	0	0%
Motel & Hotel Management	114	2,360	0	1,629	0	0%	0	0%	0	0%
Motels	3,697	455	35	143	20	57%	15	43%	0	0%
Motels - Reservation Service	18	3,309	1	1,107	1	100%	0	0%	0	0%
Motion Picture Equipment & Supplies	124	2,308	3	747	0	0%	2	67%	1	33%
Motion Picture Film Distributors & Exchange	206	1,999	0	1,629	0	0%	0	0%	0	0%
Motion Picture Film Editing	60	2,747	0	1,629	0	0%	0	0%	0	0%
Motion Picture Laboratories	1	3,909	0	1,629	0	0%	0	0%	0	0%
Motion Picture Producers & Studios	215	1,974	0	1,629	0	0%	0	0%	0	0%
Motion Picture Representatives	6	3,658	0	1,629	0	0%	0	0%	0	0%
Motion Picture Special Effects	9	3,549	0	1,629	0	0%	0	0%	0	0%
Motivational & Self Improvement Training	536	1,393	5	562	0	0%	1	20%	4	80%
Motor coach Companies	322	1,708	0	1,629	0	0%	0	0%	0	0%
Motor Homes	365	1,630	0	1,629	0	0%	0	0%	0	0%
Motor Homes - Rent & Lease	182	2,062	2	889	2	100%	0	0%	0	0%
Motor Scooters - Dealers	445	1,501	1	1,107	1	100%	0	0%	0	0%
Motorcycle Riding Instruction	151	2,188	0	1,629	0	0%	0	0%	0	0%
Motorcycle Sales - Consignments	44	2,921	1	1,107	0	0%	1	100%	0	0%
Motorcycles - Customizing	147	2,201	2	889	1	50%	1	50%	0	0%
Motorcycles - Dealers	9,022	222	22	209	14	64%	7	32%	1	5%
Motorcycles - Renting & Leasing	49	2,863	0	1,629	0	0%	0	0%	0	0%
Motorcycles - Repairing & Service	1,958	710	4	641	3	75%	1	25%	0	0%
Motorcycles - Supplies & Parts	2,865	560	7	451	4	57%	3	43%	0	0%
Mountain Climbing Equipment	101	2,430	0	1,629	0	0%	0	0%	0	0%
Mountain/Rock Climbing Instruction	126	2,297	1	1,107	0	0%	1	100%	0	0%
Movers	241,552	4	642	3	404	63%	226	35%	12	2%
Movers - International	658	1,265	1	1,107	1	100%	0	0%	0	0%
Movers - Office	543	1,381	0	1,629	0	0%	0	0%	0	0%
Moving & Storage Company	40,403	47	81	66	50	62%	28	35%	3	4%
Moving Assistance - Packing, Unpacking, Organizing	561	1,358	1	1,107	0	0%	1	100%	0	0%
Moving Brokers	339	1,678	1	1,107	1	100%	0	0%	0	0%
Moving Equipment Rental	513	1,419	0	1,629	0	0%	0	0%	0	0%
Moving Services - Labor & Materials	5,308	342	26	180	9	35%	16	62%	1	4%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Moving Supplies	259	1,854	0	1,629	0	0%	0	0%	0	0%
MRI (Magnetic Resonance Imaging)	48	2,874	0	1,629	0	0%	0	0%	0	0%
Mud Jacking Contractors	3,236	507	3	747	3	100%	0	0%	0	0%
Mufflers & Exhaust Systems	4,870	367	16	280	13	81%	3	19%	0	0%
Mulches	139	2,238	0	1,629	0	0%	0	0%	0	0%
Multi-Level Selling Companies	9,686	211	0	1,629	0	0%	0	0%	0	0%
Murals	20	3,265	0	1,629	0	0%	0	0%	0	0%
Museums	55	2,800	0	1,629	0	0%	0	0%	0	0%
Mushrooms	752	1,193	5	562	0	0%	0	0%	5	###
Music & Messaging Services	835	1,142	8	423	7	88%	1	13%	0	0%
Music - Sheet	51	2,841	1	1,107	0	0%	1	100%	0	0%
Music Arrangers & Composers	25	3,184	0	1,629	0	0%	0	0%	0	0%
Music Boxes	2	3,845	0	1,629	0	0%	0	0%	0	0%
Music Distribution Service	93	2,480	0	1,629	0	0%	0	0%	0	0%
Music Instruction - Instrumental	3,452	478	6	502	5	83%	1	17%	0	0%
Music Instruction - Vocal	190	2,039	0	1,629	0	0%	0	0%	0	0%
Music Publishers	44	2,921	0	1,629	0	0%	0	0%	0	0%
Musical Instruments - Dealers	4,986	360	11	353	7	64%	3	27%	1	9%
Musical Instruments - Rental	29	3,112	0	1,629	0	0%	0	0%	0	0%
Musical Instruments - Repair	626	1,294	0	1,629	0	0%	0	0%	0	0%
Musical Instruments - Supplies & Accessories	568	1,349	1	1,107	0	0%	1	100%	0	0%
Musical Instruments - Wholesale & Manufacturers	45	2,901	1	1,107	0	0%	1	100%	0	0%
Musicians	78	2,589	0	1,629	0	0%	0	0%	0	0%
Mutual Funds	411	1,546	0	1,629	0	0%	0	0%	0	0%
Myotherapy	4	3,743	0	1,629	0	0%	0	0%	0	0%
Nail Salons	14,424	149	30	163	19	63%	9	30%	2	7%
Nailing Machinery	6	3,658	0	1,629	0	0%	0	0%	0	0%
Nails & Tacks	1	3,909	0	1,629	0	0%	0	0%	0	0%
Name Plates	3	3,790	0	1,629	0	0%	0	0%	0	0%
Nanny Service	3,159	520	7	451	6	86%	1	14%	0	0%
Natural Gas Companies	2,875	558	10	371	10	100%	0	0%	0	0%
Natural Stone Restoration & Cleaning	65	2,692	1	1,107	0	0%	1	100%	0	0%
Naturopaths	2,177	666	1	1,107	1	100%	0	0%	0	0%
Nautical Instruments	75	2,606	2	889	0	0%	2	100%	0	0%
Naval Architects	3	3,790	0	1,629	0	0%	0	0%	0	0%
Navigation Consultants	5	3,693	0	1,629	0	0%	0	0%	0	0%
Needlework Supplies - Retail, Wholesale, Manufacturing	79	2,579	0	1,629	0	0%	0	0%	0	0%
Nets & Netting	3	3,790	0	1,629	0	0%	0	0%	0	0%
Network Cabling Installation	11	3,475	0	1,629	0	0%	0	0%	0	0%
News Dealers	22	3,237	0	1,629	0	0%	0	0%	0	0%
News Publications - Trade, Association	280	1,792	0	1,629	0	0%	0	0%	0	0%
News Service	46	2,887	0	1,629	0	0%	0	0%	0	0%
Newspaper Distributors	101	2,430	2	889	0	0%	2	100%	0	0%
Newspapers	3,490	471	53	98	45	85%	8	15%	0	0%
Night Clubs	1,252	928	10	371	6	60%	3	30%	1	10%
Noise Control Consultants	24	3,205	0	1,629	0	0%	0	0%	0	0%
Non Profit Organizations - General Membership	2,387	636	13	314	11	85%	2	15%	0	0%
Not Elsewhere Classified	10,421	196	25	186	15	60%	7	28%	3	12%
Not Elsewhere Classified After Investigation	8,873	228	3	747	2	67%	0	0%	1	33%
Notaries Public	1,576	814	1	1,107	1	100%	0	0%	0	0%
Novelties - Retail	804	1,163	1	1,107	0	0%	1	100%	0	0%
Novelties - Wholesale & Manufacturers	19	3,281	0	1,629	0	0%	0	0%	0	0%
Numismatics	16	3,350	0	1,629	0	0%	0	0%	0	0%
Nurseries - Plants, Trees	3,807	447	2	889	0	0%	2	100%	0	0%
Nursery Stock Dealers	72	2,624	0	1,629	0	0%	0	0%	0	0%
Nurserymen Equipment & Supplies	61	2,733	2	889	0	0%	2	100%	0	0%
Nurses	394	1,579	1	1,107	0	0%	1	100%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Nurses Registries	512	1,422	0	1,629	0	0%	0	0%	0	0%
Nurses Schools	19	3,281	0	1,629	0	0%	0	0%	0	0%
Nursing Home Information & Referral	3	3,790	0	1,629	0	0%	0	0%	0	0%
Nursing Homes	973	1,062	0	1,629	0	0%	0	0%	0	0%
Nutrition	1,823	740	0	1,629	0	0%	0	0%	0	0%
Nutritionists	435	1,511	0	1,629	0	0%	0	0%	0	0%
Nuts - Edible	13	3,419	0	1,629	0	0%	0	0%	0	0%
Observatories	22	3,237	0	1,629	0	0%	0	0%	0	0%
Occupational Health - Nursing Services	572	1,343	1	1,107	1	100%	0	0%	0	0%
Occupational Therapists	237	1,918	0	1,629	0	0%	0	0%	0	0%
Oceanographic Equipment	24	3,205	0	1,629	0	0%	0	0%	0	0%
Odor Neutralizer	134	2,260	0	1,629	0	0%	0	0%	0	0%
Office & Desk Space Rental Service	911	1,097	4	641	4	100%	0	0%	0	0%
Office Buildings	148	2,197	1	1,107	1	100%	0	0%	0	0%
Office Equipment	207	1,996	1	1,107	0	0%	1	100%	0	0%
Office Furniture & Equipment	4,264	415	5	562	5	100%	0	0%	0	0%
Office Furniture & Equipment - Installation	997	1,049	0	1,629	0	0%	0	0%	0	0%
Office Furniture & Equipment - Rental & Leasing	567	1,350	0	1,629	0	0%	0	0%	0	0%
Office Furniture & Equipment - Repair & Refinishing	301	1,750	0	1,629	0	0%	0	0%	0	0%
Office Furniture & Equipment - Used	26	3,157	0	1,629	0	0%	0	0%	0	0%
Office Furniture & Equipment - Wholesale & Manufacturing	201	2,008	0	1,629	0	0%	0	0%	0	0%
Office Records - Destruction	63	2,713	0	1,629	0	0%	0	0%	0	0%
Office Records Stored	505	1,429	0	1,629	0	0%	0	0%	0	0%
Office Supplies	5,273	344	18	251	17	94%	1	6%	0	0%
Office Supplies - Sale by Deceptive Telemarketing	973	1,062	2	889	0	0%	2	100%	0	0%
Office Supplies - Sale by Telemarketing	1,779	752	8	423	8	100%	0	0%	0	0%
Oil & Gas Exploration & Development	1,922	717	1	1,107	0	0%	1	100%	0	0%
Oil Additives - Manufacturers & Distributors	116	2,349	0	1,629	0	0%	0	0%	0	0%
Oil Burners	72	2,624	0	1,629	0	0%	0	0%	0	0%
Oil Handling Equipment	1	3,909	0	1,629	0	0%	0	0%	0	0%
Oil Land Leases	69	2,651	0	1,629	0	0%	0	0%	0	0%
Oil Marketers	63	2,713	0	1,629	0	0%	0	0%	0	0%
Oil Operators	6	3,658	1	1,107	1	100%	0	0%	0	0%
Oil Producers	96	2,461	0	1,629	0	0%	0	0%	0	0%
Oil Property Management	1	3,909	0	1,629	0	0%	0	0%	0	0%
Oil Refiners	1	3,909	0	1,629	0	0%	0	0%	0	0%
Oil Tank Installation	315	1,721	0	1,629	0	0%	0	0%	0	0%
Oil Well Drilling Mud & Additives	62	2,722	0	1,629	0	0%	0	0%	0	0%
Oil Well Equipment & Supplies	257	1,859	0	1,629	0	0%	0	0%	0	0%
Oil Well Equipment & Supplies - Rental	6	3,658	0	1,629	0	0%	0	0%	0	0%
Oil Well Fishing Tools	16	3,350	0	1,629	0	0%	0	0%	0	0%
Oil Well Logging & Perforating	17	3,326	0	1,629	0	0%	0	0%	0	0%
Oil Well Services	156	2,168	0	1,629	0	0%	0	0%	0	0%
Oilfield Consultants	567	1,350	0	1,629	0	0%	0	0%	0	0%
Oilfield Equipment	1,091	995	0	1,629	0	0%	0	0%	0	0%
Oilfield Equipment & Supplies	270	1,824	0	1,629	0	0%	0	0%	0	0%
Oilfield Hauling	1,050	1,015	0	1,629	0	0%	0	0%	0	0%
Oilfield Service	5,795	322	0	1,629	0	0%	0	0%	0	0%
Oilfield Supplies	111	2,378	0	1,629	0	0%	0	0%	0	0%
Oils - Essential	13	3,419	0	1,629	0	0%	0	0%	0	0%
Oils - Fuel	7,347	256	27	174	26	96%	1	4%	0	0%
Oils - Fuel - Treatment Compounds	69	2,651	0	1,629	0	0%	0	0%	0	0%
Oils - Lubricating	628	1,293	4	641	4	100%	0	0%	0	0%
Oils - Petroleum	288	1,780	0	1,629	0	0%	0	0%	0	0%
Oils - Vegetables	45	2,901	0	1,629	0	0%	0	0%	0	0%
Oils - Waste	10	3,514	0	1,629	0	0%	0	0%	0	0%
Olive Oil	46	2,887	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
Online Drug & Prescription Services	24,809	83	6	502	3	50%	1	17%	2	33%
Online Drug & Prescription Services - Unapproved Foreign	251	1,872	2	889	0	0%	2	100%	0	0%
Online Education	2,694	584	3	747	2	67%	1	33%	0	0%
Online Event Registration	238	1,915	3	747	0	0%	3	100%	0	0%
Online Payments	465	1,479	2	889	1	50%	1	50%	0	0%
Online Publications	1,621	800	18	251	18	100%	0	0%	0	0%
Online Retailer	15,245	139	82	64	37	45%	30	37%	15	18%
Online Shipping Broker	361	1,642	0	1,629	0	0%	0	0%	0	0%
Online Social Media/Networking	1,398	870	7	451	6	86%	1	14%	0	0%
Online Travel Agency	28,081	71	347	12	345	99%	2	1%	0	0%
Opera Companies	1	3,909	0	1,629	0	0%	0	0%	0	0%
Optical Equipment & Supplies	926	1,087	1	1,107	1	100%	0	0%	0	0%
Optical Goods - Retail	9,838	208	31	158	23	74%	7	23%	1	3%
Optical Goods - Service & Repair	4,186	418	4	641	3	75%	1	25%	0	0%
Optical Goods - Wholesale & Manufacturers	9	3,549	0	1,629	0	0%	0	0%	0	0%
Optical Imaging Equipment & Systems	1	3,909	0	1,629	0	0%	0	0%	0	0%
Opticians	4,674	386	13	314	7	54%	6	46%	0	0%
Optometrists	4,398	403	17	268	13	76%	4	24%	0	0%
Orchards	54	2,807	0	1,629	0	0%	0	0%	0	0%
Orchestras & Bands	30	3,096	0	1,629	0	0%	0	0%	0	0%
Ore	6	3,658	0	1,629	0	0%	0	0%	0	0%
Organ & Tissue Banks	16	3,350	0	1,629	0	0%	0	0%	0	0%
Organic Soil Fertilizer	17	3,326	0	1,629	0	0%	0	0%	0	0%
Organic/Green Products	301	1,750	0	1,629	0	0%	0	0%	0	0%
Organizing Services - Household & Business	648	1,270	1	1,107	0	0%	1	100%	0	0%
Organs	146	2,207	0	1,629	0	0%	0	0%	0	0%
Organs - Tune & Repair	84	2,541	0	1,629	0	0%	0	0%	0	0%
Oriental Goods - Retail	151	2,188	1	1,107	1	100%	0	0%	0	0%
Ornamental Metal Work	347	1,659	0	1,629	0	0%	0	0%	0	0%
Orthopedic Appliances	2,617	600	4	641	3	75%	1	25%	0	0%
Outboard Motors	164	2,131	0	1,629	0	0%	0	0%	0	0%
Outboard Motors - Repair	221	1,957	1	1,107	1	100%	0	0%	0	0%
Outfitters	88	2,513	1	1,107	1	100%	0	0%	0	0%
Outlets - Stores, Factory, Mills	947	1,078	1	1,107	0	0%	1	100%	0	0%
Outplacement Consultants	70	2,646	0	1,629	0	0%	0	0%	0	0%
Ovens - Bakers	25	3,184	0	1,629	0	0%	0	0%	0	0%
Ovens - Brick Pizza	4	3,743	0	1,629	0	0%	0	0%	0	0%
Oxygen	475	1,466	1	1,107	1	100%	0	0%	0	0%
Oxygen Therapy Equipment	209	1,991	0	1,629	0	0%	0	0%	0	0%
Ozone Machines	230	1,933	0	1,629	0	0%	0	0%	0	0%
Package Design & Development	186	2,056	0	1,629	0	0%	0	0%	0	0%
Packaging Machinery	16	3,350	1	1,107	1	100%	0	0%	0	0%
Packaging Materials	1,012	1,037	0	1,629	0	0%	0	0%	0	0%
Packaging Service	592	1,327	1	1,107	1	100%	0	0%	0	0%
Packing & Crating Service	262	1,842	0	1,629	0	0%	0	0%	0	0%
Packing - Mechanical	2	3,845	0	1,629	0	0%	0	0%	0	0%
Paging Equipment & Service	150	2,192	0	1,629	0	0%	0	0%	0	0%
Pain Management Services	2,399	632	2	889	2	100%	0	0%	0	0%
Paint - Retail	2,309	647	5	562	3	60%	2	40%	0	0%
Paint - Wholesale & Manufacturers	306	1,741	3	747	1	33%	2	67%	0	0%
Paint Manufacturing Equipment & Materials	52	2,826	0	1,629	0	0%	0	0%	0	0%
Paint Manufacturing Materials	9	3,549	0	1,629	0	0%	0	0%	0	0%
Paint Removing	34	3,039	0	1,629	0	0%	0	0%	0	0%
Paintball - Games & Supplies	718	1,215	0	1,629	0	0%	0	0%	0	0%
Painters - Commercial or Residential	7,143	266	20	228	12	60%	8	40%	0	0%
Painters Equipment & Supplies	56	2,788	0	1,629	0	0%	0	0%	0	0%
Painting - Faux Finishing	61	2,733	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Painting Contractors	90,246	19	65	83	43	66%	21	32%	1	2%
Pallets & Skids	340	1,676	0	1,629	0	0%	0	0%	0	0%
Paneling	43	2,931	0	1,629	0	0%	0	0%	0	0%
Paper & Document Shredding	1,703	776	1	1,107	1	100%	0	0%	0	0%
Paper & Plastic Cups, Containers	43	2,931	0	1,629	0	0%	0	0%	0	0%
Paper Brokers & Mill Reps	5	3,693	0	1,629	0	0%	0	0%	0	0%
Paper Converters	9	3,549	0	1,629	0	0%	0	0%	0	0%
Paper Distributors	155	2,173	0	1,629	0	0%	0	0%	0	0%
Paper Manufacturers	29	3,112	0	1,629	0	0%	0	0%	0	0%
Paper Products	263	1,841	0	1,629	0	0%	0	0%	0	0%
Paper Shredding Machines	56	2,788	0	1,629	0	0%	0	0%	0	0%
Parachute Jumping Instruction	53	2,816	0	1,629	0	0%	0	0%	0	0%
Paralegals	8,406	236	4	641	3	75%	1	25%	0	0%
Paramedics	9	3,549	0	1,629	0	0%	0	0%	0	0%
Parapsychologists	31	3,083	0	1,629	0	0%	0	0%	0	0%
Parasail Service & Supplies	17	3,326	0	1,629	0	0%	0	0%	0	0%
Parcel Post Assembly Service	72	2,624	0	1,629	0	0%	0	0%	0	0%
Pardon Services	10,775	187	38	129	30	79%	8	21%	0	0%
Parking Area Maintenance & Marking	3,080	530	22	209	6	27%	16	73%	0	0%
Parking Attendant Service	3,091	528	62	88	61	98%	1	2%	0	0%
Parking Facilities	11,742	168	258	21	243	94%	15	6%	0	0%
Parking Meters	5	3,693	0	1,629	0	0%	0	0%	0	0%
Parking Stations & Garages - Equipment & Supplies	459	1,487	2	889	0	0%	2	100%	0	0%
Parks	337	1,684	2	889	0	0%	2	100%	0	0%
Parties - Children	277	1,803	0	1,629	0	0%	0	0%	0	0%
Partitions	74	2,613	0	1,629	0	0%	0	0%	0	0%
Party Facilities	113	2,368	0	1,629	0	0%	0	0%	0	0%
Party Planning	757	1,190	1	1,107	0	0%	1	100%	0	0%
Party Plans - In-Home	684	1,246	0	1,629	0	0%	0	0%	0	0%
Party Supplies	2,007	695	0	1,629	0	0%	0	0%	0	0%
Party Supplies - Renting	1,454	854	2	889	0	0%	2	100%	0	0%
Passive Home Building	26	3,157	0	1,629	0	0%	0	0%	0	0%
Passport & Visa Services	1,437	858	5	562	5	100%	0	0%	0	0%
Patent Agents	1,095	994	0	1,629	0	0%	0	0%	0	0%
Patent Searchers	1,797	746	0	1,629	0	0%	0	0%	0	0%
Paternity Tests & Services	25	3,184	0	1,629	0	0%	0	0%	0	0%
Patio & Deck Builders	8,280	240	5	562	5	100%	0	0%	0	0%
Patio Builder	39	2,973	0	1,629	0	0%	0	0%	0	0%
Patio Cover	1,621	800	0	1,629	0	0%	0	0%	0	0%
Patio Design	1	3,909	0	1,629	0	0%	0	0%	0	0%
Patio Equipment & Supplies	6,064	310	5	562	5	100%	0	0%	0	0%
Patio, Porch & Deck Enclosures	15,563	132	21	218	13	62%	7	33%	1	5%
Pattern Makers	34	3,039	0	1,629	0	0%	0	0%	0	0%
Pavement & Floor Marking Services	262	1,842	0	1,629	0	0%	0	0%	0	0%
Paving Contractors	100,883	15	195	30	111	57%	77	39%	7	4%
Paving Equipment	68	2,666	0	1,629	0	0%	0	0%	0	0%
Paving Materials	879	1,116	8	423	6	75%	2	25%	0	0%
Paving Stones	868	1,124	2	889	2	100%	0	0%	0	0%
Paving, Painting, Home Improvement - Itinerant Workers	41	2,954	1	1,107	0	0%	0	0%	1	###
Pawnbrokers	4,643	390	7	451	6	86%	1	14%	0	0%
Pay Phone Booths - Equipment & Service	2	3,845	0	1,629	0	0%	0	0%	0	0%
Payday Loans	15,284	137	23	200	18	78%	4	17%	1	4%
Payment Processing Service	5,598	327	7	451	7	100%	0	0%	0	0%
Payroll Service	2,015	694	1	1,107	0	0%	1	100%	0	0%
Pearls	232	1,927	0	1,629	0	0%	0	0%	0	0%
Penny Auctions	215	1,974	1	1,107	0	0%	1	100%	0	0%
Pens & Pencils - Retail	10	3,514	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Pens & Pencils - Wholesale & Manufacturers	8	3,589	0	1,629	0	0%	0	0%	0	0%
Pension & Profit Sharing Plans	271	1,822	0	1,629	0	0%	0	0%	0	0%
Perforating Machines	3	3,790	0	1,629	0	0%	0	0%	0	0%
Perfume - Wholesale & Manufacturers	228	1,937	0	1,629	0	0%	0	0%	0	0%
Perfumes - Raw Materials & Supplies	55	2,800	0	1,629	0	0%	0	0%	0	0%
Permanent Make Up	1,100	992	2	889	2	100%	0	0%	0	0%
Personal Chef	95	2,464	1	1,107	1	100%	0	0%	0	0%
Personal Organizer	2	3,845	1	1,107	1	100%	0	0%	0	0%
Personal Security Guard Service	327	1,703	0	1,629	0	0%	0	0%	0	0%
Personal Services	3,352	490	3	747	3	100%	0	0%	0	0%
Personal Trainers	965	1,071	3	747	1	33%	2	67%	0	0%
Personnel Consultants	1,064	1,002	0	1,629	0	0%	0	0%	0	0%
Pest Control Services	55,873	33	60	93	34	57%	24	40%	2	3%
Pest Control Supplies & Equipment	392	1,583	1	1,107	1	100%	0	0%	0	0%
Pet Boarding & Kennels	17,601	119	11	353	9	82%	2	18%	0	0%
Pet Boarding - Dogs	2,684	589	1	1,107	1	100%	0	0%	0	0%
Pet Cemeteries, Crematories & Supplies	1,428	861	0	1,629	0	0%	0	0%	0	0%
Pet Clothing Designer	3	3,790	0	1,629	0	0%	0	0%	0	0%
Pet Day Care	817	1,156	2	889	1	50%	1	50%	0	0%
Pet Exercising Service	708	1,224	0	1,629	0	0%	0	0%	0	0%
Pet Fencing & Containment Systems	301	1,750	1	1,107	1	100%	0	0%	0	0%
Pet Foods - Wholesale & Manufacturers	555	1,367	0	1,629	0	0%	0	0%	0	0%
Pet Grooming	10,444	195	9	402	6	67%	3	33%	0	0%
Pet Grooming - Mobile	433	1,513	0	1,629	0	0%	0	0%	0	0%
Pet Health Plans	2,307	648	16	280	14	88%	2	13%	0	0%
Pet Kenneling Services	363	1,634	1	1,107	1	100%	0	0%	0	0%
Pet Services	1,458	852	5	562	2	40%	3	60%	0	0%
Pet Shops	7,996	243	7	451	4	57%	3	43%	0	0%
Pet Sitting Services	3,474	475	2	889	2	100%	0	0%	0	0%
Pet Supplies & Foods - Retail	4,031	430	4	641	3	75%	1	25%	0	0%
Pet Supplies & Foods - Wholesale	398	1,572	0	1,629	0	0%	0	0%	0	0%
Pet Training	2,278	652	2	889	2	100%	0	0%	0	0%
Pet Training - Dog	2,578	609	6	502	3	50%	3	50%	0	0%
Pet Transporting	420	1,535	0	1,629	0	0%	0	0%	0	0%
Pet Waste Removal	266	1,836	0	1,629	0	0%	0	0%	0	0%
Petroleum	280	1,792	0	1,629	0	0%	0	0%	0	0%
Petroleum Products	202	2,005	0	1,629	0	0%	0	0%	0	0%
Pewterware	5	3,693	0	1,629	0	0%	0	0%	0	0%
Pharmaceutical Products - Research	116	2,349	0	1,629	0	0%	0	0%	0	0%
Pharmaceutical Products - Wholesale & Manufacturing	1,361	887	1	1,107	1	100%	0	0%	0	0%
Pharmacies	19,383	106	35	143	30	86%	5	14%	0	0%
Pharmacies - Specialty	3	3,790	0	1,629	0	0%	0	0%	0	0%
Pharmacy - Compounding	1,098	993	4	641	3	75%	1	25%	0	0%
Photo Booth Rentals	388	1,592	0	1,629	0	0%	0	0%	0	0%
Photo Copying	241	1,900	0	1,629	0	0%	0	0%	0	0%
Photo Finishing - Retail	1,723	767	3	747	2	67%	1	33%	0	0%
Photo Finishing - Wholesale	2	3,845	0	1,629	0	0%	0	0%	0	0%
Photo Imaging Service	977	1,059	14	303	2	14%	11	79%	1	7%
Photo Retouching	11	3,475	0	1,629	0	0%	0	0%	0	0%
Photographers	9,609	212	64	87	14	22%	47	73%	3	5%
Photographers - Aerial	365	1,630	1	1,107	1	100%	0	0%	0	0%
Photographers - Commercial	4,648	389	12	330	3	25%	9	75%	0	0%
Photographers - Pet	45	2,901	0	1,629	0	0%	0	0%	0	0%
Photographers - Portrait	4,697	380	14	303	8	57%	5	36%	1	7%
Photographers - School	28	3,133	1	1,107	0	0%	1	100%	0	0%
Photographers - Sports	122	2,317	0	1,629	0	0%	0	0%	0	0%
Photographers - Wedding	2,685	587	20	228	6	30%	14	70%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Photographic Color Prints & Trans.	240	1,904	4	641	2	50%	2	50%	0	0%
Photographic Darkroom Rental	4	3,743	0	1,629	0	0%	0	0%	0	0%
Photographic Equipment & Supplies - Retail	3,493	470	10	371	5	50%	5	50%	0	0%
Photographic Equipment & Supplies - Wholesale & Manufacturing	70	2,646	1	1,107	1	100%	0	0%	0	0%
Photographic Equipment - Repair	314	1,725	1	1,107	1	100%	0	0%	0	0%
Photographic Mounts	48	2,874	1	1,107	1	100%	0	0%	0	0%
Photographic Research Service	51	2,841	0	1,629	0	0%	0	0%	0	0%
Photographs - Stock	548	1,376	2	889	2	100%	0	0%	0	0%
Photography Sales	1,085	998	4	641	1	25%	2	50%	1	25%
Photography Sales on the Internet	41	2,954	2	889	2	100%	0	0%	0	0%
Photography Schools	182	2,062	0	1,629	0	0%	0	0%	0	0%
Physical Therapists	2,738	577	5	562	4	80%	1	20%	0	0%
Physical Therapy Equipment	83	2,552	0	1,629	0	0%	0	0%	0	0%
Physician - Nephrology	6	3,658	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Anesthesiologists	5	3,693	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Cardiology Services	55	2,800	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	2,148	672	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Dermatology	794	1,172	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Ear, Nose & Throat	152	2,182	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Family Practice	911	1,097	1	1,107	1	100%	0	0%	0	0%
Physicians & Surgeons - Gastroenterology	847	1,133	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Hormone Replacement Therapy	7	3,621	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Internal Medicine	61	2,733	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Medical-M.D.	2,756	574	1	1,107	0	0%	1	100%	0	0%
Physicians & Surgeons - OB/GYN	204	2,001	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Ophthalmology	586	1,334	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Orthopedic Surgery	304	1,744	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Osteopathic-D.O.	1,136	979	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Pediatrics	37	2,996	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Pulmonary Diseases	3	3,790	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Radiology	26	3,157	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons - Weight Reduction	367	1,627	3	747	3	100%	0	0%	0	0%
Physicians & Surgeons Equipment & Supplies	8	3,589	0	1,629	0	0%	0	0%	0	0%
Physicians & Surgeons Information Bureaus	1	3,909	0	1,629	0	0%	0	0%	0	0%
Physicians - Specialists	1,136	979	0	1,629	0	0%	0	0%	0	0%
Physicians - Surgeons & Neurosurgeons	107	2,394	0	1,629	0	0%	0	0%	0	0%
Piano & Organ Moving	1,658	789	1	1,107	1	100%	0	0%	0	0%
Pianos	1,459	851	0	1,629	0	0%	0	0%	0	0%
Pianos - Parts	28	3,133	0	1,629	0	0%	0	0%	0	0%
Pianos - Restoration & Refinishing	5	3,693	0	1,629	0	0%	0	0%	0	0%
Pianos - Tuning & Repair	585	1,335	0	1,629	0	0%	0	0%	0	0%
Picture Frames - Dealers	988	1,054	1	1,107	0	0%	1	100%	0	0%
Picture Frames - Manufacturers Supplies	24	3,205	0	1,629	0	0%	0	0%	0	0%
Picture Frames - Restore & Repair	160	2,148	0	1,629	0	0%	0	0%	0	0%
Picture Frames - Wholesale & Manufacturers	65	2,692	0	1,629	0	0%	0	0%	0	0%
Picture Framing	161	2,144	2	889	1	50%	1	50%	0	0%
Picture Restoring	37	2,996	0	1,629	0	0%	0	0%	0	0%
Pictures	113	2,368	0	1,629	0	0%	0	0%	0	0%
Pies	2	3,845	0	1,629	0	0%	0	0%	0	0%
Pilates	42	2,941	0	1,629	0	0%	0	0%	0	0%
Pile Driving	74	2,613	0	1,629	0	0%	0	0%	0	0%
Pile Driving Equipment	37	2,996	0	1,629	0	0%	0	0%	0	0%
Piling	948	1,077	0	1,629	0	0%	0	0%	0	0%
Pillows	302	1,748	3	747	2	67%	1	33%	0	0%
Pilot Car Service	20	3,265	0	1,629	0	0%	0	0%	0	0%
Pinball Sales & Service	107	2,394	0	1,629	0	0%	0	0%	0	0%



Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
Pins - Lapel	5	3,693	0	1,629	0	0%	0	0%	0	0%
Pipe	319	1,714	1	1,107	1	100%	0	0%	0	0%
Pipe & Boiler Covering Contractors	24	3,205	0	1,629	0	0%	0	0%	0	0%
Pipe & Boiler Covering Materials	3	3,790	0	1,629	0	0%	0	0%	0	0%
Pipe & Valve Fitters	1,139	975	1	1,107	1	100%	0	0%	0	0%
Pipe & Valve Fitters - Gas	79	2,579	0	1,629	0	0%	0	0%	0	0%
Pipe Bending & Fabricating	137	2,242	0	1,629	0	0%	0	0%	0	0%
Pipe Cutting & Threading	35	3,025	0	1,629	0	0%	0	0%	0	0%
Pipe Fittings	66	2,688	0	1,629	0	0%	0	0%	0	0%
Pipe Inspection	166	2,127	0	1,629	0	0%	0	0%	0	0%
Pipe Joint Compounds	15	3,379	0	1,629	0	0%	0	0%	0	0%
Pipe Line Companies	240	1,904	0	1,629	0	0%	0	0%	0	0%
Pipe Line Contractors	504	1,431	0	1,629	0	0%	0	0%	0	0%
Pipe Line Equipment	65	2,692	0	1,629	0	0%	0	0%	0	0%
Pipe Line, Oil & Gas Wholesaler & Distributors	2,613	602	15	290	15	100%	0	0%	0	0%
Pipe Lining & Coating	5	3,693	0	1,629	0	0%	0	0%	0	0%
Pipe Locating Equipment	14	3,401	0	1,629	0	0%	0	0%	0	0%
Pipe Thread Protector	9	3,549	0	1,629	0	0%	0	0%	0	0%
Pipes & Smokers Articles	644	1,274	1	1,107	1	100%	0	0%	0	0%
Piping Contractors	47	2,882	0	1,629	0	0%	0	0%	0	0%
Pizza	2,831	569	34	148	24	71%	10	29%	0	0%
Plants - Interior Design & Maintenance	248	1,881	0	1,629	0	0%	0	0%	0	0%
Plants - Retail	161	2,144	0	1,629	0	0%	0	0%	0	0%
Plants - Wholesale	19	3,281	0	1,629	0	0%	0	0%	0	0%
Plaques	53	2,816	0	1,629	0	0%	0	0%	0	0%
Plaster	119	2,332	0	1,629	0	0%	0	0%	0	0%
Plaster Craft Products & Supplies	276	1,807	0	1,629	0	0%	0	0%	0	0%
Plastering Contractors	1,030	1,027	0	1,629	0	0%	0	0%	0	0%
Plastics - Extruders	52	2,826	0	1,629	0	0%	0	0%	0	0%
Plastics - Fabricating, Finishing & Decor	202	2,005	1	1,107	1	100%	0	0%	0	0%
Plastics - Fabrics, Film, Sheets - Prod.	75	2,606	0	1,629	0	0%	0	0%	0	0%
Plastics - Foam	51	2,841	0	1,629	0	0%	0	0%	0	0%
Plastics - High Pressure Laminates	6	3,658	0	1,629	0	0%	0	0%	0	0%
Plastics - Machinery & Equipment	21	3,251	0	1,629	0	0%	0	0%	0	0%
Plastics - Molders	159	2,155	0	1,629	0	0%	0	0%	0	0%
Plastics - Products - Finished Wholesale & Manufacturers	930	1,085	3	747	1	33%	2	67%	0	0%
Plastics - Raw Materials, Powder, Liquid	83	2,552	0	1,629	0	0%	0	0%	0	0%
Plastics - Reinforced	29	3,112	0	1,629	0	0%	0	0%	0	0%
Plastics - Research & Consulting	81	2,568	0	1,629	0	0%	0	0%	0	0%
Plastics - Rods, Sheets - Sup Center	18	3,309	0	1,629	0	0%	0	0%	0	0%
Plastics - Scrap	43	2,931	0	1,629	0	0%	0	0%	0	0%
Plastics - Vacuum, Pressure, Thermoform	13	3,419	0	1,629	0	0%	0	0%	0	0%
Plating	527	1,403	0	1,629	0	0%	0	0%	0	0%
Plating Equipment & Supplies	1	3,909	0	1,629	0	0%	0	0%	0	0%
Playground Equipment	455	1,491	1	1,107	1	100%	0	0%	0	0%
Playgrounds	538	1,388	1	1,107	1	100%	0	0%	0	0%
Playing Cards	3	3,790	0	1,629	0	0%	0	0%	0	0%
Plumbers	237,051	5	273	17	214	78%	53	19%	6	2%
Plumbers - Commercial	1,435	859	0	1,629	0	0%	0	0%	0	0%
Plumbing - Renovation & Repair	4,298	410	11	353	7	64%	4	36%	0	0%
Plumbing Drains & Sewer Cleaning	13,012	159	24	193	22	92%	2	8%	0	0%
Plumbing Fixtures, Parts, Supplies - Retail	3,753	451	6	502	5	83%	1	17%	0	0%
Plumbing Fixtures, Parts, Supplies - Used	7	3,621	0	1,629	0	0%	0	0%	0	0%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	857	1,127	0	1,629	0	0%	0	0%	0	0%
Plumbing Plan Services	1,139	975	6	502	6	100%	0	0%	0	0%
Plywood & Veneers	60	2,747	0	1,629	0	0%	0	0%	0	0%
Pneumatic Equipment Components	45	2,901	1	1,107	1	100%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Podiatrists	1,438	856	1	1,107	1	100%	0	0%	0	0%
Point of Sale Systems	9,908	205	36	139	27	75%	9	25%	0	0%
Pole Fitness	52	2,826	0	1,629	0	0%	0	0%	0	0%
Pole Line Contractors	4	3,743	0	1,629	0	0%	0	0%	0	0%
Poles	4	3,743	0	1,629	0	0%	0	0%	0	0%
Police & Fire Organizations	45	2,901	0	1,629	0	0%	0	0%	0	0%
Police Departments	30	3,096	0	1,629	0	0%	0	0%	0	0%
Police Equipment	105	2,407	0	1,629	0	0%	0	0%	0	0%
Polishes	2	3,845	0	1,629	0	0%	0	0%	0	0%
Polyethylene Materials & Products	67	2,677	0	1,629	0	0%	0	0%	0	0%
Polyurethane Products	61	2,733	0	1,629	0	0%	0	0%	0	0%
Ponzi Schemes	6	3,658	0	1,629	0	0%	0	0%	0	0%
Pool Tables Sales	26	3,157	0	1,629	0	0%	0	0%	0	0%
Pools - Therapy	1	3,909	0	1,629	0	0%	0	0%	0	0%
Popcorn & Supplies	372	1,612	0	1,629	0	0%	0	0%	0	0%
Popcorn Machines	59	2,761	0	1,629	0	0%	0	0%	0	0%
Porcelain Enamel Repair & Refinish	1,898	727	6	502	6	100%	0	0%	0	0%
Porcelain Enameling	1	3,909	0	1,629	0	0%	0	0%	0	0%
Porcelain Products	5	3,693	0	1,629	0	0%	0	0%	0	0%
Port Authorities	6	3,658	0	1,629	0	0%	0	0%	0	0%
Portfolios	10	3,514	0	1,629	0	0%	0	0%	0	0%
Post Offices	53	2,816	0	1,629	0	0%	0	0%	0	0%
Post-Construction Clean Up	823	1,151	0	1,629	0	0%	0	0%	0	0%
Posters	9	3,549	0	1,629	0	0%	0	0%	0	0%
Potato Chips	5	3,693	1	1,107	1	100%	0	0%	0	0%
Potatoes - Processed	372	1,612	0	1,629	0	0%	0	0%	0	0%
Pottery	300	1,753	0	1,629	0	0%	0	0%	0	0%
Pottery Equipment & Supplies	4	3,743	0	1,629	0	0%	0	0%	0	0%
Poultry - Retail	34	3,039	0	1,629	0	0%	0	0%	0	0%
Poultry - Wholesale	69	2,651	0	1,629	0	0%	0	0%	0	0%
Poultry Farms	427	1,521	1	1,107	1	100%	0	0%	0	0%
Powder Processing - Industrial	24	3,205	0	1,629	0	0%	0	0%	0	0%
Power Plant Consultants	13	3,419	0	1,629	0	0%	0	0%	0	0%
Power Plant Equipment	21	3,251	0	1,629	0	0%	0	0%	0	0%
Power Plant Equipment - Repairing	107	2,394	0	1,629	0	0%	0	0%	0	0%
Power Transmission Equipment	103	2,415	3	747	3	100%	0	0%	0	0%
Precious, Semi-Precious & Synthetic	5	3,693	0	1,629	0	0%	0	0%	0	0%
Prepaid Debit/Credit Cards	71	2,632	2	889	1	50%	1	50%	0	0%
Preserves, Jams & Jellies	42	2,941	0	1,629	0	0%	0	0%	0	0%
Presses - Power-Equipment	140	2,233	0	1,629	0	0%	0	0%	0	0%
Pressure Washers	55	2,800	1	1,107	1	100%	0	0%	0	0%
Pressure Washing	4,513	395	5	562	3	60%	1	20%	1	20%
Pressurization Equipment	1	3,909	0	1,629	0	0%	0	0%	0	0%
Print Cutters	1	3,909	0	1,629	0	0%	0	0%	0	0%
Printed & Etched Circuits	110	2,381	0	1,629	0	0%	0	0%	0	0%
Printer & Printer Supplies- Manufacturer	19	3,281	0	1,629	0	0%	0	0%	0	0%
Printers	7,220	261	19	241	12	63%	6	32%	1	5%
Printers - Business Forms	220	1,960	1	1,107	1	100%	0	0%	0	0%
Printers - Cellophane, Foil	1	3,909	0	1,629	0	0%	0	0%	0	0%
Printers - Glass, Metal, Plastic	1	3,909	0	1,629	0	0%	0	0%	0	0%
Printing Brokers	877	1,120	1	1,107	1	100%	0	0%	0	0%
Printing Equipment	681	1,250	1	1,107	1	100%	0	0%	0	0%
Printing Supplies	362	1,638	0	1,629	0	0%	0	0%	0	0%
Printing Technician	86	2,523	0	1,629	0	0%	0	0%	0	0%
Private Health Services Plans	26	3,157	0	1,629	0	0%	0	0%	0	0%
Prize Promotions	492	1,446	0	1,629	0	0%	0	0%	0	0%
Process Servers	1,671	784	9	402	4	44%	5	56%	0	0%
Product Development & Marketing	4,282	413	1	1,107	1	100%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Product Sales - General	995	1,050	2	889	1	50%	1	50%	0	0%
Product Sales via Telephone	19	3,281	0	1,629	0	0%	0	0%	0	0%
Professional Fundraiser	133	2,266	1	1,107	1	100%	0	0%	0	0%
Professional Organizations	32	3,069	1	1,107	1	100%	0	0%	0	0%
Professional Organizer	55	2,800	1	1,107	0	0%	1	100%	0	0%
Professional Services - General	1,534	831	0	1,629	0	0%	0	0%	0	0%
Programmed Instruction	20	3,265	0	1,629	0	0%	0	0%	0	0%
Project Management	1,494	842	0	1,629	0	0%	0	0%	0	0%
Projection Apparatus	182	2,062	0	1,629	0	0%	0	0%	0	0%
Promotional Products	1,753	758	8	423	4	50%	4	50%	0	0%
Promotional Products - Non-Wearable	2	3,845	0	1,629	0	0%	0	0%	0	0%
Promotional Products - Wearable	1,339	895	2	889	0	0%	2	100%	0	0%
Proofreading	1,123	986	0	1,629	0	0%	0	0%	0	0%
Propane Gas Plumbing	65	2,692	0	1,629	0	0%	0	0%	0	0%
Propellers	45	2,901	0	1,629	0	0%	0	0%	0	0%
Property Maintenance	25,668	79	65	83	23	35%	42	65%	0	0%
Property Management	98,432	17	111	49	99	89%	12	11%	0	0%
Property Management - Industrial & Commercial	5,234	349	3	747	2	67%	1	33%	0	0%
Prosthetic Devices	189	2,044	0	1,629	0	0%	0	0%	0	0%
Psychiatrists & Psychiatric Services	71	2,632	0	1,629	0	0%	0	0%	0	0%
Psychics	2,093	679	10	371	7	70%	3	30%	0	0%
Psychologist Information & Referral Services	42	2,941	0	1,629	0	0%	0	0%	0	0%
Psychologists	1,761	755	0	1,629	0	0%	0	0%	0	0%
Psychotherapist	146	2,207	1	1,107	1	100%	0	0%	0	0%
Pub	131	2,280	1	1,107	0	0%	1	100%	0	0%
Pub Food	29	3,112	0	1,629	0	0%	0	0%	0	0%
Public Opinion Analysts	10	3,514	0	1,629	0	0%	0	0%	0	0%
Public Relations Counselors	391	1,586	0	1,629	0	0%	0	0%	0	0%
Public Utility Consultants	1,221	934	3	747	3	100%	0	0%	0	0%
Publicity Service	19	3,281	0	1,629	0	0%	0	0%	0	0%
Publishers - Book	10,497	193	17	268	9	53%	8	47%	0	0%
Publishers - Directory & Guide	9,058	220	89	60	54	61%	33	37%	2	2%
Publishers - Magazine	1,976	704	5	562	2	40%	2	40%	1	20%
Publishers - Periodical	1,648	793	2	889	2	100%	0	0%	0	0%
Publishers Representatives	251	1,872	0	1,629	0	0%	0	0%	0	0%
Publishing Consultants	402	1,562	1	1,107	0	0%	1	100%	0	0%
Pulleys	1	3,909	0	1,629	0	0%	0	0%	0	0%
Pulp & Pulp Products	59	2,761	0	1,629	0	0%	0	0%	0	0%
Pumping Contractors	85	2,532	0	1,629	0	0%	0	0%	0	0%
Pumps - Dealers	811	1,162	0	1,629	0	0%	0	0%	0	0%
Pumps - Service & Repair	2,061	685	0	1,629	0	0%	0	0%	0	0%
Pumps - Supplies & Parts	267	1,834	0	1,629	0	0%	0	0%	0	0%
Pumps - Wholesale & Manufacturers	144	2,218	1	1,107	1	100%	0	0%	0	0%
Puppets & Marionettes	2	3,845	1	1,107	1	100%	0	0%	0	0%
Pyramid Companies	201	2,008	0	1,629	0	0%	0	0%	0	0%
Quarries	88	2,513	0	1,629	0	0%	0	0%	0	0%
Quickbooks Training & Support	4,139	422	3	747	3	100%	0	0%	0	0%
Quilting	68	2,666	0	1,629	0	0%	0	0%	0	0%
Quilting Materials & Supplies	271	1,822	1	1,107	1	100%	0	0%	0	0%
Quilts	45	2,901	0	1,629	0	0%	0	0%	0	0%
Race Tracks	116	2,349	0	1,629	0	0%	0	0%	0	0%
Rack Merchandise Service	26	3,157	0	1,629	0	0%	0	0%	0	0%
Racks	76	2,602	0	1,629	0	0%	0	0%	0	0%
Racquetball Courts - Private	7	3,621	0	1,629	0	0%	0	0%	0	0%
Racquetball Courts - Public	13	3,419	0	1,629	0	0%	0	0%	0	0%
Radar Equipment	40	2,964	0	1,629	0	0%	0	0%	0	0%
Radiant Heating	86	2,523	0	1,629	0	0%	0	0%	0	0%
Radiator Covers & Enclosures	1	3,909	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Radiator Sales	73	2,619	0	1,629	0	0%	0	0%	0	0%
Radiators - Automotive	2,360	639	3	747	3	100%	0	0%	0	0%
Radio Communication Equipment & Systems	2,588	608	37	133	37	100%	0	0%	0	0%
Radio Program Producers	18	3,309	0	1,629	0	0%	0	0%	0	0%
Radio Station Equipment	65	2,692	0	1,629	0	0%	0	0%	0	0%
Radio Stations & Broadcast Companies	946	1,079	0	1,629	0	0%	0	0%	0	0%
Radioactivity & Radiation Instruments, Supplies & Services	15	3,379	0	1,629	0	0%	0	0%	0	0%
Radios - Citizen Band	14	3,401	0	1,629	0	0%	0	0%	0	0%
Radiotelephone Communication - Equipment & Systems	82	2,559	0	1,629	0	0%	0	0%	0	0%
Radiotelephone Communications - Common Carrier	81	2,568	0	1,629	0	0%	0	0%	0	0%
Radon Mitigation	460	1,485	0	1,629	0	0%	0	0%	0	0%
Radon Testing & Service	122	2,317	0	1,629	0	0%	0	0%	0	0%
Raft Trips & Tours	9	3,549	0	1,629	0	0%	0	0%	0	0%
Railings	5,248	348	6	502	5	83%	1	17%	0	0%
Railroad Contractors	59	2,761	0	1,629	0	0%	0	0%	0	0%
Railroad Equipment & Supplies	9	3,549	0	1,629	0	0%	0	0%	0	0%
Railroads	863	1,125	1	1,107	1	100%	0	0%	0	0%
Railroads - Freight	12	3,448	0	1,629	0	0%	0	0%	0	0%
Railroads - Ticket Agencies	14	3,401	0	1,629	0	0%	0	0%	0	0%
Rails & Accessories	20	3,265	0	1,629	0	0%	0	0%	0	0%
Ranches	303	1,746	2	889	1	50%	1	50%	0	0%
Range Hoods & Canopies	7	3,621	0	1,629	0	0%	0	0%	0	0%
Ranges & Ovens - Dealers	48	2,874	0	1,629	0	0%	0	0%	0	0%
Reading Instruction	28	3,133	0	1,629	0	0%	0	0%	0	0%
Real Estate	22,204	96	15	290	11	73%	4	27%	0	0%
Real Estate - Commercial	1,067	1,001	1	1,107	1	100%	0	0%	0	0%
Real Estate - Industrial	69	2,651	0	1,629	0	0%	0	0%	0	0%
Real Estate - Rent to Own	1,379	881	2	889	1	50%	1	50%	0	0%
Real Estate - Rentals by Individuals	1,370	883	0	1,629	0	0%	0	0%	0	0%
Real Estate Agents	6,837	278	9	402	4	44%	5	56%	0	0%
Real Estate Appraisers	5,565	330	5	562	4	80%	1	20%	0	0%
Real Estate Brokers	98	2,447	5	562	4	80%	1	20%	0	0%
Real Estate Consultants	4,077	428	8	423	7	88%	1	13%	0	0%
Real Estate Developers	21,366	97	20	228	15	75%	5	25%	0	0%
Real Estate Investors	4,520	394	3	747	2	67%	1	33%	0	0%
Real Estate Loans	129	2,285	0	1,629	0	0%	0	0%	0	0%
Real Estate Maintenance Protection Plan	801	1,167	3	747	3	100%	0	0%	0	0%
Real Estate Rental Service	8,674	229	11	353	9	82%	2	18%	0	0%
Real Estate Schools	517	1,415	2	889	2	100%	0	0%	0	0%
Real Estate Services	2,526	615	2	889	1	50%	1	50%	0	0%
Recording Instruments - Industrial & Scientific	11	3,475	0	1,629	0	0%	0	0%	0	0%
Recording Service - Sound & Video	545	1,378	0	1,629	0	0%	0	0%	0	0%
Recording Studio Equipment	325	1,706	0	1,629	0	0%	0	0%	0	0%
Records Management	79	2,579	0	1,629	0	0%	0	0%	0	0%
Recreation Centers	1,221	934	3	747	1	33%	1	33%	1	33%
Recreation Program Consultants	83	2,552	0	1,629	0	0%	0	0%	0	0%
Recreational Vehicles - Dealers	22,393	95	81	66	68	84%	11	14%	2	2%
Recreational Vehicles - Equipment, Parts, Supplies	2,201	662	4	641	3	75%	1	25%	0	0%
Recreational Vehicles - Rent & Lease	1,782	751	12	330	1	8%	11	92%	0	0%
Recreational Vehicles - Repair & Service	3,794	448	5	562	4	80%	1	20%	0	0%
Recreational Vehicles - Storage	766	1,184	2	889	2	100%	0	0%	0	0%
Recreational Vehicles - Transportation	10	3,514	0	1,629	0	0%	0	0%	0	0%
Recruiting - Armed Forces	2	3,845	0	1,629	0	0%	0	0%	0	0%
Recruiting - Technical	38	2,987	0	1,629	0	0%	0	0%	0	0%
Recruitment Services	2,844	565	3	747	1	33%	2	67%	0	0%
Recycling - Computers & Other Electronics	388	1,592	2	889	2	100%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Recycling - Metal	191	2,037	0	1,629	0	0%	0	0%	0	0%
Recycling Centers	1,583	812	4	641	0	0%	2	50%	2	50%
Recycling Services	2,603	604	3	747	1	33%	2	67%	0	0%
Reels	13	3,419	0	1,629	0	0%	0	0%	0	0%
Referral - Auto Repair	132	2,274	1	1,107	0	0%	1	100%	0	0%
Referral - Contractor	426	1,523	1	1,107	1	100%	0	0%	0	0%
Referral - Debt Relief Services	37	2,996	0	1,629	0	0%	0	0%	0	0%
Referral - Doctor	342	1,671	0	1,629	0	0%	0	0%	0	0%
Referral - Storage Facility	27	3,143	0	1,629	0	0%	0	0%	0	0%
Reflexologists	199	2,019	0	1,629	0	0%	0	0%	0	0%
Refractories	51	2,841	0	1,629	0	0%	0	0%	0	0%
Refrigeration Equipment - Commercial - Sales & Service	5,802	321	11	353	4	36%	7	64%	0	0%
Refrigeration Equipment - Supplies & Parts	519	1,413	0	1,629	0	0%	0	0%	0	0%
Refrigerators & Freezers - Dealers	447	1,499	0	1,629	0	0%	0	0%	0	0%
Refrigerators & Freezers - Rent & Lease	69	2,651	0	1,629	0	0%	0	0%	0	0%
Refrigerators & Freezers - Service & Repair	385	1,595	4	641	0	0%	4	100%	0	0%
Refrigerators & Freezers - Wholesale & Manufacturers	235	1,922	0	1,629	0	0%	0	0%	0	0%
Rehabilitation Products - Pediatric	2	3,845	0	1,629	0	0%	0	0%	0	0%
Rehabilitation Services	1,646	794	0	1,629	0	0%	0	0%	0	0%
Reiki Therapy	65	2,692	0	1,629	0	0%	0	0%	0	0%
Religious Goods	316	1,720	1	1,107	0	0%	1	100%	0	0%
Religious Organizations	87	2,520	0	1,629	0	0%	0	0%	0	0%
Reloader Schemes	1	3,909	0	1,629	0	0%	0	0%	0	0%
Relocation Service	1,922	717	1	1,107	0	0%	0	0%	1	###
Remodeling Services	946	1,079	7	451	2	29%	4	57%	1	14%
Rendering Companies	185	2,058	0	1,629	0	0%	0	0%	0	0%
Renewable Energy	244	1,894	0	1,629	0	0%	0	0%	0	0%
Renovation Inspection	106	2,398	0	1,629	0	0%	0	0%	0	0%
Rent to Own	49	2,863	1	1,107	0	0%	1	100%	0	0%
Rental Service Stores & Yards	2,688	586	1	1,107	0	0%	1	100%	0	0%
Rental Vacancy Listing Service	2,115	676	4	641	3	75%	1	25%	0	0%
Repossession Service	174	2,091	0	1,629	0	0%	0	0%	0	0%
Reptiles	283	1,787	0	1,629	0	0%	0	0%	0	0%
Reserve Study	19	3,281	0	1,629	0	0%	0	0%	0	0%
Resilient & Vinyl Flooring	275	1,809	0	1,629	0	0%	0	0%	0	0%
Resins	2	3,845	0	1,629	0	0%	0	0%	0	0%
Resorts	3,942	435	13	314	10	77%	3	23%	0	0%
Respirators	226	1,943	1	1,107	1	100%	0	0%	0	0%
Rest Homes	50	2,853	0	1,629	0	0%	0	0%	0	0%
Restaurant Equipment & Supplies	2,648	594	4	641	2	50%	2	50%	0	0%
Restaurant Equipment - Repair & Service	816	1,158	1	1,107	1	100%	0	0%	0	0%
Restaurant Management	132	2,274	0	1,629	0	0%	0	0%	0	0%
Restaurant Work Wear & Supplies	6	3,658	0	1,629	0	0%	0	0%	0	0%
Restaurants	14,045	151	108	50	62	57%	44	41%	2	2%
Restaurants - Breakfast	62	2,722	0	1,629	0	0%	0	0%	0	0%
Resume Service	3,817	446	6	502	6	100%	0	0%	0	0%
Retail Stores	4,228	416	19	241	14	74%	5	26%	0	0%
Retirement & Life Care Communities & Homes	3,486	472	0	1,629	0	0%	0	0%	0	0%
Retirement Planning Service	525	1,405	0	1,629	0	0%	0	0%	0	0%
Retreat Facilities	441	1,505	2	889	1	50%	1	50%	0	0%
Ribbon Printing	30	3,096	0	1,629	0	0%	0	0%	0	0%
Ribbons	13	3,419	0	1,629	0	0%	0	0%	0	0%
Rice	10	3,514	0	1,629	0	0%	0	0%	0	0%
Riding Academies	232	1,927	2	889	1	50%	1	50%	0	0%
Riding Apparel & Equipment	297	1,760	0	1,629	0	0%	0	0%	0	0%
Rifle & Pistol Ranges	60	2,747	0	1,629	0	0%	0	0%	0	0%

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Riggers	9	3,549	0	1,629	0	0%	0	0%	0	0%
Riggers Equipment & Supplies	113	2,368	0	1,629	0	0%	0	0%	0	0%
Right of Way Acquisition Service	7	3,621	0	1,629	0	0%	0	0%	0	0%
Risk Management	140	2,233	0	1,629	0	0%	0	0%	0	0%
Road Building Contractors	2,224	659	1	1,107	0	0%	1	100%	0	0%
Road Building Equipment	39	2,973	0	1,629	0	0%	0	0%	0	0%
Road Oiling & Dust Control	14	3,401	0	1,629	0	0%	0	0%	0	0%
Road Service - Automotive	2,886	556	2	889	2	100%	0	0%	0	0%
Robots	31	3,083	0	1,629	0	0%	0	0%	0	0%
Rock Shops	82	2,559	0	1,629	0	0%	0	0%	0	0%
Rolling Mill Machinery	7	3,621	0	1,629	0	0%	0	0%	0	0%
Roof Cleaning & Stain Removal	1,555	821	0	1,629	0	0%	0	0%	0	0%
Roof Decks	1,226	933	1	1,107	1	100%	0	0%	0	0%
Roof Structures	565	1,353	1	1,107	0	0%	1	100%	0	0%
Roofing Contractors	499,117	1	425	9	270	64%	142	33%	13	3%
Roofing Equipment & Supplies	343	1,667	1	1,107	1	100%	0	0%	0	0%
Roofing Materials	4,679	382	12	330	10	83%	2	17%	0	0%
Roofing Service Consultants	6,291	300	6	502	4	67%	2	33%	0	0%
Rooming Houses	221	1,957	0	1,629	0	0%	0	0%	0	0%
Roommate Referral Service	26	3,157	0	1,629	0	0%	0	0%	0	0%
Rope	44	2,921	0	1,629	0	0%	0	0%	0	0%
Rubber Bands	8	3,589	0	1,629	0	0%	0	0%	0	0%
Rubber Products	291	1,776	0	1,629	0	0%	0	0%	0	0%
Rubber Stamps	173	2,096	0	1,629	0	0%	0	0%	0	0%
Rubber Stamps - Manufacturers Equipment & Supplies	52	2,826	0	1,629	0	0%	0	0%	0	0%
Rubbish & Garbage Removal	6,647	284	16	280	10	63%	5	31%	1	6%
Rubbish & Garbage Removal Contractors Equipment	190	2,039	0	1,629	0	0%	0	0%	0	0%
Rust Preventatives & Removers	61	2,733	0	1,629	0	0%	0	0%	0	0%
Rustproofing & Undercoating - Auto	1,033	1,025	2	889	2	100%	0	0%	0	0%
Saddlery & Harness	1,127	983	2	889	2	100%	0	0%	0	0%
Safe & Vault Movers	57	2,779	0	1,629	0	0%	0	0%	0	0%
Safes & Vaults	278	1,798	0	1,629	0	0%	0	0%	0	0%
Safety & Rescue Equipment Sales & Services	554	1,369	0	1,629	0	0%	0	0%	0	0%
Safety Consultants	9,842	207	92	58	72	78%	19	21%	1	1%
Safety Equipment & Clothing	913	1,096	1	1,107	1	100%	0	0%	0	0%
Sailmakers	60	2,747	0	1,629	0	0%	0	0%	0	0%
Salads	6	3,658	0	1,629	0	0%	0	0%	0	0%
Sales & Order Books	62	2,722	2	889	1	50%	0	0%	1	50%
Sales Lead Generation	1,187	951	0	1,629	0	0%	0	0%	0	0%
Sales Organizations	234	1,924	0	1,629	0	0%	0	0%	0	0%
Sales Presentations	133	2,266	0	1,629	0	0%	0	0%	0	0%
Sales Promotion Service	343	1,667	1	1,107	1	100%	0	0%	0	0%
Sales Training	327	1,703	0	1,629	0	0%	0	0%	0	0%
Salt	117	2,344	1	1,107	1	100%	0	0%	0	0%
Saltwater Pools - Equipment & Supplies	38	2,987	0	1,629	0	0%	0	0%	0	0%
Salvage - Marine	8	3,589	0	1,629	0	0%	0	0%	0	0%
Sand & Gravel	3,773	450	0	1,629	0	0%	0	0%	0	0%
Sand & Gravel Handling Equipment	51	2,841	0	1,629	0	0%	0	0%	0	0%
Sandblasting	968	1,067	2	889	2	100%	0	0%	0	0%
Sandblasting Equipment & Supplies	275	1,809	0	1,629	0	0%	0	0%	0	0%
Sandwiches	135	2,256	0	1,629	0	0%	0	0%	0	0%
Sanitary Napkins	91	2,494	0	1,629	0	0%	0	0%	0	0%
Sanitation Consultants	34	3,039	0	1,629	0	0%	0	0%	0	0%
Satellite Communication - Common Carrier	226	1,943	1	1,107	1	100%	0	0%	0	0%
Satellite Equipment & Supplies	3,464	476	43	120	40	93%	1	2%	2	5%
Sauna Equipment & Supplies	2,019	693	3	747	2	67%	1	33%	0	0%
Sausage Casings	2	3,845	0	1,629	0	0%	0	0%	0	0%

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Sausages	288	1,780	0	1,629	0	0%	0	0%	0	0%
Savings & Loan Associations	71	2,632	0	1,629	0	0%	0	0%	0	0%
Sawdust & Shavings	38	2,987	0	1,629	0	0%	0	0%	0	0%
Sawmill Equipment & Supplies	11	3,475	0	1,629	0	0%	0	0%	0	0%
Sawmills	319	1,714	0	1,629	0	0%	0	0%	0	0%
Saws	68	2,666	0	1,629	0	0%	0	0%	0	0%
Saws - Sharpen & Repair	131	2,280	0	1,629	0	0%	0	0%	0	0%
Scaffolding & Aerial Lifts	737	1,203	0	1,629	0	0%	0	0%	0	0%
Scales	438	1,508	0	1,629	0	0%	0	0%	0	0%
Scalp Care	150	2,192	0	1,629	0	0%	0	0%	0	0%
Scenery Studio	1	3,909	0	1,629	0	0%	0	0%	0	0%
Scholarships & Financial Aid	7,931	244	15	290	13	87%	2	13%	0	0%
Scholastic Prep Courses, Books & Materials	188	2,047	0	1,629	0	0%	0	0%	0	0%
School Furniture & Equipment	188	2,047	0	1,629	0	0%	0	0%	0	0%
School Information	64	2,703	0	1,629	0	0%	0	0%	0	0%
School Supplies	345	1,661	1	1,107	1	100%	0	0%	0	0%
Schools - Academic - Elementary & Secondary	1,213	940	2	889	2	100%	0	0%	0	0%
Schools - Academic - College Preparatory	564	1,354	0	1,629	0	0%	0	0%	0	0%
Schools - Academic - Colleges & Universities	9,891	206	19	241	12	63%	7	37%	0	0%
Schools - Academic - Pre & Kindergarten	1,789	749	4	641	4	100%	0	0%	0	0%
Schools - Academic - Special Education	2,394	635	1	1,107	1	100%	0	0%	0	0%
Schools - Business & Vocational	15,077	143	8	423	7	88%	1	13%	0	0%
Schools - General Interest	5,666	324	7	451	5	71%	2	29%	0	0%
Schools - Holistic	190	2,039	0	1,629	0	0%	0	0%	0	0%
Schools - Home Study	620	1,302	0	1,629	0	0%	0	0%	0	0%
Schools - Online Trading & Investment	45	2,901	0	1,629	0	0%	0	0%	0	0%
Schools - Private	2,322	645	2	889	1	50%	1	50%	0	0%
Scientific Apparatus & Instruments	244	1,894	0	1,629	0	0%	0	0%	0	0%
Scoters - Medical	418	1,538	1	1,107	1	100%	0	0%	0	0%
Scoters - Repair	109	2,384	0	1,629	0	0%	0	0%	0	0%
Scoreboards	9	3,549	0	1,629	0	0%	0	0%	0	0%
Scrap Metals	1,435	859	4	641	0	0%	3	75%	1	25%
Scrapbooking	75	2,606	0	1,629	0	0%	0	0%	0	0%
Screen Enclosures	370	1,622	0	1,629	0	0%	0	0%	0	0%
Screen Manufacturers Equipment & Supplies	195	2,027	0	1,629	0	0%	0	0%	0	0%
Screen Printing	1,277	917	5	562	2	40%	3	60%	0	0%
Screen Printing - Equipment & Supplies	87	2,520	0	1,629	0	0%	0	0%	0	0%
Screen Repair	560	1,361	0	1,629	0	0%	0	0%	0	0%
Screening - Background & Employment	16	3,350	0	1,629	0	0%	0	0%	0	0%
Screening - Tenant	11	3,475	0	1,629	0	0%	0	0%	0	0%
Screens - Decorative	177	2,081	0	1,629	0	0%	0	0%	0	0%
Screens - Door & Window	2,158	671	2	889	2	100%	0	0%	0	0%
Screens - Security Door	171	2,104	0	1,629	0	0%	0	0%	0	0%
Screens - Windows	404	1,558	0	1,629	0	0%	0	0%	0	0%
Screw Machine Products	16	3,350	0	1,629	0	0%	0	0%	0	0%
Sculptors	37	2,996	0	1,629	0	0%	0	0%	0	0%
Sculptors Equipment & Supplies	4	3,743	0	1,629	0	0%	0	0%	0	0%
Seal Coating	181	2,068	0	1,629	0	0%	0	0%	0	0%
Sealing - Pavement	2,004	697	2	889	2	100%	0	0%	0	0%
Seals - Notary & Corporation	925	1,088	1	1,107	1	100%	0	0%	0	0%
Seals - Oil, Grease	15	3,379	0	1,629	0	0%	0	0%	0	0%
Search Engine Marketing	5	3,693	0	1,629	0	0%	0	0%	0	0%
Search Engine Optimization Services	7,460	254	12	330	10	83%	2	17%	0	0%
Searchers of Records	2,401	631	2	889	2	100%	0	0%	0	0%
Seating Companies	63	2,713	0	1,629	0	0%	0	0%	0	0%
Second Hand Stores	3,146	522	1	1,107	0	0%	1	100%	0	0%
Secret Shopper	5,907	317	3	747	1	33%	2	67%	0	0%
Security Cameras	608	1,313	3	747	2	67%	1	33%	0	0%

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Security Control Equipment & System Monitors	55,437	34	174	33	148	85%	25	14%	1	1%
Security Guard & Patrol Service	9,770	210	2	889	0	0%	2	100%	0	0%
Security Systems Consultants	6,245	301	17	268	11	65%	6	35%	0	0%
Seed Cleaning Equipment	1	3,909	0	1,629	0	0%	0	0%	0	0%
Seeding	200	2,013	0	1,629	0	0%	0	0%	0	0%
Seeds & Bulbs - Retail	514	1,417	3	747	3	100%	0	0%	0	0%
Seeds & Bulbs - Wholesale	99	2,440	0	1,629	0	0%	0	0%	0	0%
Seismograph Equipment & Supplies	1	3,909	0	1,629	0	0%	0	0%	0	0%
Self Defense	291	1,776	0	1,629	0	0%	0	0%	0	0%
SemiConductor Devices	20	3,265	0	1,629	0	0%	0	0%	0	0%
Seminar Marketing	14	3,401	0	1,629	0	0%	0	0%	0	0%
Seminars & Training - Wealth Building & Real Estate Results not Substantiated	299	1,755	0	1,629	0	0%	0	0%	0	0%
Seminars & Training - Wealth Building & Real Estate	7	3,621	1	1,107	0	0%	1	100%	0	0%
Senior Care Information and Resources	11	3,475	0	1,629	0	0%	0	0%	0	0%
Senior Citizens Service Organization	1,298	906	0	1,629	0	0%	0	0%	0	0%
Senior Home Care	2,854	563	0	1,629	0	0%	0	0%	0	0%
Senior Housing/Living	851	1,132	2	889	1	50%	1	50%	0	0%
Senior Move Manager	242	1,898	0	1,629	0	0%	0	0%	0	0%
Seniors Moving & Delivery Services	29	3,112	0	1,629	0	0%	0	0%	0	0%
Septic Tanks & Systems Cleaning	4,156	419	3	747	3	100%	0	0%	0	0%
Septic Tanks & Systems Contractors & Dealers	4,880	366	4	641	3	75%	1	25%	0	0%
Septic Tanks & Systems Wholesale & Manufacturers	57	2,779	0	1,629	0	0%	0	0%	0	0%
Septic Tanks - Treatment Supplies	106	2,398	1	1,107	1	100%	0	0%	0	0%
Service Animals - Dogs	369	1,623	1	1,107	0	0%	1	100%	0	0%
Service Stations - Gasoline & Oil	7,279	259	24	193	12	50%	12	50%	0	0%
Services - General	1,740	765	18	251	17	94%	1	6%	0	0%
ServiceStation Equipment	196	2,026	0	1,629	0	0%	0	0%	0	0%
ServiceStation Supplies	8	3,589	0	1,629	0	0%	0	0%	0	0%
Sewage Disposal Systems	93	2,480	0	1,629	0	0%	0	0%	0	0%
Sewage Treatment Equipment	14	3,401	0	1,629	0	0%	0	0%	0	0%
Sewer Cleaner Vacuum Service	25	3,184	0	1,629	0	0%	0	0%	0	0%
Sewer Cleaning Equipment & Supplies	93	2,480	0	1,629	0	0%	0	0%	0	0%
Sewer Contractors	5,398	338	1	1,107	1	100%	0	0%	0	0%
Sewer Inspection	98	2,447	0	1,629	0	0%	0	0%	0	0%
Sewer Pipe	68	2,666	0	1,629	0	0%	0	0%	0	0%
Sewing Contractors	481	1,458	0	1,629	0	0%	0	0%	0	0%
Sewing Instruction	203	2,003	0	1,629	0	0%	0	0%	0	0%
Sewing Machines - Dealers	2,227	658	2	889	1	50%	1	50%	0	0%
Sewing Machines - Industrial & Commercial	108	2,389	0	1,629	0	0%	0	0%	0	0%
Sewing Machines - Service & Repair	722	1,210	4	641	2	50%	2	50%	0	0%
Sewing Machines - Supplies & Parts	480	1,459	0	1,629	0	0%	0	0%	0	0%
Sewing Machines - Wholesale & Manufacturers	7	3,621	0	1,629	0	0%	0	0%	0	0%
Shade Sails	17	3,326	0	1,629	0	0%	0	0%	0	0%
Sharpening Service	570	1,346	1	1,107	1	100%	0	0%	0	0%
Shavers - Electric	114	2,360	0	1,629	0	0%	0	0%	0	0%
Shavers - Electric Repair	385	1,595	0	1,629	0	0%	0	0%	0	0%
Shears & Scissors	14	3,401	0	1,629	0	0%	0	0%	0	0%
Sheepskin Specialties	542	1,383	10	371	10	100%	0	0%	0	0%
Sheet Metal Equipment & Supplies	224	1,950	0	1,629	0	0%	0	0%	0	0%
Sheet Metal Work	2,108	678	2	889	1	50%	1	50%	0	0%
Shelving	707	1,226	0	1,629	0	0%	0	0%	0	0%
Shingles	415	1,540	0	1,629	0	0%	0	0%	0	0%
Ship Brokers	93	2,480	1	1,107	1	100%	0	0%	0	0%
Ship Builders & Repair	62	2,722	0	1,629	0	0%	0	0%	0	0%
Ship Chandlers	22	3,237	0	1,629	0	0%	0	0%	0	0%
Shipping Masters	188	2,047	0	1,629	0	0%	0	0%	0	0%
Shipping Room Supplies	86	2,523	0	1,629	0	0%	0	0%	0	0%



Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
Shirts - Custom Made	719	1,213	4	641	3	75%	0	0%	1	25%
Shirts - Wholesale & Manufacturers	197	2,024	4	641	0	0%	4	100%	0	0%
Shock Absorbers	260	1,850	1	1,107	1	100%	0	0%	0	0%
Shoe Dyers	2	3,845	0	1,629	0	0%	0	0%	0	0%
Shoe Findings & Supplies	44	2,921	0	1,629	0	0%	0	0%	0	0%
Shoe Laces	45	2,901	1	1,107	0	0%	1	100%	0	0%
Shoe Manufacturers Supplies	9	3,549	0	1,629	0	0%	0	0%	0	0%
Shoe Repair	2,685	587	6	502	3	50%	3	50%	0	0%
Shoe Shining	84	2,541	0	1,629	0	0%	0	0%	0	0%
Shoes - Custom Made	360	1,645	5	562	2	40%	3	60%	0	0%
Shoes - Orthopedic	3,213	510	6	502	5	83%	1	17%	0	0%
Shoes - Retail	19,042	109	501	7	94	19%	406	81%	1	0%
Shoes - Wholesale & Manufacturers	383	1,598	2	889	1	50%	1	50%	0	0%
Shoplifting Prevention Devices	21	3,251	0	1,629	0	0%	0	0%	0	0%
Shoppers News Publications	22	3,237	0	1,629	0	0%	0	0%	0	0%
Shopping Carts & Baskets	16	3,350	0	1,629	0	0%	0	0%	0	0%
Shopping Centers & Malls	1,298	906	1	1,107	1	100%	0	0%	0	0%
Shopping Service - Personal	541	1,385	1	1,107	1	100%	0	0%	0	0%
Shopping Service - Protective, Comparative	44	2,921	0	1,629	0	0%	0	0%	0	0%
Shoring	91	2,494	0	1,629	0	0%	0	0%	0	0%
Shoring Contractors	3	3,790	0	1,629	0	0%	0	0%	0	0%
Show Cases	17	3,326	0	1,629	0	0%	0	0%	0	0%
Shower Curtains - Wholesale & Manufacturers	5	3,693	0	1,629	0	0%	0	0%	0	0%
Shower Doors & Enclosures	2,176	667	4	641	4	100%	0	0%	0	0%
Shredding Services	484	1,454	1	1,107	0	0%	1	100%	0	0%
Shutters	2,336	641	7	451	7	100%	0	0%	0	0%
Shuttle Bus	595	1,324	0	1,629	0	0%	0	0%	0	0%
Siding Cleaning	56	2,788	0	1,629	0	0%	0	0%	0	0%
Siding Contractors	30,466	61	29	170	19	66%	8	28%	2	7%
Siding Materials	3,956	434	5	562	4	80%	1	20%	0	0%
Sightseeing Tours	5,866	320	5	562	4	80%	1	20%	0	0%
Signals	1	3,909	0	1,629	0	0%	0	0%	0	0%
Signs	7,771	246	15	290	8	53%	7	47%	0	0%
Signs - Digital	573	1,339	1	1,107	0	0%	1	100%	0	0%
Signs - Equipment & Supplies	219	1,963	1	1,107	1	100%	0	0%	0	0%
Signs - Erectors & Hangers	22	3,237	0	1,629	0	0%	0	0%	0	0%
Signs - Maintenance & Repair	89	2,506	1	1,107	0	0%	1	100%	0	0%
Signs - Neon	202	2,005	4	641	1	25%	3	75%	0	0%
Signs - Photoluminescent	7	3,621	0	1,629	0	0%	0	0%	0	0%
Silks - Wholesale & Manufacturers	8	3,589	0	1,629	0	0%	0	0%	0	0%
Silversmiths & Goldsmiths	280	1,792	2	889	1	50%	1	50%	0	0%
Silverware Clean, Repair & Replate	26	3,157	0	1,629	0	0%	0	0%	0	0%
Singing Telegrams	3	3,790	0	1,629	0	0%	0	0%	0	0%
Sink Manufacturers	39	2,973	0	1,629	0	0%	0	0%	0	0%
Sitting Services	545	1,378	0	1,629	0	0%	0	0%	0	0%
Skate Sharpening	307	1,738	0	1,629	0	0%	0	0%	0	0%
Skateboard Parks & Rinks	3	3,790	0	1,629	0	0%	0	0%	0	0%
Skateboards & Equipment	259	1,854	2	889	0	0%	2	100%	0	0%
Skating Equipment & Supplies	622	1,299	0	1,629	0	0%	0	0%	0	0%
Skating Instruction	103	2,415	0	1,629	0	0%	0	0%	0	0%
Skating Rinks	75	2,606	0	1,629	0	0%	0	0%	0	0%
Ski Centers & Resorts	127	2,292	2	889	2	100%	0	0%	0	0%
Ski Equipment - Repair	9	3,549	0	1,629	0	0%	0	0%	0	0%
Ski Equipment - Retail	269	1,827	0	1,629	0	0%	0	0%	0	0%
Ski Equipment - Wholesale & Manufacturers	33	3,058	0	1,629	0	0%	0	0%	0	0%
Ski Equipment Rental	12	3,448	0	1,629	0	0%	0	0%	0	0%
Ski Instruction	42	2,941	0	1,629	0	0%	0	0%	0	0%
Ski Tours	67	2,677	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Skin Care	8,897	227	20	228	17	85%	2	10%	1	5%
Skip Tracing	11	3,475	0	1,629	0	0%	0	0%	0	0%
Sky Diving	58	2,773	0	1,629	0	0%	0	0%	0	0%
Skylights	1,742	763	1	1,107	1	100%	0	0%	0	0%
Skylights - Distributors	52	2,826	0	1,629	0	0%	0	0%	0	0%
Slate	39	2,973	0	1,629	0	0%	0	0%	0	0%
Sleep Disorders - Sleep Apnea	680	1,252	0	1,629	0	0%	0	0%	0	0%
Slip Covers	56	2,788	1	1,107	0	0%	1	100%	0	0%
Slippers - Wholesale & Manufacturers	25	3,184	0	1,629	0	0%	0	0%	0	0%
Small Engine Repair	2,999	541	5	562	4	80%	1	20%	0	0%
Smart Phone Software Support	86	2,523	0	1,629	0	0%	0	0%	0	0%
Smelters & Refiners - Base Metals	9	3,549	0	1,629	0	0%	0	0%	0	0%
Smelters & Refiners - Precious Metals	29	3,112	1	1,107	1	100%	0	0%	0	0%
Smelters & Refiners Equipment & Supplies	192	2,035	0	1,629	0	0%	0	0%	0	0%
Smoke Abatement Equipment	1	3,909	0	1,629	0	0%	0	0%	0	0%
Smoke Detectors & Alarms	200	2,013	1	1,107	1	100%	0	0%	0	0%
Smoke Odor Counteracting Service	81	2,568	0	1,629	0	0%	0	0%	0	0%
Smokers Information & Treatment	471	1,472	1	1,107	1	100%	0	0%	0	0%
Snow Melting Systems	24	3,205	0	1,629	0	0%	0	0%	0	0%
Snow Removal Equipment	167	2,123	0	1,629	0	0%	0	0%	0	0%
Snow Removal Service	22,610	94	50	102	20	40%	24	48%	6	12%
Snow Removal Service - Commercial	1,392	875	1	1,107	1	100%	0	0%	0	0%
Snow Removal Service - Roof	379	1,604	0	1,629	0	0%	0	0%	0	0%
Snowmobile Tours	1	3,909	1	1,107	1	100%	0	0%	0	0%
Snowmobiles	1,279	916	7	451	6	86%	0	0%	1	14%
Soap Dispensers	29	3,112	0	1,629	0	0%	0	0%	0	0%
Soaps & Detergents	114	2,360	0	1,629	0	0%	0	0%	0	0%
Soccer Clubs	640	1,279	8	423	4	50%	4	50%	0	0%
Social Security Services	3	3,790	0	1,629	0	0%	0	0%	0	0%
Social Service Organizations	390	1,588	0	1,629	0	0%	0	0%	0	0%
Social Workers	125	2,303	0	1,629	0	0%	0	0%	0	0%
Sod & Sodding Service	1,810	744	4	641	3	75%	1	25%	0	0%
Soda Fountain Shops	15	3,379	0	1,629	0	0%	0	0%	0	0%
Soffit & Fascia	1,540	829	1	1,107	1	100%	0	0%	0	0%
Soil Conditioners	59	2,761	0	1,629	0	0%	0	0%	0	0%
Soil Conservation Service	114	2,360	0	1,629	0	0%	0	0%	0	0%
Soil Solidification	72	2,624	0	1,629	0	0%	0	0%	0	0%
Soil Testing	10	3,514	0	1,629	0	0%	0	0%	0	0%
Solar Energy Equipment & Systems Dealers	29,842	65	38	129	12	32%	12	32%	14	37%
Solar Energy Equipment & Systems Manufacturing & Distribution	1,064	1,002	8	423	1	13%	7	88%	0	0%
Solar Energy Equipment & Systems Supplies & Parts	262	1,842	0	1,629	0	0%	0	0%	0	0%
Solar Energy Products - Retail	1,729	766	1	1,107	0	0%	1	100%	0	0%
Solar Energy Products Service & Repair	210	1,987	0	1,629	0	0%	0	0%	0	0%
Solar Energy Research & Development	13	3,419	0	1,629	0	0%	0	0%	0	0%
Solar Energy System Design & Installation	544	1,380	0	1,629	0	0%	0	0%	0	0%
Soliciting Organizations	491	1,448	2	889	0	0%	2	100%	0	0%
Solvents	14	3,401	0	1,629	0	0%	0	0%	0	0%
Sorting Equipment	4	3,743	1	1,107	1	100%	0	0%	0	0%
Sound Control Structures & Equipment	53	2,816	0	1,629	0	0%	0	0%	0	0%
Sound Effect Records	3	3,790	0	1,629	0	0%	0	0%	0	0%
Sound Systems & Equipment	1,898	727	0	1,629	0	0%	0	0%	0	0%
Soundproofing	2	3,845	1	1,107	1	100%	0	0%	0	0%
Souvenirs - Retail	506	1,427	0	1,629	0	0%	0	0%	0	0%
Souvenirs - Wholesale & Manufacturers	62	2,722	0	1,629	0	0%	0	0%	0	0%
Soy Bean Products	36	3,011	0	1,629	0	0%	0	0%	0	0%
Spark Plugs	8	3,589	0	1,629	0	0%	0	0%	0	0%
Spas & Hot Tubs - Dealers	20,878	99	48	106	24	50%	16	33%	8	17%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	1,003	1,044	1	1,107	1	100%	0	0%	0	0%
Spas & Hot Tubs - Service & Repair	6,756	281	15	290	8	53%	5	33%	2	13%
Spas & Hot Tubs - Supplies & Parts	536	1,393	0	1,629	0	0%	0	0%	0	0%
Speakers - Rebuild & Repair	279	1,797	0	1,629	0	0%	0	0%	0	0%
Speech & Language Pathologists	222	1,952	1	1,107	1	100%	0	0%	0	0%
Speech Aid Devices	11	3,475	0	1,629	0	0%	0	0%	0	0%
Speedometers	2,045	689	0	1,629	0	0%	0	0%	0	0%
Spices	93	2,480	0	1,629	0	0%	0	0%	0	0%
Spill Control Equipment & Materials	2	3,845	0	1,629	0	0%	0	0%	0	0%
Spiritualists	86	2,523	0	1,629	0	0%	0	0%	0	0%
Sport Fishing	34	3,039	0	1,629	0	0%	0	0%	0	0%
Sporting Goods - Repair	957	1,073	4	641	3	75%	1	25%	0	0%
Sporting Goods - Retail	7,064	270	35	143	24	69%	9	26%	2	6%
Sporting Goods - Wholesale & Manufacturers	1,712	769	2	889	1	50%	1	50%	0	0%
Sports & Recreation	741	1,199	10	371	6	60%	4	40%	0	0%
Sports Bar	355	1,649	0	1,629	0	0%	0	0%	0	0%
Sports Hospitality	16	3,350	1	1,107	1	100%	0	0%	0	0%
Sports Memorabilia	630	1,291	3	747	2	67%	1	33%	0	0%
Sports Promoters & Managers	423	1,528	6	502	3	50%	2	33%	1	17%
Sportswear - Retail	3,998	433	10	371	4	40%	6	60%	0	0%
Sportswear - Wholesale & Manufacturers	363	1,634	2	889	0	0%	2	100%	0	0%
Spraying Equipment	105	2,407	0	1,629	0	0%	0	0%	0	0%
Springs - Automotive - Sales & Service	497	1,439	2	889	1	50%	1	50%	0	0%
Springs - Coil, Flat - Distributors & Manufacturing	40	2,964	0	1,629	0	0%	0	0%	0	0%
Sprinkler Supervisory Service	44	2,921	0	1,629	0	0%	0	0%	0	0%
Sprinklers - Automatic - Fire	900	1,106	0	1,629	0	0%	0	0%	0	0%
Square Dance Apparel	6	3,658	0	1,629	0	0%	0	0%	0	0%
Stables	908	1,102	0	1,629	0	0%	0	0%	0	0%
Stadiums, Arenas & Athletic Fields	233	1,925	1	1,107	1	100%	0	0%	0	0%
Staffing - Technical	297	1,760	0	1,629	0	0%	0	0%	0	0%
Stair Builders	3,160	519	0	1,629	0	0%	0	0%	0	0%
Stair Lifts	634	1,284	4	641	4	100%	0	0%	0	0%
Stamp Pads	1	3,909	0	1,629	0	0%	0	0%	0	0%
Stamps - Collectors	399	1,569	0	1,629	0	0%	0	0%	0	0%
Staples, Staplers & Tackers	8	3,589	0	1,629	0	0%	0	0%	0	0%
Starters - Engine	117	2,344	0	1,629	0	0%	0	0%	0	0%
Stationers - Retail	180	2,069	1	1,107	0	0%	1	100%	0	0%
Stationery - Wholesale & Manufacturers	314	1,725	0	1,629	0	0%	0	0%	0	0%
Statistical Service	61	2,733	0	1,629	0	0%	0	0%	0	0%
Steam Bath Equipment & Supplies	175	2,088	0	1,629	0	0%	0	0%	0	0%
Steam Cleaning - Industrial	169	2,115	0	1,629	0	0%	0	0%	0	0%
Steam Cleaning Equipment	33	3,058	0	1,629	0	0%	0	0%	0	0%
Steam Specialties	4	3,743	0	1,629	0	0%	0	0%	0	0%
Steam Traps	8	3,589	0	1,629	0	0%	0	0%	0	0%
Steamship Companies	1	3,909	0	1,629	0	0%	0	0%	0	0%
Steel - Used	7	3,621	0	1,629	0	0%	0	0%	0	0%
Steel Detailers - Structural	293	1,773	1	1,107	1	100%	0	0%	0	0%
Steel Distributors & Warehouses	676	1,254	0	1,629	0	0%	0	0%	0	0%
Steel Erectors	641	1,278	0	1,629	0	0%	0	0%	0	0%
Steel Fabricators	3,850	440	0	1,629	0	0%	0	0%	0	0%
Steel Mills	155	2,173	0	1,629	0	0%	0	0%	0	0%
Steel Processing	100	2,434	0	1,629	0	0%	0	0%	0	0%
Steel Processing & Fabricating Equipment	28	3,133	0	1,629	0	0%	0	0%	0	0%
Steeple & Spires	5	3,693	0	1,629	0	0%	0	0%	0	0%
Steering Systems & Equipment	250	1,876	0	1,629	0	0%	0	0%	0	0%
Stencil Cutting Machines	3	3,790	0	1,629	0	0%	0	0%	0	0%
Stencils & Stencil Supplies	6	3,658	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable To Pursue	%
Stenographers - Public	9	3,549	0	1,629	0	0%	0	0%	0	0%
Sterilizing Service	1	3,909	0	1,629	0	0%	0	0%	0	0%
Stevedoring Contractors	30	3,096	0	1,629	0	0%	0	0%	0	0%
Stock & Bond Brokers	919	1,089	1	1,107	0	0%	1	100%	0	0%
Stock & Bond Transfer Agents	452	1,494	0	1,629	0	0%	0	0%	0	0%
Stock Certificates	11	3,475	0	1,629	0	0%	0	0%	0	0%
Stock Exchanges	558	1,364	6	502	3	50%	3	50%	0	0%
Stone - Cast	118	2,336	0	1,629	0	0%	0	0%	0	0%
Stone - Crushed	97	2,453	0	1,629	0	0%	0	0%	0	0%
Stone - Natural	1,604	806	5	562	0	0%	3	60%	2	40%
Stone Cutters	174	2,091	0	1,629	0	0%	0	0%	0	0%
Stone Setting	7,099	269	21	218	14	67%	7	33%	0	0%
Stone Setting - Interlocking Pavers	2,065	683	10	371	3	30%	6	60%	1	10%
Stone Slinger	9	3,549	0	1,629	0	0%	0	0%	0	0%
Storage - Data	41	2,954	0	1,629	0	0%	0	0%	0	0%
Storage - Liquid & Bulk	824	1,149	6	502	3	50%	3	50%	0	0%
Storage Units - Household & Commercial	9,091	219	18	251	10	56%	8	44%	0	0%
Storage Units - Portable	367	1,627	2	889	2	100%	0	0%	0	0%
Store Fixtures	219	1,963	0	1,629	0	0%	0	0%	0	0%
Store Fronts	36	3,011	0	1,629	0	0%	0	0%	0	0%
Storm Windows & Doors	1,451	855	2	889	1	50%	1	50%	0	0%
Storm Windows & Doors - Repair	157	2,166	1	1,107	0	0%	1	100%	0	0%
Stoves - Wood, Coal	2,967	550	13	314	12	92%	1	8%	0	0%
Strapping & Strapping Equipment	5	3,693	0	1,629	0	0%	0	0%	0	0%
Street Cleaning	1	3,909	0	1,629	0	0%	0	0%	0	0%
Stress Relief Equipment & Supplies - Industrial	7	3,621	0	1,629	0	0%	0	0%	0	0%
Structural Imaging	1	3,909	0	1,629	0	0%	0	0%	0	0%
Structural Integration	1,090	996	1	1,107	0	0%	1	100%	0	0%
Structural Support - Underground	4	3,743	0	1,629	0	0%	0	0%	0	0%
Stucco & Exterior Coating Contractors	15,189	141	7	451	4	57%	3	43%	0	0%
Stucco Manufacturers & Distributors	373	1,609	1	1,107	0	0%	1	100%	0	0%
Student Exchange Programs	274	1,813	0	1,629	0	0%	0	0%	0	0%
Student Housing	1,041	1,020	3	747	1	33%	2	67%	0	0%
Studio Rental	91	2,494	0	1,629	0	0%	0	0%	0	0%
Stump Removal & Grinding	76	2,602	1	1,107	0	0%	1	100%	0	0%
Sugar Brokers & Wholesalers	2	3,845	0	1,629	0	0%	0	0%	0	0%
Sugar Refiners	11	3,475	0	1,629	0	0%	0	0%	0	0%
Suits - Custom Made	569	1,348	0	1,629	0	0%	0	0%	0	0%
Sump Pump Contractors	18	3,309	0	1,629	0	0%	0	0%	0	0%
Sundries Stores	9	3,549	0	1,629	0	0%	0	0%	0	0%
Sunglasses	184	2,059	2	889	2	100%	0	0%	0	0%
Sunroom & Solarium Design & Construction	5,415	335	5	562	3	60%	2	40%	0	0%
Support Groups	156	2,168	0	1,629	0	0%	0	0%	0	0%
Surface Plates	1	3,909	0	1,629	0	0%	0	0%	0	0%
Surfboards	101	2,430	3	747	0	0%	3	100%	0	0%
Surfing Instruction	16	3,350	0	1,629	0	0%	0	0%	0	0%
Surgical Appliances & Supplies	121	2,323	0	1,629	0	0%	0	0%	0	0%
Surgical Centers	158	2,160	1	1,107	1	100%	0	0%	0	0%
Surplus & Salvage Merchandise	1,048	1,016	2	889	1	50%	0	0%	1	50%
Surveillance Equipment, Sales & Service	487	1,451	0	1,629	0	0%	0	0%	0	0%
Surveying Instruments	46	2,887	0	1,629	0	0%	0	0%	0	0%
Surveyors - Aerial	9	3,549	0	1,629	0	0%	0	0%	0	0%
Surveyors - Land	3,519	468	3	747	1	33%	2	67%	0	0%
Survival Products & Supplies	312	1,732	2	889	2	100%	0	0%	0	0%
Swap Shops	136	2,249	0	1,629	0	0%	0	0%	0	0%
Sweaters	5	3,693	0	1,629	0	0%	0	0%	0	0%
Sweaters - Trimming Service	5	3,693	0	1,629	0	0%	0	0%	0	0%
Sweepers - Power	45	2,901	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Sweeping Service - Power	128	2,290	0	1,629	0	0%	0	0%	0	0%
Sweepstakes	550	1,373	0	1,629	0	0%	0	0%	0	0%
Swimming Instruction	441	1,505	5	562	4	80%	1	20%	0	0%
Swimming Pool Contractors, Dealers, Design	27,124	74	56	97	35	63%	19	34%	2	4%
Swimming Pool Cover Sales & Service	151	2,188	0	1,629	0	0%	0	0%	0	0%
Swimming Pool Enclosures	49	2,863	0	1,629	0	0%	0	0%	0	0%
Swimming Pool Equipment & Supplies	3,020	537	7	451	5	71%	1	14%	1	14%
Swimming Pool Manufacturers & Distributors	672	1,259	3	747	2	67%	1	33%	0	0%
Swimming Pool Service & Repair	5,363	340	7	451	3	43%	3	43%	1	14%
Swimming Pools & Hot Tubs	3,068	532	10	371	6	60%	3	30%	1	10%
Swimming Pools - Leak Detection & Repair	134	2,260	1	1,107	1	100%	0	0%	0	0%
Swimming Pools - Maintenance	615	1,305	2	889	1	50%	0	0%	1	50%
Swimming Pools - Private	330	1,698	1	1,107	1	100%	0	0%	0	0%
Swimming Pools - Public	174	2,091	0	1,629	0	0%	0	0%	0	0%
Swimming Pools - Removal	230	1,933	3	747	0	0%	3	100%	0	0%
Swimwear & Accessories	1,056	1,007	3	747	3	100%	0	0%	0	0%
Switches - Electric	1	3,909	0	1,629	0	0%	0	0%	0	0%
Swords	178	2,075	2	889	1	50%	1	50%	0	0%
Systems & Software Testing	53	2,816	1	1,107	0	0%	1	100%	0	0%
T-Shirts	1,137	978	2	889	1	50%	1	50%	0	0%
Table Tennis Equipment	17	3,326	0	1,629	0	0%	0	0%	0	0%
Table Tops	19	3,281	0	1,629	0	0%	0	0%	0	0%
Tags	60	2,747	0	1,629	0	0%	0	0%	0	0%
Tailoring Instruction	12	3,448	1	1,107	1	100%	0	0%	0	0%
Tailors	2,636	596	10	371	8	80%	2	20%	0	0%
Tailors Supplies	39	2,973	2	889	0	0%	2	100%	0	0%
Talent Listing Service	85	2,532	0	1,629	0	0%	0	0%	0	0%
Talent Representation	3	3,790	0	1,629	0	0%	0	0%	0	0%
Tank Cleaning	25	3,184	0	1,629	0	0%	0	0%	0	0%
Tank Heads	658	1,265	0	1,629	0	0%	0	0%	0	0%
Tank Lining & Coating	4	3,743	0	1,629	0	0%	0	0%	0	0%
Tank Testing & Inspection	76	2,602	0	1,629	0	0%	0	0%	0	0%
Tanks - Concrete	3	3,790	0	1,629	0	0%	0	0%	0	0%
Tanks - Fiber Glass, Plastic	29	3,112	0	1,629	0	0%	0	0%	0	0%
Tanks - Metal	173	2,096	1	1,107	0	0%	1	100%	0	0%
Tanks - Repair	66	2,688	0	1,629	0	0%	0	0%	0	0%
Tanks - Used	29	3,112	0	1,629	0	0%	0	0%	0	0%
Tanners	275	1,809	5	562	5	100%	0	0%	0	0%
Tanning Salons	3,850	440	26	180	12	46%	7	27%	7	27%
Tanning Salons Equipment & Supplies	63	2,713	0	1,629	0	0%	0	0%	0	0%
Tape Recorders - Sound - Service & Repair	5	3,693	0	1,629	0	0%	0	0%	0	0%
Tapes	1	3,909	0	1,629	0	0%	0	0%	0	0%
Tapes - Adhesive-Dispensers	5	3,693	0	1,629	0	0%	0	0%	0	0%
Tapes - Industrial	6	3,658	0	1,629	0	0%	0	0%	0	0%
Tapes - Sound - Dealers	5	3,693	0	1,629	0	0%	0	0%	0	0%
Tarps	54	2,807	0	1,629	0	0%	0	0%	0	0%
Tattoos	7,644	252	19	241	13	68%	6	32%	0	0%
Tattoos - Removed	478	1,465	0	1,629	0	0%	0	0%	0	0%
Tax Reporting Service	152	2,182	0	1,629	0	0%	0	0%	0	0%
Tax Return Preparation	30,434	62	78	73	63	81%	12	15%	3	4%
Tax Return Preparation - OTR Truck Drivers	1	3,909	0	1,629	0	0%	0	0%	0	0%
Tax Software	630	1,291	9	402	9	100%	0	0%	0	0%
Taxes - Consultants & Representatives	8,451	232	8	423	5	63%	3	38%	0	0%
Taxes - Enrolled Agent	0	3,980	1	1,107	0	0%	1	100%	0	0%
Taxes - Property Tax Consultants	19	3,281	0	1,629	0	0%	0	0%	0	0%
Taxicabs	17,063	122	31	158	17	55%	13	42%	1	3%
Taxidermists	904	1,104	4	641	2	50%	2	50%	0	0%
Tea - Manufacturer & Importer	52	2,826	1	1,107	0	0%	1	100%	0	0%

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Teachers Agencies	459	1,487	0	1,629	0	0%	0	0%	0	0%
Technical Manual Preparation	1,553	822	11	353	8	73%	3	27%	0	0%
Technology - Litigation Support	17	3,326	0	1,629	0	0%	0	0%	0	0%
Teeth Whitening Services	335	1,690	2	889	1	50%	1	50%	0	0%
Telecommunication Design	210	1,987	1	1,107	0	0%	1	100%	0	0%
Telecommunication Equipment & Systems Dealers	4,143	421	24	193	17	71%	5	21%	2	8%
Telecommunication Equipment & Systems Service & Repair	494	1,441	4	641	3	75%	1	25%	0	0%
Telecommunications Equipment - Disability	6,460	290	69	78	16	23%	53	77%	0	0%
Teleconference Service	138	2,239	0	1,629	0	0%	0	0%	0	0%
Telegrams - Novelty	12	3,448	0	1,629	0	0%	0	0%	0	0%
Telegraph Service	375	1,608	0	1,629	0	0%	0	0%	0	0%
Telemarketing Services	6,609	287	5	562	4	80%	1	20%	0	0%
Telephone & Television Cable Contractors	2,000	698	34	148	33	97%	1	3%	0	0%
Telephone 900 Number Resellers	87	2,520	0	1,629	0	0%	0	0%	0	0%
Telephone Answering Equipment & Systems	133	2,266	0	1,629	0	0%	0	0%	0	0%
Telephone Communications	23,948	88	343	13	330	96%	13	4%	0	0%
Telephone Equipment & Systems Dealers	2,915	554	79	70	79	100%	0	0%	0	0%
Telephone Equipment & Systems Service & Repair	785	1,177	2	889	2	100%	0	0%	0	0%
Telephone Equipment & Systems Supplies & Parts	172	2,101	0	1,629	0	0%	0	0%	0	0%
Telephone Equipment & Systems Wholesale & Manufacturing	40	2,964	0	1,629	0	0%	0	0%	0	0%
Telephone Pre-Paid Card Sales & Distribution	504	1,431	2	889	2	100%	0	0%	0	0%
Telephone Service - Long Distance	10,857	184	46	111	35	76%	11	24%	0	0%
Telephone Solicitation Companies	2	3,845	0	1,629	0	0%	0	0%	0	0%
Telescopes	72	2,624	1	1,107	1	100%	0	0%	0	0%
Television & Radio - Dealers	2,597	605	3	747	2	67%	1	33%	0	0%
Television & Radio - Rent & Lease	6	3,658	0	1,629	0	0%	0	0%	0	0%
Television & Radio - Service & Repair	1,710	772	3	747	3	100%	0	0%	0	0%
Television & Radio Broadcast Schools	45	2,901	0	1,629	0	0%	0	0%	0	0%
Television & Radio Parts - Retail	249	1,879	0	1,629	0	0%	0	0%	0	0%
Television & Radio Parts - Wholesale & Manufacturers	38	2,987	0	1,629	0	0%	0	0%	0	0%
Television - Cable, CATV & Satellite	4,957	362	244	22	239	98%	5	2%	0	0%
Television Home Shopping	239	1,909	0	1,629	0	0%	0	0%	0	0%
Television Program Distributors	82	2,559	2	889	1	50%	1	50%	0	0%
Television Program Producers	713	1,221	0	1,629	0	0%	0	0%	0	0%
Television Station Equipment	40	2,964	1	1,107	0	0%	1	100%	0	0%
Television Station Reps	1	3,909	0	1,629	0	0%	0	0%	0	0%
Television Stations & Broadcast Companies	398	1,572	6	502	1	17%	5	83%	0	0%
Television Sys & Equipment - Closed Circuit	199	2,019	0	1,629	0	0%	0	0%	0	0%
Temperature Measuring Materials	4	3,743	0	1,629	0	0%	0	0%	0	0%
Templates	214	1,978	0	1,629	0	0%	0	0%	0	0%
Tennis Court Construction	19	3,281	0	1,629	0	0%	0	0%	0	0%
Tennis Courts - Private	63	2,713	0	1,629	0	0%	0	0%	0	0%
Tennis Courts - Public	36	3,011	1	1,107	1	100%	0	0%	0	0%
Tennis Equipment & Supplies	44	2,921	0	1,629	0	0%	0	0%	0	0%
Tennis Instruction	45	2,901	0	1,629	0	0%	0	0%	0	0%
Tents	642	1,276	0	1,629	0	0%	0	0%	0	0%
Tents - Rental	468	1,474	2	889	1	50%	1	50%	0	0%
Terminals - River & Marine	2	3,845	0	1,629	0	0%	0	0%	0	0%
Termite Control	21	3,251	0	1,629	0	0%	0	0%	0	0%
Terra Cotta	5	3,693	0	1,629	0	0%	0	0%	0	0%
Test Publishers	152	2,182	0	1,629	0	0%	0	0%	0	0%
Testing Apparatus	46	2,887	0	1,629	0	0%	0	0%	0	0%
Textile Brokers	5	3,693	0	1,629	0	0%	0	0%	0	0%
Textile Converting	8	3,589	0	1,629	0	0%	0	0%	0	0%
Textile Fibers	173	2,096	1	1,107	1	100%	0	0%	0	0%
Textile Mill Supplies	4	3,743	0	1,629	0	0%	0	0%	0	0%

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Textile Printing Equipment & Supplies	12	3,448	0	1,629	0	0%	0	0%	0	0%
Theater Stage Play Houses	84	2,541	0	1,629	0	0%	0	0%	0	0%
Theaters	612	1,309	6	502	5	83%	1	17%	0	0%
Theatrical & Stage Lighting Equipment	32	3,069	0	1,629	0	0%	0	0%	0	0%
Theatrical Agencies	1,477	846	0	1,629	0	0%	0	0%	0	0%
Theatrical Equipment & Supplies	20	3,265	0	1,629	0	0%	0	0%	0	0%
Theatrical Make-Up	31	3,083	0	1,629	0	0%	0	0%	0	0%
Theatrical Managers & Producers	70	2,646	0	1,629	0	0%	0	0%	0	0%
Therapeutic and Educational Supplies	18	3,309	0	1,629	0	0%	0	0%	0	0%
Thermal Remediation	1	3,909	0	1,629	0	0%	0	0%	0	0%
Thermocouples	123	2,312	0	1,629	0	0%	0	0%	0	0%
Thermography - Infrared	15	3,379	0	1,629	0	0%	0	0%	0	0%
Thermometers	31	3,083	0	1,629	0	0%	0	0%	0	0%
Thermostats	40	2,964	0	1,629	0	0%	0	0%	0	0%
Thread	2	3,845	0	1,629	0	0%	0	0%	0	0%
Threat & Fraud Assessment	1	3,909	0	1,629	0	0%	0	0%	0	0%
Thrift Shops	626	1,294	1	1,107	1	100%	0	0%	0	0%
Ticket Broker	176	2,083	5	562	4	80%	1	20%	0	0%
Ticket Issuing Machines	10	3,514	0	1,629	0	0%	0	0%	0	0%
Ticket Sales - Events	17,372	121	46	111	44	96%	2	4%	0	0%
Tickets & Coupons - Printers & Suppliers	278	1,798	0	1,629	0	0%	0	0%	0	0%
Tile & Grout Cleaning	169	2,115	2	889	0	0%	2	100%	0	0%
Tile & Marble	1,974	705	4	641	3	75%	1	25%	0	0%
Tile - Ceramic - Contractors & Dealers	9,053	221	10	371	7	70%	3	30%	0	0%
Tile - Ceramic - Manufacturers & Distributors	1,498	841	0	1,629	0	0%	0	0%	0	0%
Tile - Non-Ceramic - Contractors & Dealers	716	1,217	1	1,107	0	0%	1	100%	0	0%
Tile - Non-Ceramic - Manufacturers & Distributors	23	3,226	0	1,629	0	0%	0	0%	0	0%
Tile Restoration	129	2,285	0	1,629	0	0%	0	0%	0	0%
Tile Sales	704	1,228	2	889	2	100%	0	0%	0	0%
Tiling	32	3,069	0	1,629	0	0%	0	0%	0	0%
Timber & Timberland Companies	99	2,440	0	1,629	0	0%	0	0%	0	0%
Timber Framing	191	2,037	0	1,629	0	0%	0	0%	0	0%
Time Recorders	113	2,368	0	1,629	0	0%	0	0%	0	0%
Timeshare Companies	2,893	555	11	353	8	73%	3	27%	0	0%
Timeshare Deed and/or Title Transfer	1,052	1,013	0	1,629	0	0%	0	0%	0	0%
Timeshare Resale and Rental Marketing	1,481	845	2	889	0	0%	1	50%	1	50%
Timing Devices	2	3,845	0	1,629	0	0%	0	0%	0	0%
Tire Additives & Sealants	5	3,693	0	1,629	0	0%	0	0%	0	0%
Tire Changing Equipment	19	3,281	0	1,629	0	0%	0	0%	0	0%
Tire Dealers	31,448	57	61	91	49	80%	12	20%	0	0%
Tire Distributors & Manufacturers	140	2,233	0	1,629	0	0%	0	0%	0	0%
Tire Repair	153	2,178	1	1,107	1	100%	0	0%	0	0%
Tire Retread & Repair	567	1,350	1	1,107	0	0%	1	100%	0	0%
Tire Retread & Repair - Equipment & Supplies	245	1,891	0	1,629	0	0%	0	0%	0	0%
Tires - Commercial Sales & Service	938	1,083	4	641	3	75%	1	25%	0	0%
Title Companies & Agents	573	1,339	0	1,629	0	0%	0	0%	0	0%
Title Loans	421	1,531	1	1,107	1	100%	0	0%	0	0%
Tobacco Growers	35	3,025	1	1,107	0	0%	1	100%	0	0%
Toilet Seats	4	3,743	0	1,629	0	0%	0	0%	0	0%
Toilets - Composting	69	2,651	0	1,629	0	0%	0	0%	0	0%
Toilets - Portable	401	1,564	1	1,107	0	0%	1	100%	0	0%
Toner Cartridges	4,025	431	45	115	1	2%	1	2%	43	96%
Tool & Die Makers	201	2,008	0	1,629	0	0%	0	0%	0	0%
Tool & Utility Sheds	1,748	759	1	1,107	1	100%	0	0%	0	0%
Tool Grinding - Industrial	1	3,909	0	1,629	0	0%	0	0%	0	0%
Tool Holders	36	3,011	0	1,629	0	0%	0	0%	0	0%
Tool Salvage Companies	19	3,281	0	1,629	0	0%	0	0%	0	0%
Tools - Cutting	127	2,292	3	747	1	33%	2	67%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Tools - Electric	1,813	743	1	1,107	0	0%	1	100%	0	0%
Tools - Hand	2,110	677	3	747	0	0%	3	100%	0	0%
Tools - Hydraulic	56	2,788	0	1,629	0	0%	0	0%	0	0%
Tools - Pneumatic	75	2,606	0	1,629	0	0%	0	0%	0	0%
Tools - Power Actuated	168	2,120	0	1,629	0	0%	0	0%	0	0%
Tools - Rent	1,844	738	4	641	4	100%	0	0%	0	0%
Topsoil	1,646	794	2	889	2	100%	0	0%	0	0%
Tourist Information	101	2,430	0	1,629	0	0%	0	0%	0	0%
Tourists Attractions	799	1,168	2	889	2	100%	0	0%	0	0%
Tourists Homes	683	1,247	0	1,629	0	0%	0	0%	0	0%
Tours - Operators & Promoters	31,876	55	118	46	113	96%	4	3%	1	1%
Tours - Wholesale	845	1,136	2	889	1	50%	1	50%	0	0%
Towel Supply Service	164	2,131	0	1,629	0	0%	0	0%	0	0%
Towels - Cloths-Wholesale & Manufacturers	21	3,251	0	1,629	0	0%	0	0%	0	0%
Towers	918	1,090	1	1,107	1	100%	0	0%	0	0%
Towing - Automotive	26,035	78	79	70	53	67%	25	32%	1	1%
Towing - Heavy Equipment	688	1,245	1	1,107	1	100%	0	0%	0	0%
Towing - Marine	39	2,973	0	1,629	0	0%	0	0%	0	0%
Toy Manufacturers Supplies	59	2,761	0	1,629	0	0%	0	0%	0	0%
Toys - Retail	4,649	387	57	95	54	95%	3	5%	0	0%
Toys - Wholesale & Manufacturers	886	1,112	19	241	6	32%	13	68%	0	0%
Tractor Dealers	490	1,450	0	1,629	0	0%	0	0%	0	0%
Tractor Distributors & Manufacturers	10	3,514	1	1,107	1	100%	0	0%	0	0%
Tractor Equipment & Parts	392	1,583	1	1,107	1	100%	0	0%	0	0%
Tractor Rent & Lease	7	3,621	0	1,629	0	0%	0	0%	0	0%
Tractor Repair & Service	100	2,434	0	1,629	0	0%	0	0%	0	0%
Trade Shows, Expositions & Fairs	914	1,094	4	641	4	100%	0	0%	0	0%
Trademark Agents & Consultants	915	1,092	0	1,629	0	0%	0	0%	0	0%
Trading Stamps	246	1,886	0	1,629	0	0%	0	0%	0	0%
Traffic & Parking Consultants	2,712	582	42	122	23	55%	19	45%	0	0%
Traffic Control & Flagging Service	359	1,646	0	1,629	0	0%	0	0%	0	0%
Traffic Engineers & Planning Service	15	3,379	0	1,629	0	0%	0	0%	0	0%
Traffic School	7	3,621	0	1,629	0	0%	0	0%	0	0%
Traffic Signs, Signals & Equipment	466	1,477	0	1,629	0	0%	0	0%	0	0%
Trailer Hitches	788	1,176	0	1,629	0	0%	0	0%	0	0%
Trailer Sales	2,699	583	6	502	5	83%	1	17%	0	0%
Trailer Storage	295	1,769	1	1,107	1	100%	0	0%	0	0%
Trailers - Automotive Utility	799	1,168	0	1,629	0	0%	0	0%	0	0%
Trailers - Camping & Travel	607	1,314	0	1,629	0	0%	0	0%	0	0%
Trailers - Equipment & Parts	1,032	1,026	2	889	0	0%	2	100%	0	0%
Trailers - Horse	35	3,025	0	1,629	0	0%	0	0%	0	0%
Trailers - Rent & Lease	1,381	879	0	1,629	0	0%	0	0%	0	0%
Trailers - Repair & Service	1,973	706	4	641	3	75%	1	25%	0	0%
Trailers - Transporting	129	2,285	0	1,629	0	0%	0	0%	0	0%
Trailers - Truck	633	1,285	0	1,629	0	0%	0	0%	0	0%
Training - Video Instruction Tapes	2,092	680	7	451	1	14%	6	86%	0	0%
Training Programs	5,209	350	6	502	4	67%	2	33%	0	0%
Trampolines	416	1,539	1	1,107	1	100%	0	0%	0	0%
Transcription Service	240	1,904	1	1,107	0	0%	1	100%	0	0%
Transfers - Dry	10	3,514	0	1,629	0	0%	0	0%	0	0%
Transformers	25	3,184	0	1,629	0	0%	0	0%	0	0%
Transit Lines	253	1,870	0	1,629	0	0%	0	0%	0	0%
Transitional Housing	35	3,025	0	1,629	0	0%	0	0%	0	0%
Translators & Interpreters	2,330	643	0	1,629	0	0%	0	0%	0	0%
Translators Equipment	4	3,743	0	1,629	0	0%	0	0%	0	0%
Transmissions - Automobile	19,908	104	29	170	24	83%	4	14%	1	3%
Transmissions - Truck, Tractor	63	2,713	0	1,629	0	0%	0	0%	0	0%
Transportation Consultants	1,122	987	7	451	4	57%	3	43%	0	0%



Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Transportation Services	11,388	179	14	303	12	86%	2	14%	0	0%
Trap & Skest Ranges	11	3,475	0	1,629	0	0%	0	0%	0	0%
Trapping Equipment & Supplies	94	2,470	0	1,629	0	0%	0	0%	0	0%
Travel & Moving Services	1,986	702	15	290	6	40%	9	60%	0	0%
Travel & Tourism Development and Education	75	2,606	0	1,629	0	0%	0	0%	0	0%
Travel Agencies & Bureaus	76,828	24	240	24	210	88%	30	13%	0	0%
Travel Agent Mills	746	1,195	0	1,629	0	0%	0	0%	0	0%
Travel Clubs	4,739	375	25	186	23	92%	2	8%	0	0%
Travel Escorts	116	2,349	0	1,629	0	0%	0	0%	0	0%
Travelers Checks	2	3,845	0	1,629	0	0%	0	0%	0	0%
Treatment Centers & Rest Homes - Information & Placement	205	2,000	0	1,629	0	0%	0	0%	0	0%
Tree Service	48,817	37	33	153	24	73%	9	27%	0	0%
Tree Service - Pruning	1,156	965	0	1,629	0	0%	0	0%	0	0%
Tree Service - Transplant	86	2,523	0	1,629	0	0%	0	0%	0	0%
Tree Service Equipment & Supplies	188	2,047	1	1,107	0	0%	1	100%	0	0%
Trenching Contractors	97	2,453	0	1,629	0	0%	0	0%	0	0%
Trike Conversions, Sales & Service	57	2,779	0	1,629	0	0%	0	0%	0	0%
Trophies	835	1,142	0	1,629	0	0%	0	0%	0	0%
Tropical Fish	79	2,579	0	1,629	0	0%	0	0%	0	0%
Truck accessories	1,184	953	3	747	1	33%	2	67%	0	0%
Truck Bedliner - Spray On	32	3,069	0	1,629	0	0%	0	0%	0	0%
Truck Bodies	68	2,666	0	1,629	0	0%	0	0%	0	0%
Truck Caps & Shells	468	1,474	1	1,107	1	100%	0	0%	0	0%
Truck Dealers	4,649	387	8	423	7	88%	1	13%	0	0%
Truck Driver Leasing	11	3,475	0	1,629	0	0%	0	0%	0	0%
Truck Driver Training	1,576	814	0	1,629	0	0%	0	0%	0	0%
Truck Equipment & Parts	1,276	918	5	562	4	80%	1	20%	0	0%
Truck Manufacturers & Distributors	102	2,422	1	1,107	0	0%	1	100%	0	0%
Truck Painting & Lettering	67	2,677	0	1,629	0	0%	0	0%	0	0%
Truck Permits	34	3,039	0	1,629	0	0%	0	0%	0	0%
Truck Refrigeration Equipment	34	3,039	0	1,629	0	0%	0	0%	0	0%
Truck Rent & Lease	1,038	1,023	6	502	2	33%	4	67%	0	0%
Truck Repair & Service	8,221	241	10	371	8	80%	2	20%	0	0%
Truck Service & Repair - Mobile	125	2,303	0	1,629	0	0%	0	0%	0	0%
Truck Stops	167	2,123	1	1,107	1	100%	0	0%	0	0%
Truck Washing & Cleaning	538	1,388	0	1,629	0	0%	0	0%	0	0%
Truck Washing & Cleaning - Equipment & Supplies	1,217	939	0	1,629	0	0%	0	0%	0	0%
Trucking	5,152	353	2	889	1	50%	1	50%	0	0%
Trucking - Dump	116	2,349	0	1,629	0	0%	0	0%	0	0%
Trucking - Heavy Hauling	2,669	590	5	562	5	100%	0	0%	0	0%
Trucking - Light Hauling	1,020	1,032	0	1,629	0	0%	0	0%	0	0%
Trucking - Liquid Or Dry Bulk	146	2,207	0	1,629	0	0%	0	0%	0	0%
Trucking - Motor Freight	3,268	503	5	562	3	60%	2	40%	0	0%
Trucking - Water Hauling	413	1,543	1	1,107	0	0%	1	100%	0	0%
Trucking Transportation Brokers	3,146	522	2	889	1	50%	1	50%	0	0%
Trucks - Forklifts	226	1,943	0	1,629	0	0%	0	0%	0	0%
Trucks - Industrial	203	2,003	0	1,629	0	0%	0	0%	0	0%
Trusses - Construction	508	1,425	1	1,107	1	100%	0	0%	0	0%
Trust Companies	4,712	378	2	889	2	100%	0	0%	0	0%
Tube Bending & Fabricating	11	3,475	0	1,629	0	0%	0	0%	0	0%
Tubing - Metal	43	2,931	0	1,629	0	0%	0	0%	0	0%
Turbines	18	3,309	0	1,629	0	0%	0	0%	0	0%
Turbochargers	11	3,475	0	1,629	0	0%	0	0%	0	0%
Turntables	39	2,973	0	1,629	0	0%	0	0%	0	0%
Tutoring	7,694	248	16	280	15	94%	1	6%	0	0%
Tuxedo Sales & Rentals	36	3,011	0	1,629	0	0%	0	0%	0	0%
Twines & Cordage	3	3,790	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Two-Way Radio Sales & Service	72	2,624	0	1,629	0	0%	0	0%	0	0%
Typesetting	3	3,790	0	1,629	0	0%	0	0%	0	0%
Typewriters	15	3,379	0	1,629	0	0%	0	0%	0	0%
U-Catch Fishing	81	2,568	0	1,629	0	0%	0	0%	0	0%
Ultrasonic Equipment & Supplies	5	3,693	0	1,629	0	0%	0	0%	0	0%
Ultrasound - Medical	95	2,464	0	1,629	0	0%	0	0%	0	0%
Ultrasound - Nonmedical	134	2,260	0	1,629	0	0%	0	0%	0	0%
Umbrellas	34	3,039	0	1,629	0	0%	0	0%	0	0%
Unclaimed Funds Retrieval Services	451	1,496	0	1,629	0	0%	0	0%	0	0%
Underground Sprinkler Lawn Sprinkler Parts	118	2,336	0	1,629	0	0%	0	0%	0	0%
Underwear - Wholesale & Manufacturers	118	2,336	0	1,629	0	0%	0	0%	0	0%
Uniform Supply Service	392	1,583	2	889	1	50%	1	50%	0	0%
Uniforms	1,254	926	7	451	5	71%	2	29%	0	0%
Uniforms - Accessories	72	2,624	0	1,629	0	0%	0	0%	0	0%
Uniforms - Medical	282	1,790	0	1,629	0	0%	0	0%	0	0%
Upholsterers	10,453	194	18	251	7	39%	11	61%	0	0%
Upholsterers Supplies	63	2,713	1	1,107	0	0%	1	100%	0	0%
Upholstery & Carpet Cleaning	4,468	397	3	747	0	0%	3	100%	0	0%
Upholstery and Rug Cleaning	1,139	975	1	1,107	0	0%	1	100%	0	0%
Upholstery Fabrics - Retail	1,023	1,031	11	353	3	27%	8	73%	0	0%
Upholstery Fabrics - Wholesale & Manufacturers	444	1,503	1	1,107	1	100%	0	0%	0	0%
Urgent Care Centers	19	3,281	0	1,629	0	0%	0	0%	0	0%
Utilities Underground - Installation	35	3,025	0	1,629	0	0%	0	0%	0	0%
Utilities Underground - Locating	1,312	904	0	1,629	0	0%	0	0%	0	0%
Utility Contractors	6,135	307	209	27	198	95%	11	5%	0	0%
Utility Submetering & Billing	5,437	333	23	200	23	100%	0	0%	0	0%
Vacation Certificates & Vouchers	1,114	990	5	562	3	60%	0	0%	2	40%
Vacation Rentals	3,482	474	16	280	9	56%	7	44%	0	0%
Vacation Time Share	6,724	282	12	330	11	92%	1	8%	0	0%
Vacuum Cleaners - Household - Dealers	11,868	167	11	353	10	91%	1	9%	0	0%
Vacuum Cleaners - Industrial & Commercial	99	2,440	0	1,629	0	0%	0	0%	0	0%
Vacuum Cleaners - Service & Repair	10,733	189	14	303	11	79%	3	21%	0	0%
Vacuum Cleaners - Supplies & Parts	34	3,039	0	1,629	0	0%	0	0%	0	0%
Vacuum Cleaners - Wholesale & Manufacturers	297	1,760	7	451	7	100%	0	0%	0	0%
Vacuum Cleaning - Industrial	10	3,514	0	1,629	0	0%	0	0%	0	0%
Vacuum Cleaning Systems	4,122	423	5	562	4	80%	1	20%	0	0%
Vacuum Equipment & Systems	1,197	947	3	747	3	100%	0	0%	0	0%
Valet Service	167	2,123	1	1,107	1	100%	0	0%	0	0%
Valves	173	2,096	0	1,629	0	0%	0	0%	0	0%
Valves - Repairing	24	3,205	0	1,629	0	0%	0	0%	0	0%
Van Conversions & Accessories	238	1,915	1	1,107	1	100%	0	0%	0	0%
Vanity Publishers	5	3,693	0	1,629	0	0%	0	0%	0	0%
Vaporizers	2,664	591	3	747	3	100%	0	0%	0	0%
Variety Store Merchandise - Wholesale	29	3,112	0	1,629	0	0%	0	0%	0	0%
Variety Stores	344	1,663	1	1,107	0	0%	1	100%	0	0%
Vehicle Graphics	344	1,663	0	1,629	0	0%	0	0%	0	0%
Vehicle Sales - Manufacturing Companies	317	1,718	0	1,629	0	0%	0	0%	0	0%
Vehicle Transport Services	2,164	670	11	353	2	18%	9	82%	0	0%
Vending Machines	1,865	734	3	747	2	67%	0	0%	1	33%
Vending Machines - Supplies & Parts	149	2,195	0	1,629	0	0%	0	0%	0	0%
Venetian Blinds - Dealers	1,767	754	6	502	1	17%	5	83%	0	0%
Venetian Blinds - Repair & Cleaning	1,544	827	1	1,107	1	100%	0	0%	0	0%
Venetian Blinds - Supplies & Parts	49	2,863	0	1,629	0	0%	0	0%	0	0%
Venetian Blinds - Wholesale & Manufacturers	456	1,490	0	1,629	0	0%	0	0%	0	0%
Ventilating Contractors	1,349	892	3	747	3	100%	0	0%	0	0%
Ventilating Equipment	125	2,303	0	1,629	0	0%	0	0%	0	0%
Ventilating Systems - Cleaning	284	1,785	1	1,107	1	100%	0	0%	0	0%
Vertical Blinds	105	2,407	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Vessels - Pressure	49	2,863	0	1,629	0	0%	0	0%	0	0%
Veterans & Military Organizations	47	2,882	0	1,629	0	0%	0	0%	0	0%
Veterinarians	6,890	274	14	303	10	71%	4	29%	0	0%
Veterinarians Equipment & Supplies	272	1,818	2	889	1	50%	1	50%	0	0%
Veterinarians Information & Referral	12	3,448	0	1,629	0	0%	0	0%	0	0%
Veterinary Emergency	275	1,809	1	1,107	1	100%	0	0%	0	0%
Veterinary Physical Therapy & Rehabilitation	20	3,265	1	1,107	1	100%	0	0%	0	0%
Veterinary Surgery	22	3,237	0	1,629	0	0%	0	0%	0	0%
Vibration Control	24	3,205	0	1,629	0	0%	0	0%	0	0%
Vibrators - Industrial	11	3,475	0	1,629	0	0%	0	0%	0	0%
Video Editing	21	3,251	0	1,629	0	0%	0	0%	0	0%
Video Equipment - Sales & Rentals	115	2,357	0	1,629	0	0%	0	0%	0	0%
Video Equipment - Service & Repair	257	1,859	0	1,629	0	0%	0	0%	0	0%
Video Equipment - Supplies & Parts	9	3,549	0	1,629	0	0%	0	0%	0	0%
Video Equipment - Wholesale & Manufacturers	12	3,448	0	1,629	0	0%	0	0%	0	0%
Video Games - Dealers	3,118	527	11	353	7	64%	3	27%	1	9%
Video Games - Rent & Lease	313	1,729	1	1,107	0	0%	1	100%	0	0%
Video Games - Service & Repair	742	1,198	5	562	3	60%	1	20%	1	20%
Video Games - Supplies & Parts	102	2,422	5	562	3	60%	2	40%	0	0%
Video Games - Wholesale & Manufacturers	735	1,205	12	330	7	58%	5	42%	0	0%
Video Gaming Establishments	14	3,401	1	1,107	1	100%	0	0%	0	0%
Video Production Services	2,741	576	5	562	3	60%	1	20%	1	20%
Video Tape Duplication Service	214	1,978	0	1,629	0	0%	0	0%	0	0%
Video Tapes & Discs - Dealers	171	2,104	0	1,629	0	0%	0	0%	0	0%
Video Tapes & Discs - Wholesale & Manufacturers	22	3,237	0	1,629	0	0%	0	0%	0	0%
Video Tapes & Discs Sales & Rentals	1,362	886	2	889	1	50%	1	50%	0	0%
Videoconferencing Services	171	2,104	0	1,629	0	0%	0	0%	0	0%
Videographers	700	1,235	2	889	1	50%	1	50%	0	0%
Videographers - Wedding	193	2,032	1	1,107	0	0%	1	100%	0	0%
Videotape, CD, & DVD Duplication & Transfer Services	178	2,075	1	1,107	0	0%	1	100%	0	0%
Vinyl Decking	1,271	920	0	1,629	0	0%	0	0%	0	0%
Vinyl Repair	278	1,798	0	1,629	0	0%	0	0%	0	0%
Virtual Currency	5	3,693	0	1,629	0	0%	0	0%	0	0%
Virtual Tours	8	3,589	0	1,629	0	0%	0	0%	0	0%
Vitamins & Food Supplements	5,584	328	30	163	5	17%	24	80%	1	3%
VOIP (Voice Over Internet Protocol) Sales & Service	437	1,510	0	1,629	0	0%	0	0%	0	0%
Wait Staff	2	3,845	0	1,629	0	0%	0	0%	0	0%
Wall & Ceiling Texturing	238	1,915	0	1,629	0	0%	0	0%	0	0%
Wall Bed Manufacturer	10	3,514	0	1,629	0	0%	0	0%	0	0%
Wall Bed Sales	176	2,083	0	1,629	0	0%	0	0%	0	0%
Wall Cleaning	20	3,265	0	1,629	0	0%	0	0%	0	0%
Wall Coatings	54	2,807	0	1,629	0	0%	0	0%	0	0%
Wallboard & Plasterboard	12	3,448	0	1,629	0	0%	0	0%	0	0%
Wallpaper Hangers	50	2,853	1	1,107	0	0%	1	100%	0	0%
Wallpapers & Wall coverings - Wholesale & Manufacturing	136	2,249	1	1,107	1	100%	0	0%	0	0%
Wallpapers & Wallcoverings - Retail	154	2,175	1	1,107	1	100%	0	0%	0	0%
Warehouses - Cold Storage	397	1,576	0	1,629	0	0%	0	0%	0	0%
Warehouses - Merchandise	540	1,386	0	1,629	0	0%	0	0%	0	0%
Warehousing Services	421	1,531	0	1,629	0	0%	0	0%	0	0%
Washers	26	3,157	0	1,629	0	0%	0	0%	0	0%
Washing Machines & Dryers - Coin Metered	88	2,513	1	1,107	1	100%	0	0%	0	0%
Washing Machines & Dryers - Dealers	258	1,857	0	1,629	0	0%	0	0%	0	0%
Washing Machines & Dryers - Service & Repair	34	3,039	0	1,629	0	0%	0	0%	0	0%
Washing Machines - Industrial	26	3,157	2	889	0	0%	1	50%	1	50%
Waste Containers	946	1,079	0	1,629	0	0%	0	0%	0	0%
Waste Reduction, Disposal, Recycle Equipment	5,980	314	37	133	29	78%	8	22%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Waste Reduction, Recycle Service - Industrial	1,245	931	6	502	5	83%	1	17%	0	0%
Watch Bands	10	3,514	0	1,629	0	0%	0	0%	0	0%
Watches - Dealers	543	1,381	3	747	3	100%	0	0%	0	0%
Watches - Service & Repair	2,978	546	11	353	6	55%	5	45%	0	0%
Watches - Wholesale & Manufacturers	245	1,891	1	1,107	1	100%	0	0%	0	0%
Watchmakers Equipment & Supplies	6	3,658	0	1,629	0	0%	0	0%	0	0%
Water & Sewer Line Protection	30	3,096	0	1,629	0	0%	0	0%	0	0%
Water - Bottled & Bulk	1,013	1,035	6	502	6	100%	0	0%	0	0%
Water Analysis	414	1,542	0	1,629	0	0%	0	0%	0	0%
Water Companies - Bottled, Bulk	4,297	411	11	353	11	100%	0	0%	0	0%
Water Companies - Utility	214	1,978	4	641	3	75%	1	25%	0	0%
Water Conservation	116	2,349	0	1,629	0	0%	0	0%	0	0%
Water Coolers	359	1,646	1	1,107	0	0%	0	0%	1	###
Water Coolers - Equipment & Supplies	552	1,370	1	1,107	0	0%	1	100%	0	0%
Water Damage Restoration	2,450	624	4	641	4	100%	0	0%	0	0%
Water Filtration & Purification Equipment	43,559	41	66	81	55	83%	8	12%	3	5%
Water Gardens Fountains & Ponds	307	1,738	0	1,629	0	0%	0	0%	0	0%
Water Heater - Tankless	72	2,624	1	1,107	1	100%	0	0%	0	0%
Water Heaters - Dealers	40,604	46	398	10	390	98%	7	2%	1	0%
Water Heaters - Parts & Supplies	119	2,332	0	1,629	0	0%	0	0%	0	0%
<b>Water Heaters - Repairing</b>	760	1,187	1	1,107	0	0%	1	100%	0	0%
Water Heaters - Wholesale & Manufacturers	239	1,909	0	1,629	0	0%	0	0%	0	0%
Water Leak Detection	168	2,120	0	1,629	0	0%	0	0%	0	0%
Water Main Contractors	102	2,422	0	1,629	0	0%	0	0%	0	0%
Water Pollution Control	109	2,384	0	1,629	0	0%	0	0%	0	0%
Water Skiing Equipment & Supplies	31	3,083	0	1,629	0	0%	0	0%	0	0%
Water Skiing Instruction	7	3,621	0	1,629	0	0%	0	0%	0	0%
Water Softening & Conditioning Equipment Service & Supp	9,496	213	26	180	23	88%	3	12%	0	0%
Water Supply Systems	1,029	1,028	1	1,107	0	0%	1	100%	0	0%
Water Taxi Service	74	2,613	0	1,629	0	0%	0	0%	0	0%
Water Treatment Equipment,Service & Supplies	8,437	233	8	423	6	75%	2	25%	0	0%
Water Well Drilling & Service	3,841	442	3	747	3	100%	0	0%	0	0%
Water Well Drilling Equipment & Supplies	198	2,022	0	1,629	0	0%	0	0%	0	0%
Water Wells - Inspection	26	3,157	0	1,629	0	0%	0	0%	0	0%
Water Wells - Pumps Sales & Service	313	1,729	0	1,629	0	0%	0	0%	0	0%
Water Works Contractors	201	2,008	0	1,629	0	0%	0	0%	0	0%
Water Works Equipment & Supplies	35	3,025	0	1,629	0	0%	0	0%	0	0%
Water/Pool Heating - Solar	98	2,447	0	1,629	0	0%	0	0%	0	0%
Waterbeds - Dealers	74	2,613	0	1,629	0	0%	0	0%	0	0%
Waterbeds - Service & Repair	7	3,621	0	1,629	0	0%	0	0%	0	0%
Waterbeds - Supplies & Parts	2	3,845	0	1,629	0	0%	0	0%	0	0%
Waterbeds - Wholesale & Manufacturers	84	2,541	0	1,629	0	0%	0	0%	0	0%
Waterproofing Contractors	19,567	105	22	209	16	73%	6	27%	0	0%
Waterproofing Materials	143	2,223	0	1,629	0	0%	0	0%	0	0%
Wax	1	3,909	0	1,629	0	0%	0	0%	0	0%
Weather Stripping	14	3,401	0	1,629	0	0%	0	0%	0	0%
Weatherization	1	3,909	0	1,629	0	0%	0	0%	0	0%
Weaving & Mending	5	3,693	0	1,629	0	0%	0	0%	0	0%
Weaving Supplies & Equipment	13	3,419	0	1,629	0	0%	0	0%	0	0%
Web Conferencing	30	3,096	0	1,629	0	0%	0	0%	0	0%
Web Design	17,610	118	40	126	23	58%	15	38%	2	5%
Webbing	61	2,733	0	1,629	0	0%	0	0%	0	0%
Wedding Chapels & Ceremonies	376	1,606	1	1,107	1	100%	0	0%	0	0%
Wedding Consultants	1,356	888	6	502	4	67%	2	33%	0	0%
Wedding Officiant	4,039	429	0	1,629	0	0%	0	0%	0	0%
Wedding Supplies & Services	3,716	453	18	251	9	50%	4	22%	5	28%
Weed Control Equipment & Supplies	9	3,549	0	1,629	0	0%	0	0%	0	0%
Weed Control Service	1,364	885	4	641	4	100%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
Weighers	4	3,743	0	1,629	0	0%	0	0%	0	0%
Weight Control Services	5,375	339	27	174	14	52%	11	41%	2	7%
Welcome ServiceFor Newcomers	332	1,695	1	1,107	1	100%	0	0%	0	0%
Welding	5,929	316	2	889	1	50%	1	50%	0	0%
Welding Equipment & Supplies	463	1,482	0	1,629	0	0%	0	0%	0	0%
Welding Equipment - Rent	499	1,437	0	1,629	0	0%	0	0%	0	0%
Welding Equipment - Repair	513	1,419	0	1,629	0	0%	0	0%	0	0%
Welding Inspectors	9	3,549	0	1,629	0	0%	0	0%	0	0%
Western Apparel	419	1,536	0	1,629	0	0%	0	0%	0	0%
Wheel Align, Frame & Axle Service Equipment & Supplies	81	2,568	1	1,107	1	100%	0	0%	0	0%
Wheel Alignment, Frame & Axle Service - Auto	1,191	949	2	889	2	100%	0	0%	0	0%
Wheel Chair Lifts & Ramps	415	1,540	0	1,629	0	0%	0	0%	0	0%
Wheel Chairs	879	1,116	3	747	1	33%	2	67%	0	0%
Wheelchair & Disability Transportation	624	1,298	1	1,107	0	0%	1	100%	0	0%
Wheels	633	1,285	0	1,629	0	0%	0	0%	0	0%
Wholesalers & Distributors	11,654	170	23	200	19	83%	4	17%	0	0%
Wicker Products	156	2,168	0	1,629	0	0%	0	0%	0	0%
Wigs & Hairpieces	2,648	594	13	314	1	8%	12	92%	0	0%
Wind Energy Systems	419	1,536	1	1,107	0	0%	1	100%	0	0%
Window Cleaning	19,228	107	15	290	10	67%	5	33%	0	0%
Window Cleaning Equipment & Supplies	16	3,350	0	1,629	0	0%	0	0%	0	0%
Window Coverings	3,352	490	8	423	7	88%	1	13%	0	0%
Window Security Laminates	106	2,398	0	1,629	0	0%	0	0%	0	0%
Window Shades	957	1,073	7	451	2	29%	1	14%	4	57%
Window Shades - Cleaning & Repair	29	3,112	0	1,629	0	0%	0	0%	0	0%
Window Shades - Equipment & Supplies	164	2,131	0	1,629	0	0%	0	0%	0	0%
Window Shades - Repair	5	3,693	0	1,629	0	0%	0	0%	0	0%
Window Tinting & Coating - Commercial	50	2,853	0	1,629	0	0%	0	0%	0	0%
Window Tinting & Coating - Residential	607	1,314	2	889	2	100%	0	0%	0	0%
Windows	65,893	28	121	44	87	72%	24	20%	10	8%
Windows & Doors - Installation & Service	78,035	23	132	40	94	71%	35	27%	3	2%
Windows - Installation & Service	76,768	25	67	80	50	75%	15	22%	2	3%
Windows - Repairing	3,500	469	3	747	3	100%	0	0%	0	0%
Windows - Vinyl	602	1,316	0	1,629	0	0%	0	0%	0	0%
Windows - Wells & Covers	53	2,816	0	1,629	0	0%	0	0%	0	0%
Windows - Wood	100	2,434	0	1,629	0	0%	0	0%	0	0%
Wine Bar	2	3,845	0	1,629	0	0%	0	0%	0	0%
Wine Brokers	269	1,827	0	1,629	0	0%	0	0%	0	0%
Wine Cellars	82	2,559	0	1,629	0	0%	0	0%	0	0%
Wine Storage Equipment	100	2,434	0	1,629	0	0%	0	0%	0	0%
Winemaking Equipment & Supplies	978	1,058	2	889	2	100%	0	0%	0	0%
Wineries	447	1,499	1	1,107	0	0%	1	100%	0	0%
Wines - Retail	178	2,075	1	1,107	1	100%	0	0%	0	0%
Wines - Wholesale	7	3,621	0	1,629	0	0%	0	0%	0	0%
Wiping Cloths	13	3,419	0	1,629	0	0%	0	0%	0	0%
Wire & Cable - Electric	222	1,952	0	1,629	0	0%	0	0%	0	0%
Wire & Cable - Non-Electric	76	2,602	0	1,629	0	0%	0	0%	0	0%
Wire Products	68	2,666	0	1,629	0	0%	0	0%	0	0%
Wire Rope	26	3,157	0	1,629	0	0%	0	0%	0	0%
Womens Apparel - Retail	6,134	308	24	193	19	79%	4	17%	1	4%
Womens Apparel - Wholesale & Manufacturers	81	2,568	0	1,629	0	0%	0	0%	0	0%
Wood Carving	69	2,651	0	1,629	0	0%	0	0%	0	0%
Wood Finishing	1,003	1,044	4	641	0	0%	4	100%	0	0%
Wood Preservatives	2	3,845	0	1,629	0	0%	0	0%	0	0%
Wood Preserving	257	1,859	1	1,107	1	100%	0	0%	0	0%
Wood Products - Sawdust & Shavings	30	3,096	0	1,629	0	0%	0	0%	0	0%
Wood Technologists	442	1,504	0	1,629	0	0%	0	0%	0	0%
Wood Turning	94	2,470	0	1,629	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpis Settled	%	Cmpis Not Settled	%	Cmpis Unable To Pursue	%
Woodworking	5,612	326	8	423	5	63%	1	13%	2	25%
Woodworking Equipment & Supplies	397	1,576	0	1,629	0	0%	0	0%	0	0%
Woodworking Tools - Retail	267	1,834	1	1,107	1	100%	0	0%	0	0%
Wool	71	2,632	0	1,629	0	0%	0	0%	0	0%
Woolen Goods - Wholesale & Manufacturers	132	2,274	0	1,629	0	0%	0	0%	0	0%
Word Process System, Consultant, Designer	2	3,845	0	1,629	0	0%	0	0%	0	0%
Word Processing Service	13	3,419	0	1,629	0	0%	0	0%	0	0%
Work Clothes - Retail	231	1,930	0	1,629	0	0%	0	0%	0	0%
Work Clothes - Wholesale & Manufacturers	198	2,022	0	1,629	0	0%	0	0%	0	0%
Work-At-Home Companies	15,473	133	15	290	3	20%	6	40%	6	40%
Writer	12	3,448	0	1,629	0	0%	0	0%	0	0%
Writer - Freelance	20	3,265	0	1,629	0	0%	0	0%	0	0%
Writers - Business	97	2,453	1	1,107	0	0%	1	100%	0	0%
X-Ray Apparatus & Supplies	57	2,779	0	1,629	0	0%	0	0%	0	0%
X-Ray Labs - Industrial	12	3,448	0	1,629	0	0%	0	0%	0	0%
X-Ray Labs - Medical & Dental	53	2,816	0	1,629	0	0%	0	0%	0	0%
Yacht Brokers	124	2,308	0	1,629	0	0%	0	0%	0	0%
Yacht Charter Broker	283	1,787	1	1,107	1	100%	0	0%	0	0%
Yarn - Retail	79	2,579	0	1,629	0	0%	0	0%	0	0%
Yarn - Wholesale & Manufacturers	11	3,475	0	1,629	0	0%	0	0%	0	0%
Yellow Page Advertising	35	3,025	3	747	3	100%	0	0%	0	0%
Yoga Instruction	1,921	719	16	280	8	50%	7	44%	1	6%
Yoga Supplies	12	3,448	0	1,629	0	0%	0	0%	0	0%
Yogurt	48	2,874	0	1,629	0	0%	0	0%	0	0%
Youth Organizations & Centers	470	1,473	0	1,629	0	0%	0	0%	0	0%
Zippers	1	3,909	0	1,629	0	0%	0	0%	0	0%
Zippers - Repair	10	3,514	0	1,629	0	0%	0	0%	0	0%
Zoological Gardens	3	3,790	1	1,107	1	100%	0	0%	0	0%
Zoos	60	2,747	1	1,107	1	100%	0	0%	0	0%